



POLICY & SYSTEM PLANNING IN LONG-TERM CARE

FAMILY COUNCIL NETWORK 4 REGIONAL MEETING



SESSION OUTLINE

- FCO Overview
- LTC Sector Scan
 - Fixing Long-Term Care Act and Phase II Regulations
- FCO Policy Strategy
 - Organization policy objectives and methods for informing system planning and engaging service users
- How to engage in Public Policy
- Question & Answer

QUESTION: WHAT'S YOUR MOST PRESSING CONCERN?



- Quality control ?
- LTC development & infrastructure ?
- Staffing levels ?
- Resident experience ?
- Caregiver recognition ?



ABOUT FCO



FAMILY COUNCILS ONTARIO OVERVIEW



Family Councils of Ontario leads and supports families in improving quality of life in long-term care.

We do this by working collaboratively with our partners to cultivate effective Family Councils; **advance public policy & system planning**; and mobilize knowledge exchange.

FAMILY COUNCILS ONTARIO OVERVIEW

- Various supports to enable families to build effective Councils, understand their legislated powers, engage in quality improvement initiatives, develop positive and productive relationships with home leadership and enhance overall quality of life
- Incorporating diverse voices and experiences into the organization's internal and external functions continues to be a priority



BUILDING CAPACITY

- FCO is continuously developing and strengthening the skills, processes, and resources that are instrumental in supporting our service users
- Building awareness of factors that greatly impact the nature of the LTC sector and
- Creating strategies for navigating and adapting to changes within the landscape





SECTOR SCAN



WHAT DOES THE FLTCA SAY ABOUT FAMILY COUNCILS?

- Family Councils were first included in LTCHA 2007 to recognize the contributions of Family Councils
- The Fixing Long-Term Care Homes Act (FLTCA) 2021, provides homes with additional guidance to ensure the voice of families and the Family Council is present and heard as part of the Quality Improvement committee

LEGISLATION



FIXING LONG TERM CARE HOMES ACT (2021)

- Powers of a Family Council
- Membership
- Duty to respond
- Staff attendance at meetings
- Duty to cooperate
- Duty to meet with, consult
- Interference

- Mission statement
- Information for residents
- Posting information
- Satisfaction surveys
- Annual inspections
- Quality Improvement

NOTABLE UPDATES

- Person-centred language throughout the preamble
- Inspections requirement to improve public accountability
- Continuous Quality Improvement initiative
- The Minister shall consult with organizations that represent the interests of families and residents annually
- Expanded the requirements for emergency plans
- Requirement for all homes to have a public website
- Flexible meal-planning provisions

ONTARIO REGULATION 246/22 (PHASE II)

The Ministry proposes to amend Ontario Regulation 246/22 as part of an ongoing evolution of the legislative framework intended to enhance quality of care and quality of life for residents in long-term care homes.

Proposed amendments address:

- Staffing Qualifications
- Medication Management and Drug Administration
- Resident Experience
- Technical Amendments



OUR STRATEGY & PRIORITIES



FCO POLICY STRATEGY

- Values and Guiding Principles
- Assessing the Long-Term Care Landscape
- Indicators Checklist
- Incorporation of Family, Resident and LTC staff experiences
- Identified Goals, Objectives and Timeline

FCO OUTREACH & CONSULTATION FINDINGS

Key priorities

- Longstanding staffing and care consistency concerns
- Continuum of care from community to LTC supports
- LTC Culture change (PCC/EDI/etc.)
- Quality Improvement Involvement
- Recognition for caregivers in system planning

ADDRESSING FEEDBACK

Staffing and Consistency of Care

- FCO presented recommendations in pre-legislative submission on recruitment and retainment of LTC workforce
- Aligning recommendations with highlights from “A better place to live, a better place to work Ontario’s Long-Term Care Staffing Plan” (2021-2025)
- FCO will stay abreast of updates on the Ontario financial support program for up to 4,000 new students at private career colleges to address the shortage of PSWs and other initiatives to help ensure that PSWs have training to meet diverse resident needs

ADDRESSING FEEDBACK

Continuum of Care Support

- FCO admissions package project to support resident & family transition from community to LTC
- Recommendations made to MLTC on utilizing Social Workers a cross-section of skilled allied professionals in pre-legislative submission
- FCO support of SW/SSW post-secondary students to provide experiential experience and opportunities to learn about the sector

ADDRESSING FEEDBACK

LTC Culture Change

- Communicating the need for person-centred care which includes acknowledging holistic, cultural, linguistic and religious needs and preferences
- Ongoing efforts to showcase homes that are using progressive models of care through webinars, guest presentations, publications and resources
- FCO Building Bridges program and in-house advisory committees (DIERAC & RDAC)
- Collaboration with numerous LTC organizations on improving supports

ADDRESSING FEEDBACK

Quality Improvement and Enforcement

Suggestions in FCO pre-legislative submission included:

- Standardized metrics to measure quality improvement and effective accountability/enforcement
- More family & resident involvement in Quality Improvement initiatives
- FCO will be looking to families for insight on implementation of Quality Improvement Committees in home



ADDRESSING FEEDBACK

Recognition for Families in system planning

- Connecting families with MLTC stakeholders directly to share their insights
- Identifying barriers that hinder participation in system planning and solutions (e.g. proficiency with technology, location, individual commitments)
- Participation in National Standards work to inform on the needs and interests of families



HOW TO ENGAGE IN POLICY WORK



POLICY IN THE GRAND SCHEME

Public Policy

- Public policy is forms of government actions to achieve a desired outcome, goal or solve a problem. Objectives can be achieved through laws, regulations, funding priorities, or courses of actions.

