

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa

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

February 2020



Position Paper on LTC submitted by the Health Issues Committee

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Our Vision: Respected, informed and engaged seniors living in an Age-Friendly city

Our Mission: The Council on Aging of Ottawa serves as a leading community voice in both official languages for Ottawa's seniors. Our aim is to help Ottawa become more Age-Friendly by identifying and addressing issues and services that impact the lives of seniors.

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- Members of the Health Issues Committee

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Table of Contents

1 | Introduction

1 | Our Vision for Long-Term Care

2 | Our Priorities for Long-Term Care in Ottawa

3 |



Provide more care

5 |



Plan for beds

9 |



Pay attention to
at-risk seniors

11 |

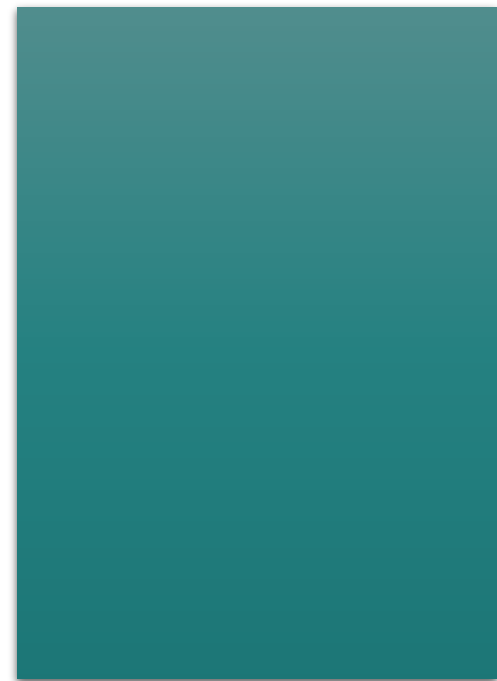


Promote innovation
and quality

13 | Conclusion

14 | References

15 | How to find long-term care



Introduction

Quality long-term care (LTC) is everyone's concern. Too often long-term care is ignored until someone needs it. The current situation is not working for seniors, for unpaid caregivers, for people waiting in hospitals and at home for long-term care, for staff who work in LTC and for the rest of the health system that is left to pick up bits and pieces of needed care. The Council on Aging wants to see long-term care change now in Ottawa, in Ontario and elsewhere in Canada.

We need change now!

Our Vision for Long-Term Care

That long-term care residents live in a safe, home-like environment where they are treated with respect and dignity.

To make this happen,

- funding must support staffing levels which meet the care needs of all residents
- wait times must be guaranteed and all barriers that delay timely admission be removed
- the sector must be recognized and respected as an integral and vital part of the health care system and be affordable for residents.

Long-term care homes are places where adults can live and receive

- help with most of all daily activities and
- access to 24-hour nursing and personal care.¹

These homes are licensed by the Ministries and they determine the number and location of all LTC beds in Ontario.

In Ottawa (three central sub-regions of the Champlain Local Health Integration Network (LHIN)), there are

28 LTC homes with

4,488 regular long-stay beds

254 specialized long-stay beds

120 short-stay beds

As of October 2019,

3,560 people were waiting for these

4,488 regular long-stay beds.²

¹ Government of Ontario. (2019). *Long-Term Care overview*. Retrieved from ontario.ca/page/about-long-term-care

² Data reported in this paper were taken from the Province of Ontario, Home and Community Care, *Client Health and Related Information System (CHRIS)*. We worked with the Champlain LHIN to isolate data for the Ottawa region. hssontario.ca/Meet-CHRIS.aspx

Our Priorities for Long-Term Care



Provide more care

Fund more direct care staff (RN, RPN, PSW and other health workers) in LTC with a regulated minimum number of care hours/resident appropriate to the complexity of care needed.



Plan for beds

Ensure that enough LTC beds are available to meet current and future needs and that all beds meet Ministry standards.



