

## Sample Letter to City Councillor

May 28, 2020

Mr./Mrs./Ms./Miss [Name of Councillor]

City of Ottawa

110 Laurier Avenue West

Ottawa, ON K1P 1J1

Dear Councillor [Name]:

### **Re: Request for immediate action to reduce the risk of COVID-19 to seniors living in Ottawa's 28 LTC homes**

*[State your purpose for writing the letter, for example:]*

With the unfolding COVID-19 crisis in long-term care homes in our city and across the province and country, I am asking you for your commitment to improve the care in this sector, immediately.

This pandemic has shone a spotlight on many weaknesses in LTC. It has put the residents who live in LTC, their family members who love and support them, and the staff who work there at great risk. This has happened despite extensive recommendations by experts, over many decades, for improvements. We need permanent improvements to LTC. This will require adequate funding for and support to a vital service in this community. **And we need it now!**

*[Add your personal experience with LTC. You may wish to include one or all the following in your letter:]*

- Provide personal details of your (or family member's) experiences with LTC – current or past experiences as well as the good and the bad;
- Provide additional details of the impact on you and/or your family member's health and well-being;
- You may want to send a picture of you and your family member; and
- If you are a staff person or volunteer, share what it means to you to work in LTC.

*[Include a clear and direct request. You may wish to add or include one or both of the following requests in your letter:]*

- Draw attention to your Councillor's commitments on LTC or quote a recent news article on the crisis in LTC. For more information, see the [list of media articles](#), and the post on the [City of Ottawa's Role in LTC and COVID-19 Response to LTC](#) ; and/or
- Support or contest their position on LTC.

*[Use supporting research and documentation, such as the COA' Statement of Concerns, for example:]*

- As a member/supporter of the Council on Aging of Ottawa, I fully endorse and support The Council on Aging for Ottawa's concerns and recommendations as outlined in the report, [Long-Term Care in Ottawa: We Need Change Now!](#), and in the document, [A Statement of Concerns](#). I call on your government to act immediately on these five concerns:
  - Critical shortages of care staff;
  - Inadequate infection prevention and control;
  - Inadequate standards for physical environments;
  - Weak communication with residents and family; and
  - Need for accountability and transparency.
- I would also welcome an independent review that concentrates on transforming seniors' care and commits more funding to this sector.
- Ask your Councillor to write to the Mayor, Chair of the Community and Protective Services, and Chair of the Board of Health on your behalf and to forward copies to you.

*[Thank your elected official for action taken and request a response to your questions, for example:]*

Thank you for your commitment in the past to seniors' issues. My family member deserves high-quality long-term care during this pandemic and beyond. We need access to information and support as well as to feel that we are a part of the solution. Will you show leadership in making LTC changes a priority now? What specific action will you take at the municipal level to improve the conditions in LTC homes now? I look forward to your response to my letter and questions.

Yours Sincerely,

*[Sign and type your name.]*

*[Include your address with postal code to show you are living in their ward.]*

*[cc. the Mayor, Committee Chairs, and other organizations you sent letters to so that your Councillor will know that others are aware of your concerns.]*

cc. Mayor Jim Watson  
Councillor Jenna Suds, Chair, Community and Protective Services  
Councillor Kelly Egli, Chair of the Board of Health  
Ms. Nicole Robert, President, The Council on Aging of Ottawa

## Sample Letter to Member of Provincial Parliament (MPP)

May 28, 2020

Mr./Mrs./Ms./Miss [Name of MPP], M.P.P.

(Use Honourable if he or she is a current or former cabinet minister)

The Honourable (full name), M.P.P.

Minister of [department title]

Legislative Assembly of Ontario

111 Wellesley Street West

Toronto, Ontario

M7A 1A2

Dear Mr./Mrs./Ms./Miss/ Honourable [Name]:

### **Re: Request for immediate action to reduce the risk of COVID-19 to seniors living in Ottawa's 28 LTC homes**

*[State your purpose for writing the letter, for example:]*

With the unfolding COVID-19 crisis in long-term care homes in our city and across the province and country, I am asking you for your commitment to improve the care in this sector, immediately.

This pandemic has shone a spotlight on many weaknesses in LTC. It has put the residents who live in LTC, their family members who love and support them, and the staff who work there at great risk. This has happened despite extensive recommendations by experts, over many decades, for improvements. We need permanent improvements to LTC. This will require adequate funding for and support to a vital service in this community. **And we need it now!**

*[Add your personal experience with LTC. You may wish to include one or all the following in your letter:]*

- Provide personal details of your (or family member's) experiences with LTC – current or past experiences as well as the good and the bad;
- Provide additional details of the impact on you and/or your family member's health and well-being;
- You may want to send a picture of you and your family member; and
- If you are a staff person or volunteer, share what it means to you to work in LTC.

*[Include a clear and direct request. You may wish to add or include one or both of the following requests in your letter:]*

- Draw attention to the commitments of your MPP's party on LTC or quote a recent news article on the crisis in LTC. For more information, see the [What will each party do to protect](#)

[long-term care residents, if elected?](#) (CARP, 2018), the [list of media articles](#), and the post on the [Provincial Role in LTC and COVID-19 Response to LTC](#); and/or

- Support or contest position on LTC.