Long-Term Care Policy

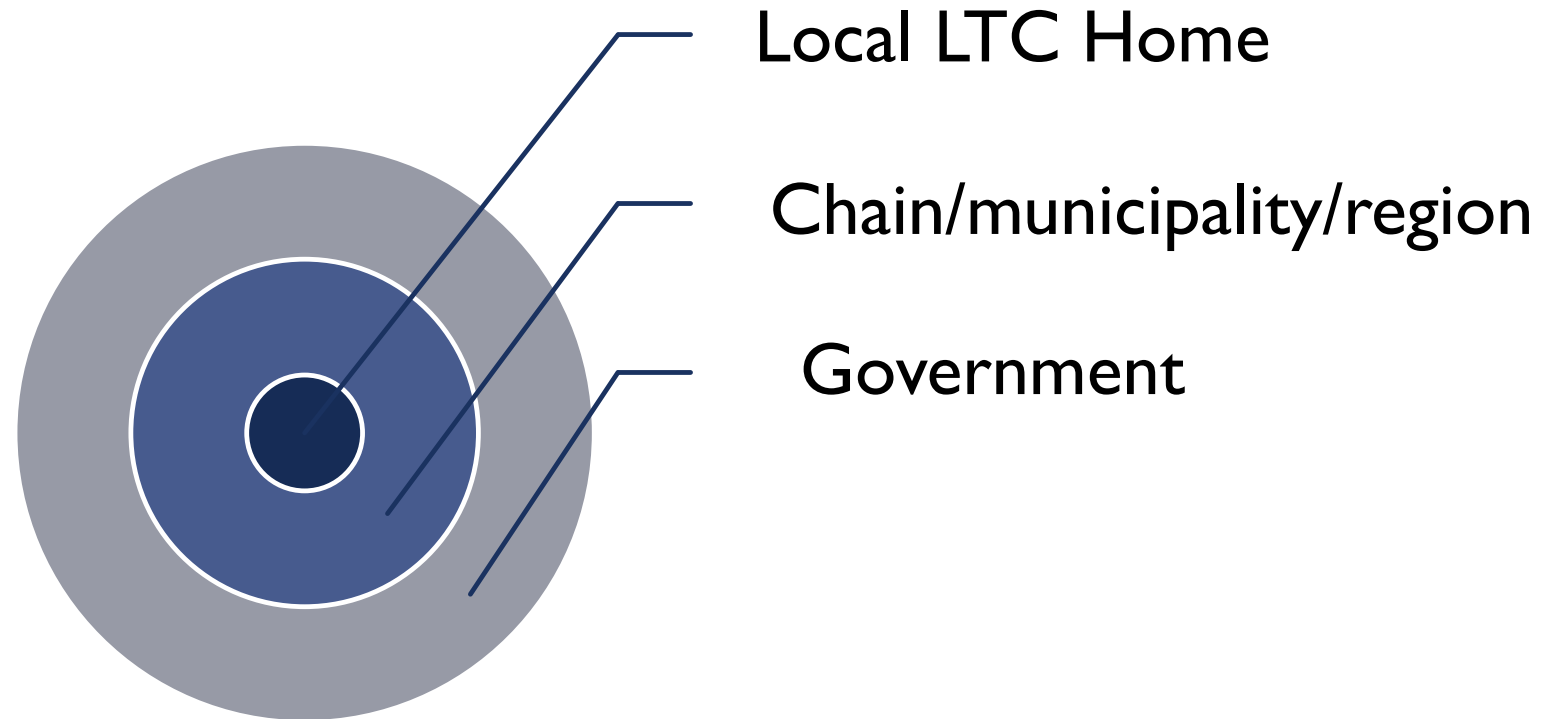
- The purpose of long-term care policy is to implement a coordinated system of care to improve the quality of life of residents. Long-term care homes provide nursing care, medical care, and help with day-to-day activities in a home environment.

HOW CONFIDENT ARE YOU IN ENGAGING WITH PUBLIC POLICY?



On a scale of 1-5 (Not Strongly Confident-1 Not Confident-2 Neutral-3 Confident-4 Strongly Confident-5), how confident are you in engaging in public policy (at any level)?

AREAS OF INFLUENCE



PUBLIC POLICY & THE ROLE OF CAREGIVERS

Questions to reflect upon with your Family Council and/or Network:

- What topics should be on the radar of policy makers?
- How can caregivers be meaningfully recognized as and engaged as essential stakeholders ?
- What should be enacted to ensure that families, residents and home staff are engaged in the policy implementation and reform process ?
- What can Ontario's LTC homes do in accordance with the *FLTCA* to deliver plans of care for each resident, nursing and support services ?

BEST PRACTICES FOR FAMILY ENGAGEMENT IN POLICY

- Take the time to review the FLTCA as a collective + understand the scope of influence
- Make notes of any changes that may be connected to your Family Council's mission, vision and goals and update Terms of Reference to reflect that alignment with updated legislation
- Stay abreast of opportunities to participate in the consultation process
- Submit feedback through official channels (e.g. Ontario Regulatory Registry website)



Q & A



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