

Long-Term Care Committee of Management

June 23, 2026

Summary

- Long-Term Care Committee of Management Purpose & Seniors Services and Long-Term Care (SSLTC) Reporting
- SSLTC 2025 Updates
- Accreditation Update

Committee of Management Purpose & SSLTC Reporting

Committee of Management: Purpose and Scope

- Provide oversight to ensure that the City of Toronto's directly operated long-term care homes operate in compliance with the FLTCA legislation.
- Meet annually, or at the call of the Chair, to receive and review an annual performance report from SSLTC.
- May report to City Council on matters concerning SSLTC's compliance.
- Support SSLTC in their ongoing commitment to accountability and transparency.
- Support the division to achieve and maintain its national accreditation status.

SSLTC Reporting and Accountability

- SSLTC reports to Committee and Council
 - Standing Committees including: Budget Committee, Economic and Community Development Committee, General Government Committee, Executive Committee
- Home Advisory Committees at each of the 10 City-operated long-term care homes, along with Inter-Home Advisory, Residents' Councils, Family Councils enhance public accountability in operations.

SSLTC 2025 Updates

CareTO Implementation

- CareTO is the City's brand for our person-centred emotion focused approach to care. Division-wide implementation is a strategic priority.
- In 2025, the six remaining LTCHs (CL, CFL, CWT, FH, KA, SO) began their implementation, and the pilot home (LL) was reengaged.
- Divisional Leads supported each LTCH with local improvements through the development of action plans, engagement sessions, and regular updates to practice.

SSLTC Achievements

- **Direct Care Hours**
 - Currently, SSLTC is averaging 3.82 hours of direct resident care across division.
- **New LTCH Program Advisory Committee**
 - Recruitment of volunteer members to provide advice and input to the General Manager on issues related to current care and future needs of long-term care residents, to foster innovation and strengthen community in the City's LTCH homes.
- **City Manager's Award of Excellence in Innovation**
 - Blending Plant-Based Protein & Beef for Resident Meals in Long-Term Care Home.
- **Student Volunteers Honoured with Provincial Awards**
 - Three exceptional students were recognized for their dedication and work with long-term care residents and received Student Volunteer Awards at the 2025 AdvantAGE Ontario Convention.

Divisional and Sector Challenges

- **Increased Regulatory Oversight and Inspection Activity**
 - Throughout 2025, the MLTC has completed an increased number of inspections provincially and divisionally
 - Due to increase, MLTC is building regulatory capacity across the province through the Compliance Assistance Program
- **Rising Acuity and Mental Health Complexity in New LTCH Admissions**
 - Increasing complexity of clinical acuity and mental health needs amongst newly admitted LTCH residents
 - In 2025, 33% of Ontario LTC residents are classified as clinically complex, within City of Toronto LTC homes 43% of residents are classified as clinically complex.
- **Sector Funding**
 - Municipal LTCHs set the standard for levels of care and staffing, however, experience an increased challenge in covering their operating costs.

Workforce Management Update – Frontline Recruitment

Long-Term Care Home Recruitment of Part Time Clinical Staff

(January – December 2025)

Long-Term Care Home	Number of Beds	Total Number of Part-Time Clinical Staff Onboarded
Bendale Acres	302	66
Carefree Lodge	127	28
Castleview Wychwood Towers	456	95
Cummer Lodge	391	35
Fudger House	228	36
Kipling Acres	337	36
Lakeshore Lodge	150	35
Seven Oaks	249	37
True Davidson Acres	187	39
Wesburn Manor	192	28

Workforce Management Update – Frontline Recruitment

Long-Term Care Home Recruitment of Full Time Clinical Staff

(January – December 2025)

Long-Term Care Home	Number of Beds	Total Number of Full-Time Clinical Staff Onboarded
Bendale Acres	302	31
Carefree Lodge	127	6
Castleview Wychwood Towers	456	50
Cummer Lodge	391	21
Fudger House	228	19
Kipling Acres	337	23
Lakeshore Lodge	150	11
Seven Oaks	249	13
True Davidson Acres	187	9
Wesburn Manor	192	18

