



# ADVOCACY COMMITTEE

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November 2020  
Report

**Family Council Network 4**

**Committed to Improving the lives of Ontario Residents in  
Long Term Care**

**[www.network4longtermcareadvocacy.com](http://www.network4longtermcareadvocacy.com)**

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Web page:

<https://www.network4longtermcareadvocacy.com>

Facebook : Family Council Network 4



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# FAMILY COUNCIL NETWORK 4

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- Embraces the largest regional network (LHIN 4)
  - 86 homes / over 11,000 residents
  - Hamilton, Niagara, Haldimand, Brant, Burlington, and most of Norfolk
  - Now part of new Ontario Health Transitional Regional West: Erie St. Clair, South West, Hamilton, Niagara, Haldimand Brand and Waterloo Wellington - Lead is Bruce Lauckner
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# Advocacy Mandate

- **Networking** - sharing with local Family Councils for support, education and resources

*Advocate for: Standard of Care*

*Appropriate PPE*

*Living wage for staff / More PSWs*

*Appropriate oversight (Inspection Process)*

*Consider application of new models of care (eg. Butterfly, Eden)*

Links to other advocacy agencies (e.g. FCO, CanAge, AdvantAge Ontario, CLRI, CARP, OHC, RNAO, CUPE, SIEU, UIFOR)

Maintain linkage with other regional FC - Champlain (Ottawa) and Kingston, Northern Ontario (Sudbury)



# The Value of Family/Caregiver Presence



BETTER COORDINATION  
OF CARE



FEWER MEDICATION  
ERRORS



FEWER FALLS



FEWER 30 DAY  
READMISSIONS



BETTER PATIENT AND  
FAMILY EXPERIENCE

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# Recent Advocacy Activity



- Regional Meetings - pivot to Zoom format
  - Update the Webpage - activities / resources
  - New Newsletter / Survey
  - Email blitz to Minister LTC, MPPs, **LTC Commission**, Medical Officer of Health
    - Care Hours / Staffing / Salary
    - Infection Control
    - Timely testing for Essential Care Giver
    - Oversight (RQI Inspections spontaneous with education focus)
  - Research Study Participation - York U, McMaster, CLRI
  - Voice on CLRI Provincial Advisory Committee - education resources ++ for staff and families
  - Media Response
  - OHC Rally day
  - Webinars
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*LTC Commission Interim Report Oct 23, 2020*  
***Music to Our Ears***

- Appropriate staff mix
  - More full-time positions
  - Comprehensive human resources strategy (The ministry's Long-Term Care Staffing Study, released in July 2020, identifies the best path). Further "study" of the Study is not necessary. What is required is the Study's timely implementation
  - Minimum daily average of four hours of direct care per resident
  - Families and caregivers have ongoing, safe and managed access
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# TIME TO CARE ACT



- Passed Second Reading by all parties Oct 29th
  - Sent to Standing Committee on Social Policy
    - Study (seriously we need more ?)
    - Agree on wording of the Bill
    - Assign money
    - Committee members support priority items
  - Keep in touch with MPPs - need to expedite to Third Reading
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## This Morning

<https://globalnews.ca/news/7436416/ontario-four-hour-care-standard-long-term-care/>

The Ontario government is promising to establish a new standard that would see [long-term care](#) residents receive an average of four hours of direct care every day.

A senior government source not authorized to speak publicly says the province will announce its commitment to the standard today, with a pledge to have it achieved by **2024-2025**.

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# Why Inspection Process needs revisiting

## Non-Compliances captured through an RQI vs. Other Inspection Types

*Are there areas of a home's operations where an RQI is more likely to find non-compliance and where other inspection types typically do not?*

