

Request to Appear as a Committee Witness for the Hearing of Bill 37

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To: Standing Committee on the Legislative Assembly

From: Agnes Yunhong He, Family Member of Mon Sheong Home for the Aged

Date: Nov 21, 2021

Re: Request to Appear as a Committee Witness for the Hearing of Bill 37

1) **My overall comments on Bill 37, the Providing More Care, Protecting Seniors, and Building More Beds Act**

It is good to increase the average hours of daily direct care to a resident in Bill 37 but I have big concern about the delay of the implementation of average 4 hours of daily direct care until March 31, 2025, because Mon Sheong Home for the Aged has chronic and serious shortage of PSWs due to lack of Ministry Funding. How can the quality care to the residents in Mon Sheong be guaranteed?

PSWs usually could provide good care for residents at a Resident/PSW ratio of 6. in the morning and evening on the 4th floor 3 PSWs provided care for 24 residents, sometimes 26 residents, the Resident/PSW ratio was 8-8.7. During 8-hour nighttime, 1 PSW provided care to 24 -26 residents. How can the quality care be guaranteed? About 60% of residents need total care, and do not have access to some essential care they deserved during the 8-hour night shift. PSWs sometimes needed to feed about 11 residents with different health situation. It took about 10 to 30 minutes to feed a resident. It is challenging to provide quality feeding to them. PSWs' pay rates were too low. It is challenging to hire new PSWs and retain existing PSWs in Mon Sheong Home for the Aged.

Mon Sheong who are seriously understaffed due to shortage of Ministry funding. Mon Sheong had an average of 2.72 hours of daily direct care to a resident on Nov 13, 2021, which did not meet the Ministry requirement of 2.75 hours of daily direct care to a resident.

Another big concern is that the calculation of the average hours of daily direct care for a resident is not averaged by each floor in each home but averaged by all long-term care homes as a whole. Mon

Sheong is most likely below the average due to the serious shortage of staffing, which would possibly be overlooked based on the calculation method stated in Bill 37. How to guarantee quality care to the residents in Mon Sheong?

2) **Recommendations to improve the conditions of long-term care homes**

I think that the Legislative Assembly of Ontario should immediately implement the average 4 hours of daily direct care to a resident, increase Ministry funding to Long-term care homes to hire and retain PSWs, give them decent wages and better working conditions, especially to Mon Sheong who has chronic shortage of PSWs and higher number of COVID related resident deaths among Toronto nursing homes.

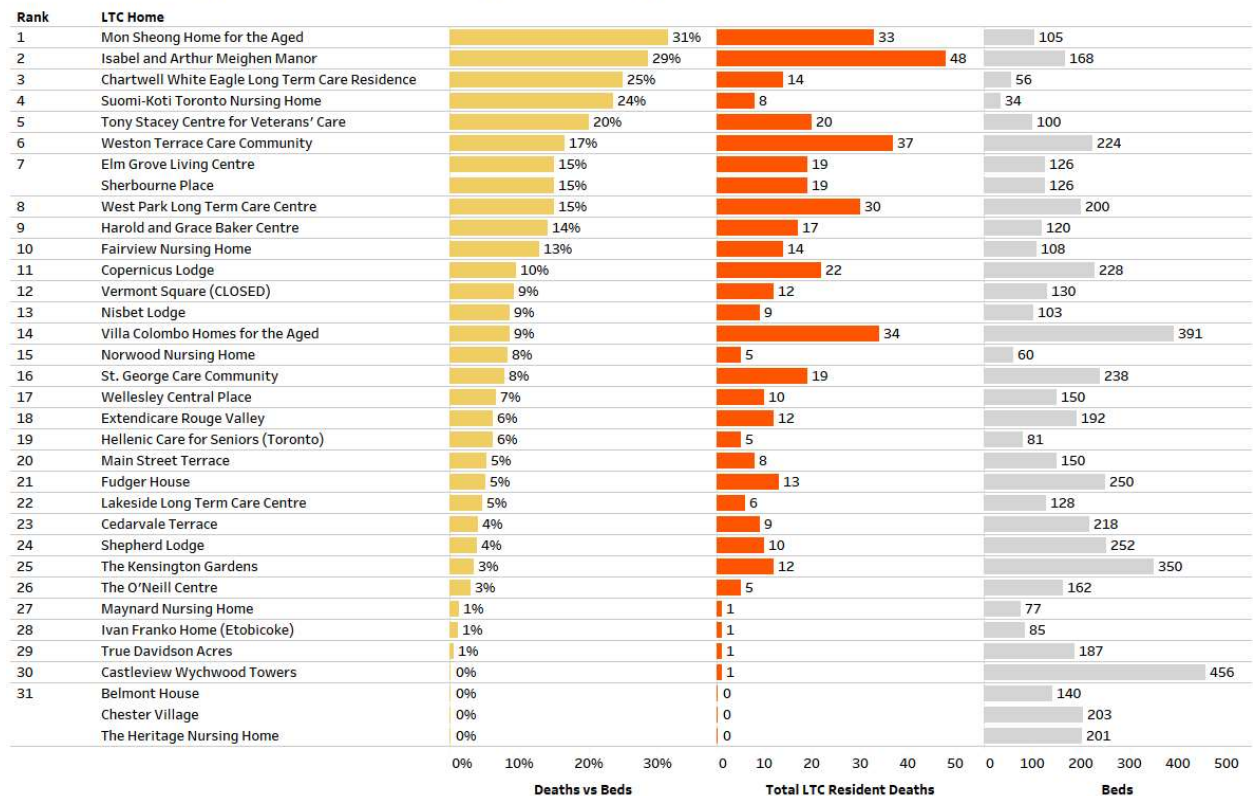
As a family member, I prepared a petition form signed by over 70 staff, family members, and the warm-hearted community members. We petition the Legislative Assembly of Ontario to

