

Long-Term Care in Ottawa: We Need Change Now!

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa



Pay attention to at-risk seniors

Monitor all barriers that reduce or delay access to LTC and while seniors wait for care.

Concerns: Low income, language, ethnicity, sexual orientation, gender identity, or special care needs should not be barriers to timely access to long-term care.

The longest wait times in Ottawa are for basic care beds (64% of those on the waiting list for only 40% of available beds). Some of these basic beds are subsidized by the province for low-income residents. Wait times for these beds is nearly a year longer than the wait for private/semi-private beds. Those waiting for basic care beds are the same individuals who may not be able to afford to wait for LTC in a retirement home or to pay for additional care if they do not have a caregiver.

All homes are required to set aside a minimum of 40% of their rooms for basic care and these may include specialized beds, including short-stay beds. There are many homes in the Ottawa that do not provide 40% of their regular LTC beds for basic care and three homes report less than 30% of their regular LTC beds available. Also contributing to the long wait times for basic care is that LTC homes can keep 50% of available basic beds for internal transfers.

There is also a shortage of designated homes/units in Ottawa to serve ethnic, religious, or linguistic sub-populations. Villa Marconi, Hillel Lodge, and the Glebe Centre (one unit) provide specialized services for ethnic groups. There are three Francophone milieu homes, eight bilingual homes and one female-only designation home. As well as the lack of homes to serve our increasingly diverse population, there are no homes in the Ottawa area that specifically serve the LGBTQ2S+ and Indigenous communities. Wait times for culturally appropriate homes can be significantly longer – in some cases years.

There exists significant need for added behavioural supports in LTC homes with 31% of all LTC waitlisted patients having behavioural issues. Only 20 of the 4,488 LTC beds in Ottawa are specialized to care for the needs of this group, and the majority of the LTC beds do not have systems in place to care for patients requiring a secure environment.

Measuring Progress/Current Status and Data¹⁴

13. Reducing wait times for basic care

- *64% of people waiting for LTC are waiting for basic care*
- *The rate of admission to basic care beds falls short of demand. There are sub-regional differences: 31% in Central Ottawa, 44% in Eastern Ottawa and 37% in Western Ottawa as of September 2019*

14. Monitoring that 40% of regular LTC beds in every home are available for basic care

- *Currently 9 of 28 homes report less than 40% of available LTC beds for basic level care, and three homes report less than 30% of their beds available*

15. Monitoring barriers such as income, language, culture, sexual orientation, and/or special needs that delay or discriminate among people waiting for care

- *Research needed*
- *Median wait-times for special designated homes compared to wait-times for 'mainstream' homes. More data/research is required from January to October 2019 (Hillel – 201 days; Villa Marconi – 530 days; Residence St. Louis – 286 days; Centre d'accueil Champlain – 264 days; Centre de soins de longue durée Montfort – 623 days)*

16. Monitoring privately paid care for core LTC services such as personal care and help with eating

- *No data available*

17. Monitoring privately paid care in retirement homes and other venues

- *Research needed*

18. Monitoring co-payments and any other charges

- *Resident accommodation co-pays were increased by 2.3% in 2019, the highest increase in years*

¹⁴ Data taken from the Province of Ontario, Home and Community Care, Client Health and Related Information System (CHRIS) unless otherwise provided. hssontario.ca/News/Pages/Meet-CHRIS.aspx