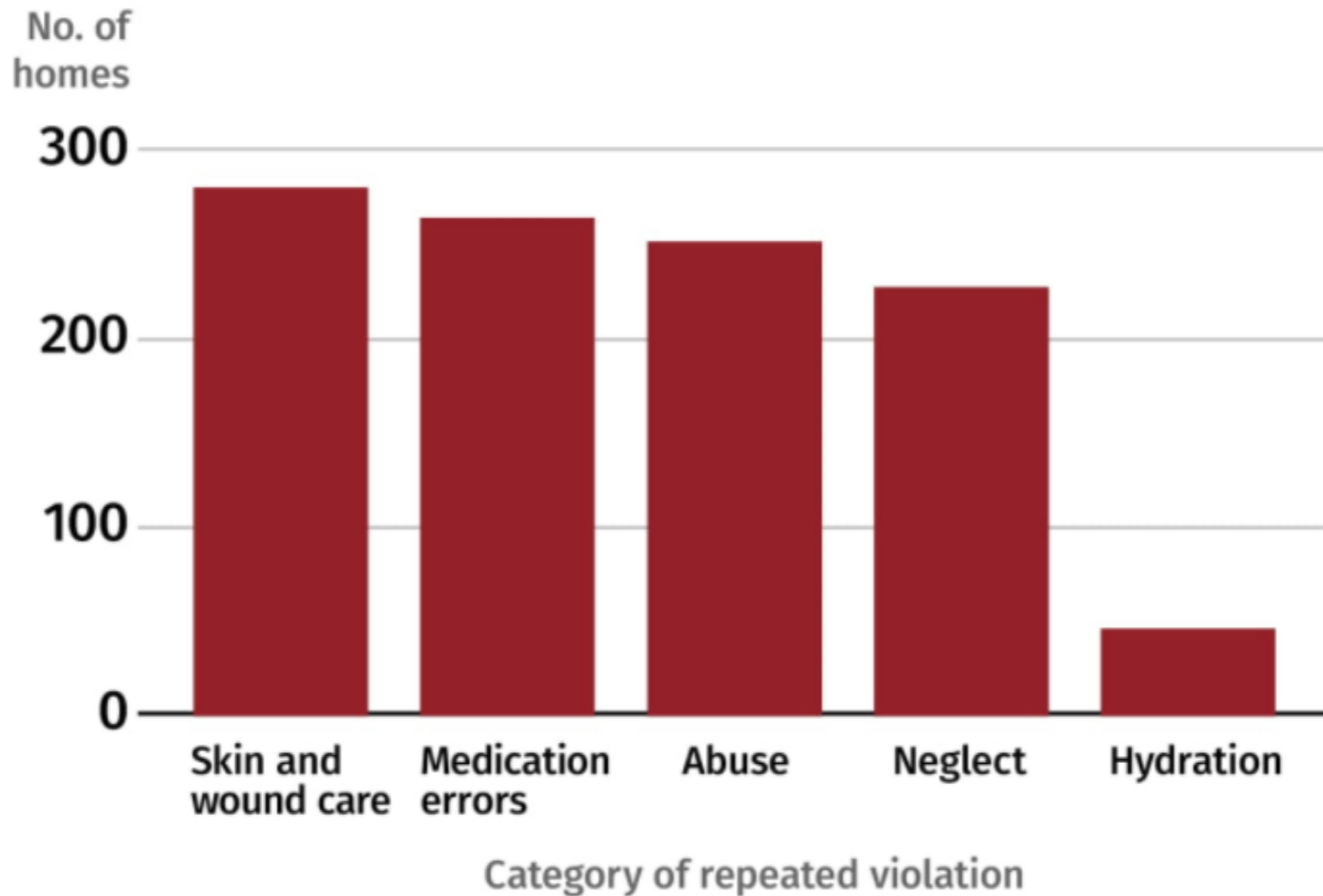
- Infection Prevention and Control Program
- Accommodation Services
- Policies to be followed
- Dining and Snack Service
- Safe Storage of Drugs
- Plan of Care
- Residents' Bill of Rights
- Communication and Response System
- Resident and Family Satisfaction Survey
- Skin and Wound Care

*Are there areas of a home's operations where an inspection type other than an RQI is more likely to find non-compliance?*

- Reporting certain matters to the Director
- Reports re Critical Incidents
- Policy to promote zero tolerance of abuse
- Duty to protect
- Administration of drugs
- Responsive behaviours
- Dealing with complaints
- Training of staff

# CBC Marketplace Oct 23, 2020

## Repeat offenders of the Long-Term Care Homes Act by type of offence 2015-2019



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# INTRODUCING SENECA STUDENT

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Remote Field  
Placement  
Gerontology  
Nodia Powell Bryan

- Helping us to build our network
  - Accurate contact information
  - Identify top three issues challenging family councils to accurately reflect advocacy activity
  - Share unique ideas
  - Identify differences in “Recreational Activities”
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# Advocacy Member Brenda Cowan at Simcoe Wellness Fair Leap Saturday 2020



Many people have NO idea what a maze it is to negotiate until they try to find somewhere for Mom or Dad live. “Oh I hope I never need LTC!”

