

From: Minaki Moores
Sent: June 2, 2020 11:33 PM

RE: the Armed Forces Report on Long-Term Care Homes in Ontario, released May 26, 2020.

Now retired, I worked as a senior administrator in community care agencies providing seniors with services needed to age well and thrive while living in their own homes, as well as serving on the Board of Directors of one of the Homes cited in the Report, though my experience has been only in the not-for-profit sector of this industry.

Many of the spouses or family of our clients lived in long-term care institutions and many of our clients would also reach a stage when they needed to move into a Home. I thus became very familiar with these institutions. Some, in spite of the hand dealt them, did a reasonable job; they, too, deserve to be reviewed to see what resulted in their relative success.

Many homes were deplorable. For decades, community care organizations advocated for improvements: more timely and thorough provincial inspections, better personal support worker training, improvements in PSW compensation packages including a switch to full-time employment from the current part-time status which requires workers to work at several homes, improved sick-leave policies that currently lead employees to go to work while they are sick, improved housekeeping / cleaning practices, improved levels of programming and activities for residents and more.

Some of these areas were improved over time, mostly pay increases, but not remotely adequately. One underlying cause is insufficient funds to operate at reasonable standards. No one likes to pay taxes, but taxes are what give us the good life in our country and our province. Schools, community centres, roads, hospitals etc. etc. cost money. In my years of work in the seniors sector, I have seen excellent, careful financial management with a strong sense of stewardship. I encourage this government to build on the tremendous knowledge and goodwill in the part of the sector as I know it and increase the current inadequate funding that does not allow for reasonable, humane care.

This, then, needs to be buttressed by adequate provincial standards and inspection. Government after government has sought to improve on performance standards (rightly so) in the long-term care sector, but the report by the Canadian Armed Forces shows what we in the industry know: that a new and better approach is needed. We have been inundated by paperwork work and do not need more paperwork, more boxes to check on more reports. We need a process that requires promised performance to translate into delivered performance.

We certainly want to do the job well and provide loving sensitive care in pleasant clean environments.

This is an opportunity for your government to make an important difference and we trust that you will do so.

Yours truly

Jane Moore
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Minaki, Ont.