*[Use supporting research and documentation, such as the COA' Statement of Concern, for example:]*

- As a member/supporter of the Council on Aging of Ottawa, I fully endorse and support The Council on Aging for Ottawa's concerns and recommendations as outlined in the report, [Long-Term Care in Ottawa: We Need Change Now!](#), and in the document, [A Statement of Concerns](#). I call on your government to act immediately on these five concerns:
  - Critical shortages of care staff;
  - Inadequate infection prevention and control;
  - Inadequate standards for physical environments;
  - Weak communication with residents and family; and
  - Need for accountability and transparency.
- I would also welcome an independent review that concentrates on transforming seniors' care and commits more funding to this sector.
- Ask your MPP to write to the Premier, Minister of Health, Minister of Long-Term Care, and Minister of Seniors and Accessibility on your behalf and to forward copies to you.

*[Thank your elected official for action taken and request a response to your questions, for example:]*

Thank you for your commitment in the past to seniors' issues. My family member deserves high-quality long-term care during this pandemic and beyond. We need access to information and support as well as to feel that we are a part of the solution. Will you show leadership in making LTC changes a priority now? What specific action will you take at the provincial level to improve the conditions in LTC homes now? I look forward to your response to my letter and questions.

Yours Sincerely,

*[Sign and type your name.]*

*[Include your address with postal code to show you are living in their riding.]*

*[cc. the Premier, Ministers, and other organizations you sent letters to so that your MPP will know that others are aware of your concerns.]*

cc. The Honourable Doug Ford, M.P.P., Premier of Ontario  
The Honourable Christine Elliott, M.P.P., Minister of Health  
The Honourable Merrilee Fullerton, M.P.P., Minister of Long-Term Care  
The Honourable Raymond Cho, M.P.P., Minister of Seniors and Accessibility  
Ms. Nicole Robert, President, The Council on Aging of Ottawa

## Sample Letter to Member of Parliament (MP)

May 28, 2020

Mr./Mrs./Ms./Miss [Name of MP], M.P.

(Use Honourable if he or she is a current or former cabinet minister)

The Honourable (full name), P.C., M.P.

Minister of [department title]

House of Commons

Ottawa, Ontario

K1A 0A6

Dear Mr./Mrs./Ms./Miss/ Honourable [Name]:

### **Re: Request for immediate action to reduce the risk of COVID-19 to seniors living in Ottawa's 28 LTC homes**

*[State your purpose for writing the letter, for example:]*

With the unfolding COVID-19 crisis in long-term care homes in our city and across the province and country, I am asking you for your commitment to improve the care in this sector, immediately.

This pandemic has shone a spotlight on many weaknesses in LTC. It has put the residents who live in LTC, their family members who love and support them, and the staff who work there at great risk. This has happened despite extensive recommendations by experts, over many decades, for improvements. We need permanent improvements to LTC. This will require adequate funding for and support to a vital service in this community. **And we need it now!**

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- Provide additional details of the impact on you and/or your family member's health and well-being;
- You may want to send a picture of you and your family member; and
- If you are a staff person or volunteer, share what it means to you to work in LTC.

*[Include a clear and direct request. You may wish to add or include one or both of the following requests in your letter:]*

- Draw attention to the commitments of your MP's party on LTC or quote a recent news article on the crisis in LTC. For more information, see the [major parties' 2019 election platforms on health and LTC](#) (Macleans), the [list of media articles](#), and the post on the [Federal Role in LTC and COVID-19 Response to LTC](#); and/or

- Support or contest position on LTC.

*[Use supporting research and documentation, such as the COA' Statement of Concern, for example:]*

- As a member/supporter of the Council on Aging of Ottawa, I fully endorse and support The Council on Aging for Ottawa's concerns and recommendations as outlined in the report, [Long-Term Care in Ottawa: We Need Change Now!](#), and in the document, [A Statement of Concerns](#). I call on your government to act immediately on these five concerns:
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  - Weak communication with residents and family; and
  - Need for accountability and transparency.
- I would also welcome an independent review that concentrates on transforming seniors' care and commits more funding to this sector.
- Ask your MPP to write to the Prime Minister, Minister of Health, and Minister of Seniors on your behalf and to forward copies to you.

*[Thank your elected official for action taken and request a response to your questions, for example:]*

Thank you for your commitment in the past to seniors' issues. My family member deserves high-quality long-term care during this pandemic and beyond. We need access to information and support as well as to feel that we are a part of the solution. Will you show leadership in making LTC changes a priority now? What specific action will you take at the federal level to improve the conditions in LTC homes now? I look forward to your response to my letter and questions.

Yours Sincerely,

*[Sign and type your name.]*

*[Include your address with postal code to show you are living in their riding.]*

*[cc. the Prime Minister, Ministers, and other organizations you sent letters to so that your MP will know that others are aware of your concerns.]*

cc. The Right Honourable Justin Trudeau, P.C., M.P., Prime Minister of Canada  
The Honourable Patty Hajdu, M.P., Minister of Health  
The Honourable Deb Schulte, M.P., Minister of Seniors  
Ms. Nicole Robert, President, The Council on Aging of Ottawa