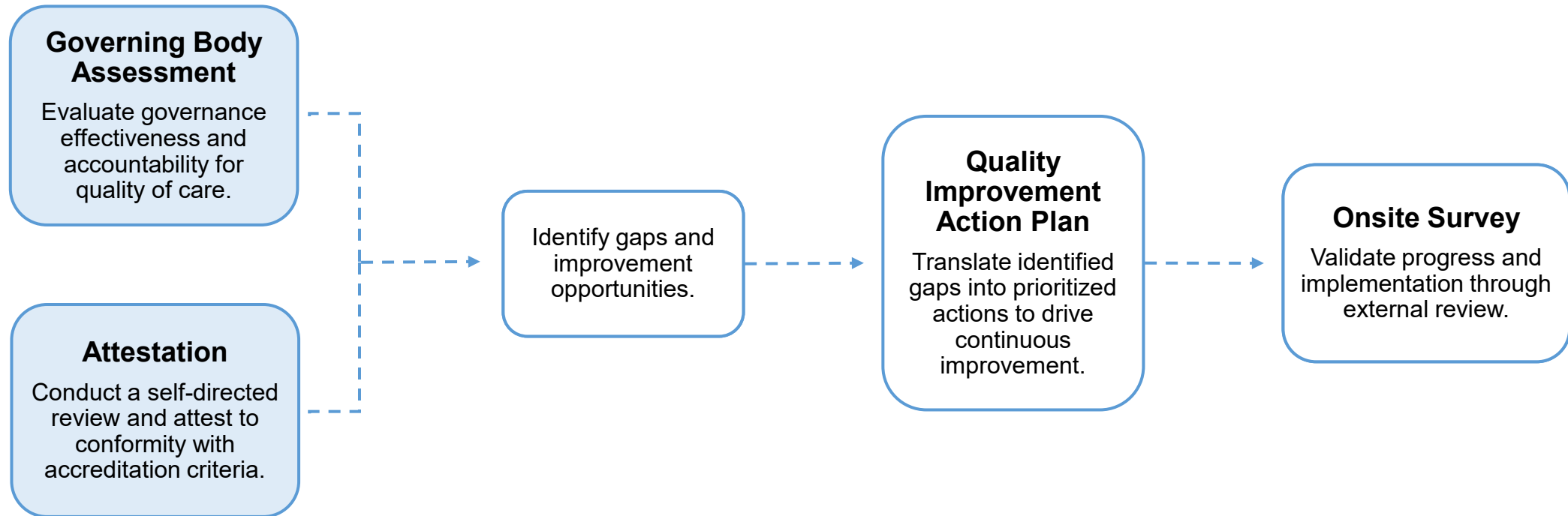
Accreditation Update

Accreditation Survey

- SSLTC's on-site survey will be held from October 26 to October 30, 2026.
- The on-site survey will include a meeting with the Governing Body.
- Accreditation Canada has updated their decision guidelines with three distinction levels:
 1. Accredited
 2. Accredited with Commendation
 3. Accredited with Exemplary Standing

Governing Body Assessment

- Results from the Governing Body Assessment and Attestation are used to identify strengths and gaps and inform the development of Quality Improvement Action Plans (QIAPs).