- 1) increase Ministry Funding to hire more PSWs in Mon Sheong.
- 2) Increase the pay rates of PSWs in Mon Sheong to the same pay rates earned by the PSWs in the nursing homes managed by the City of Toronto.
- 3) increase the pay rate of RPNs in Mon Sheong to a level higher than the pay rate earned by the PSWs in the nursing homes managed by the City of Toronto
- 4) pay nurses COVID related \$3 an hour raise. Nurses helped to do PSWs' work whenever they were available. Some PSW tasks became regular tasks of RPNs.
- 5) immediately implement an average of four hours of daily direct care to a resident

PSWs are overworked, stressful, and underpaid. They deserve the COVID related \$3 per hour increase permanently.

Recalling that on March 16, 2020, Non-essential visitors could not enter the Nursing home to provide care such as feeding, massage, warm chatting, and helping to do exercises. The care for the residents was worsened by the significant reduction of PSWs and nurses due to COVID-19 infection and subsequent isolation at home. The COVID related deaths of the residents increased sharply to 33 in Mon Sheong on May 13, 2020, Mon Sheong was ranked #4 among 34 Toronto Long-Term care homes. From March 16 to May 13, 2020, about averaging every 2 days, one resident died in Mon Sheong, about every 3 resident beds, one resident died, Mon Sheong was ranked #1 for the deaths to beds ratio, 31%.

Mon Sheong Home for the Aged During COVID-19 Pandemic



Note: Vermont Square was closed on Oct 8, 2021.

Graph made by Agnes Yunhong He on Nov19, 2021

Data Source: [https://data.ontario.ca/dataset/42df36df-04a0-43a9-8ad4-](https://data.ontario.ca/dataset/42df36df-04a0-43a9-8ad4-fac5e0e22244/resource/0cf2f01e-d4e1-48ed-8027-2133d059ec8b/download/resolvedlrtc.csv)

[fac5e0e22244/resource/0cf2f01e-d4e1-48ed-8027-2133d059ec8b/download/resolvedlrtc.csv](https://data.ontario.ca/dataset/42df36df-04a0-43a9-8ad4-fac5e0e22244/resource/0cf2f01e-d4e1-48ed-8027-2133d059ec8b/download/resolvedlrtc.csv)

Many of these deaths were preventable if the Ministry funding was sufficient to resolve the shortage of staffing earlier in Mon Sheong. We do not want additional deaths in any new pandemic in Mon Sheong in the future.

I would like the government to consider the important role of family members to provide care to their loved ones and help to extend the visiting hours for family members. The visiting time has been restricted from 9:45 am to 4:30 pm, maximum 3 hours per visit.

For the purpose of making sure the residents in Mon Sheong can get the required care they deserve, I suggest that the calculation of the average hours of daily direct care for a resident be averaged by each floor in each nursing home rather than by all long-term care homes as a whole.

Mon Sheong is the only long-term care home that serves Chinese seniors in downtown area. I think that the home had better to

1. have Nursing staff who can communicate with Chinese residents in Chinese language and know traditional Chinese culture.
2. offer Chinese culture activities and cuisines
3. provide Chinese TV shows.
4. celebrate Chinese Festivals such as Chinese New Year, Mid-Autumn Festival.
5. support traditional Chinese Medicine and acupuncture.

I hope that the waiting time can be reduced to enter the nursing homes which serve Chinese seniors.

By this way, residents can experience reduced stress and eased transition, self-esteem and satisfaction, and greater physical and psychosocial well-being.