

CFN4 Regional Virtual Meeting Dec 16, 2025

Thanks to 31 participants for joining in. And Thank You for your patience and diligence to help solve the sign in difficulties (first time we have encountered this particular technical issue).

We appreciated the presenters comprehensive review of the many aspects involved in the inspection process and the obvious work and attention that has gone into improving the entire process this past year. Inspections and the reports are a mystery to many Family Councils. The presenters responded with helpful hints during the *Question & Answer* session. Many of us were particularly interested to learn about the *Compliance Assistance initiatives*. Some homes have reported positively with the new processes. We all want to see improvements in the performance and quality in our LTC homes, and some participants appear to be interested in trying some of the ideas presented. Bob did offer to assist the Inspection Branch in any way our team could to continue this path of collaborative improvements. The family voice often sees things that others miss.

1. Synopsis of Presentation: Inspections Process in LTC Ontario

Guest Speakers:

Amberly Cowperthwaite – *District Manager, Long-Term Care Inspections Branch, MLTC (London)*

Farah Khan – *District Manager, Long-Term Care Inspections Branch, MLTC (Hamilton)*

Inspectors:

- primary role: determine compliance with the Act and Regulations
- must be registered health care provider (Registered nurse, registered dietitian, registered physiotherapist, occupational therapist, speech language pathologist or a social worker)
- wear name tags and identify themselves when they arrive and when speaking to staff, residents or families
- meet with chairs of Family and Resident Councils

Process

- Revitalized **Proactive Inspection Program** to improve resident safety and quality of life (remember many inspections were limited or stopped in response to COVID)

- Target to conduct one Proactive Inspection on all Ontario LTCH homes by end of 2025 = target met!
- Homes are not alerted prior to visit for Proactive Inspection
- Key Areas reviewed: IPAC, Policies/ Directives, Dining Room safety, Nutrition, Abuse & Neglect, Medication Safety, Plan of Care, Resident Rights
- Data driven process based on compliance to standards
- Starting to hear positive feedback from changes to process & program

Types of Inspections

- Proactive
- Reactive – response to Complaint or Critical Incident and then Follow-up inspection
 - complaints can be made through various channels, including Service Ontario's Family Support and Action Line
 - homes must respond within 10 days to written concerns from their Family Council. If these in-home discussions are not successful, Family Councils can raise their concerns with the Ministry. (but first, for effective problem solving, try to have productive discussion with administration staff)
- Pre- and Post-Occupancy Inspections for newly built homes

Reports

- notable improvement on reports and still making changes with feedback to clarify the interpreting the results presented, the reports are now more focused and direct.
- reports now shared with homes within 2 business days of inspection!
- see ministry webpage, find LTCH to read reports
<https://publicreporting.ltchomes.net/en-ca/default.aspx>
- Reports ready more quickly so homes can address any deficiencies immediately
- Increased transparency, communication and collaboration
- 2 types of reports – Public (protect identifying data) and more detailed given to the Licensee (Homes)
- Inspectors have non-compliance decision tools to assess severity of issue and homes are accountable to address issues

Improvements:

- Developed multi-branch assistance approach to Compliance
 - Enhanced inspection process
 - Training for Inspectors – 6-9 months
 - Offering sector- wide education and resources
 - Use compliance data for analysis

- Inspector Advisory Group
- Compliance Assistive Engagement Panel
- Average number of days for inspection process down to 5.37

2. Update Advocacy Team – see slide deck

3. Discussion and Promising Practices Sharing

Standardizing Long-Term Care Surveys

The group discussed issues with the satisfaction survey required by the Long-Term Care Act. Surveys can be vague and inconsistent across regions. Robert noted that while each long-term care home must conduct surveys for residents and families, they have flexibility in designing them to fit the programs and culture of that home, often consulting with family councils. A suggestion of creating a standardized provincial survey to ensure consistency and comparability of data; the challenge is getting homes to adopt a unified approach. Homes owned by large chains usually must follow same format given by “HQ” and a challenged to design form that is more reflective of individual culture. Homes have tried various methods to improve the survey process at the local facility. Emphasis on the need for more detailed and meaningful surveys.

Family Council Initiatives and Promising Practices in LTC. Sharing:

- a fundraising campaign for portable digital tablets to enhance resident engagement, asking for fund raising ideas and to look to local Foundation to work together to raise funds
- ensuring that care givers have opportunity for input in inspection process and adding students as valuable source and education enhancement if involved in inspection process
- the success and value of hiring of a nurse practitioner; increases communication to families, NP guest at Family Council meetings or holding “town hall” meetings to explain the role.
- Strategies for family council recruitment and engagement: Asking for examples of cards or posters to introduce the family council
- Improvement in communication with administration and meetings transformed with shifting from a combative to collaborative approach with staff and administration. Important to build relationships and look for opportunities to offer solutions.

Submitted by Carol Dueck, Chair Advocacy FCN4