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# Resources

Ways to make a complaint  
if resolution not found following  
health sector organization process :

- 1-888-321-0339 / 416-597-0339
- On line: [PatientOmbudsman.ca](http://PatientOmbudsman.ca)
- In Person
- Mail - 393 University Ave. Suite 1801,  
Toronto, M5G 1E6

**Cathy Fooks appointed July 2020**  
**Report released October 2020**  
**re COVID complaints - nearly 600**



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# Education Resources



O N T A R I O  
**CLRI**

Centres for Learning,  
Research & Innovation  
in Long-Term Care

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BAYCREST • BRUYÈRE • RIA

- Gerimedrisk - pharmacist consult for complex medications  
([info@gerimedrisk.com](mailto:info@gerimedrisk.com))
  - Leadership Coaching
  - Workshops / eLearning / Games “bitesize learning modules”
  - Family Led Huddles - SBAR tool
  - Cultural Competency Training
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## Resources - CLRI Curriculum

### Example Webinars

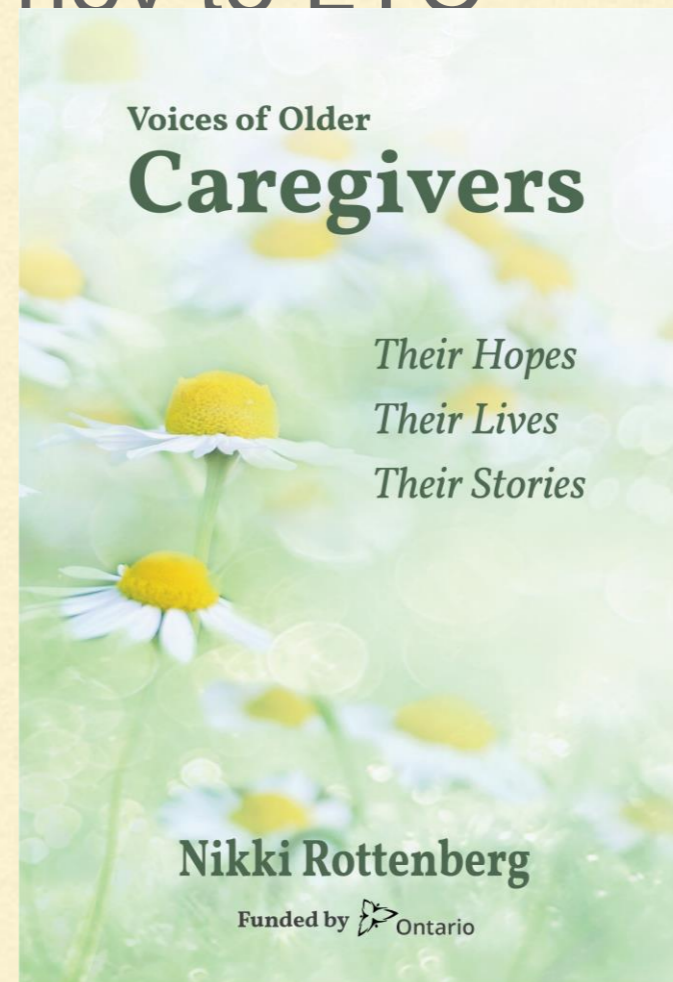
- Are we meeting the needs of minority populations in LTC?
  - Meaning, Memory & Mystery: Exploring Spiritual Care in LTC
  - Supporting Rainbow in LTC
  - Diversity in languages
  - PSW target audience in “bite size chunks” for care issues, infection control, end of life, etc.
  - *Now working on programs for families!*
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## Fund Raising

- 3 great books available, 4th in production
- \$15 - a bargain — the author donated her work!
- See webpage to request a book

A great read of family's journey to LTC



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## What Can You Do ?

email / call **YOUR MPP** re: Time to Care Bill

- Sustainable funding for 4 hours as a *standard of care* enacted into law
- Demand short committee study time and prompt Third Reading
- Ask for updates from the **LTC Commission**

<http://www.ltccommission-commissionsld.ca/share/residents.html>

Keep in touch with your network - share you Best Practices, unique ideas to improve life inside LTC, topics for next meeting

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Questions?      Suggestions?  
Thanks for listening!



# Round Table Discussion

1. Share ideas, success stories and “Best Practices” that have helped to improve the life of residents.
  2. How has your LTC home enabled families to spend more time with their loved ones? / What has your Family Council done to help with family visits?
  3. What changes has your family council made to meet during this challenging time?
  4. What are the hot topics for the next regional meeting?
    - Add ideas to the Chat Box please
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