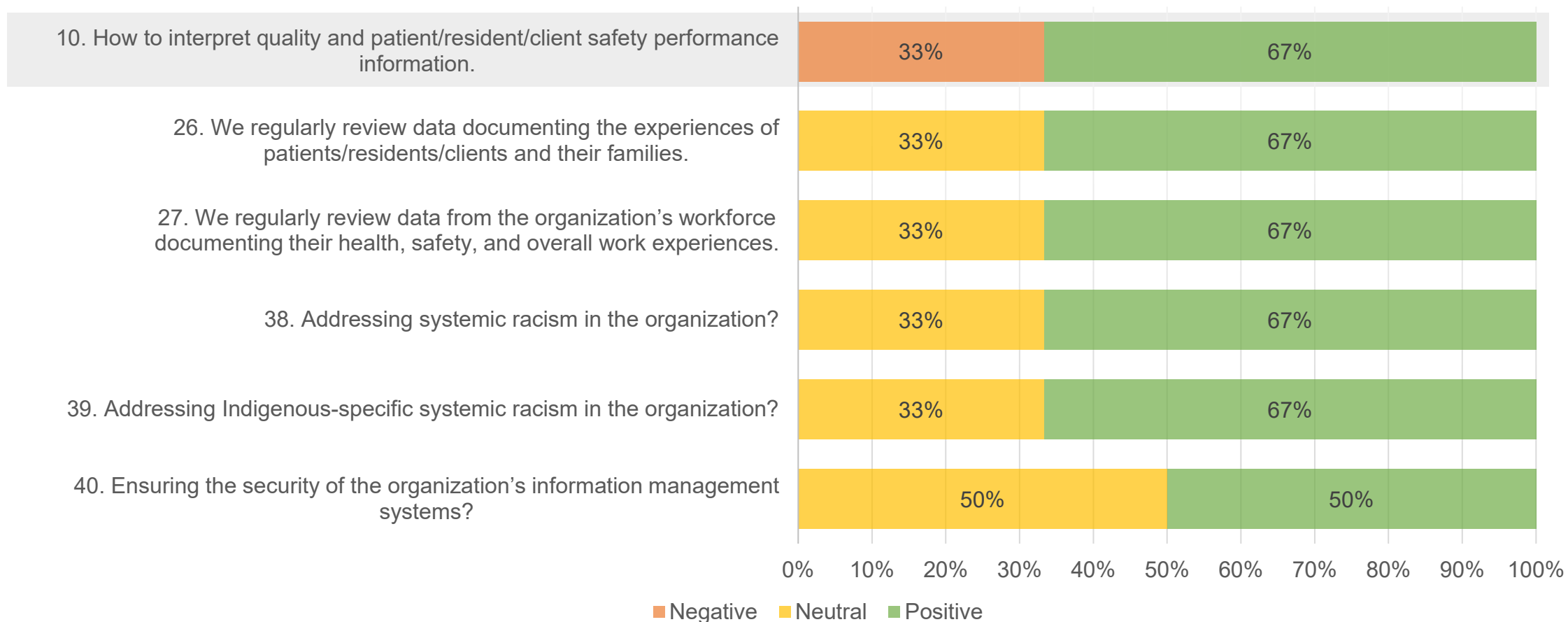
Attestation Results

Criteria 1.1.14 - The governing body provides its members with ongoing education so that it can fulfill its role and responsibilities to the LTC home.

Guidelines

- Ongoing education helps the governing body fulfill its roles and responsibilities.
- The governing body orients its new members, providing them with information about:
 - governance structure, accountabilities, bylaws, policies and procedures, and meeting schedules and protocols;
 - laws, regulations, and contractual obligations that apply to the LTC home and the governing body;
 - the LTC home's strategic plan, human resources plan, and integrated risk management plan; and
 - the LTC home's structure and operational environment.
 - The governing body is provided with ongoing learning opportunities on resident-centred care, team-based and trauma-informed approaches to care, safe practices, and quality improvement activities.

Governing Body Assessment Results



Quality Improvement Action Plan

- Both the Governing Body Assessment and the Attestation process identified the need for providing additional education for governing body members.
- These findings informed the following education-focused actions outlined in the Quality Improvement Action Plan:
 - Identify annual and ongoing education opportunities to Governing Body members, including education on how to interpret quality and resident safety performance information.
 - Provide information on learning opportunities through AdvantAge Ontario and follow-up meetings with SSLTC.

Thank You

Contact Information

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Commitment
to **CARE**

Compassion | Accountability | Respect | Excellence