Pay attention to at-risk seniors

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



Promote innovation and quality

Regulate and manage LTC in a manner that promotes innovation and continuous quality improvement for residents and staff.



Provide more care

Fund more direct care staff (Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW) and other health workers) in LTC with a regulated minimum number of care hours/resident appropriate to the complexity of care needed.

Concerns: Staffing levels in LTC have remained virtually unchanged over the past 10 years despite a very significant increase in the complexity of health care needs of residents in LTC and those waiting for care. There has also been an increase in the complexity of procedures that LTC homes now perform. The Council on Aging of Ottawa remains concerned that the care currently required in LTC is not being funded adequately and that this situation is getting worse despite increasing care needs in LTC.

Staffing levels are well below four hours of direct care recommended as the minimum level necessary to ensure quality care. In Ontario, direct hours of personal care (nursing, registered practical nurse and personal support work) have only risen from 3.17 hours/resident/day in 2008 to 3.26 hours/resident/day in 2017.

Ontario needs to legislate at least four hours of direct care/resident/day. This increased level of direct care in LTC has been widely supported by families, unions, research studies and professional organizations for many years. A private member's bill, *Time to Care Act*, received unanimous support by all parties at second reading in the Legislature in 2017. It was re-introduced in the Summer of 2018 and received first reading.³

To address inadequate care in LTC, residents and families are increasingly turning to paid caregivers to supplement the care funded by the province and by unpaid caregivers. While these extra care expenses have not been formally tracked, they need to be carefully monitored in the coming years.

³ Bill 13, *Time to Care Act (Long-Term Care Homes Amendment, Minimum Standard of Daily Care)*. (2018). First Reading July 31, 2019. Retrieved from the Province of Ontario Legislative Assembly website: ola.org/en/legislative-business/bills/parliament-42/session-1/bill-13

LTC homes are facing major challenges in retaining and recruiting staff, particularly personal support workers. Staff burnout is a significant issue due to heavy workloads, workplace violence and stress. Rates of abuse and violence have risen to unprecedented levels both resident-to-resident and staff-to-resident. Without needed changes in LTC, the situation will continue to worsen for staff and residents.

Measuring Progress/Current Status and Data⁴

1. **Implementing a *Time to Care Act*** (Long-Term Care Homes Amendment, Minimum Standard of Daily Care)
 - *First Reading on July 31, 2018*
2. **Implementing recommendations (particularly #85 - increase the number of registered staff in LTC homes) from the *Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System (2019)***⁵
 - *Progress report due on July 31, 2020*
3. **Mandating timely and transparent reporting from every LTC home**
 - a) **of direct hours of paid care/resident**
 - b) **when minimum care hours not provided**
 - *No reporting on these at level of individual homes*
 - *Some provincial-wide data are available – 3.26 hours of direct care/resident/day in 2017*

⁴ 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

⁵ Gillese, E. (2019, July 31). *The Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System, Volume 1: Executive Summary and Consolidated Recommendations*. Retrieved from the Long-Term Care Homes Public Inquiry website: longtermcareinquiry.ca/en/final-report



Plan for beds

Ensure that enough LTC beds are available to meet current and future needs and that all beds meet Ministry standards.

Concerns: The number of Canadians over age 85 is expected to more than triple over the next 30 years and in Ottawa, seniors represent the fastest growing segment of the population. There has been a growth of 47% in the population aged 85 and over in the past 10 years in Ottawa along with increasing diversity in the seniors' population (e.g., visible minorities, Indigenous People).⁶

Despite the population growth and diversity of older adults, there has almost been no construction of new long-term care beds across the province. Between 2011 and 2018, the number of long-term beds in Ontario increased by only 0.8% while the population of Ontarians aged 75 and over grew by 20%.⁷ In Ottawa, there have only been 84 new regular LTC beds created since 2013 when the new St. Patrick's Home opened its doors. The lack of new beds is complicated by the number of homes in the Ottawa area that do not meet current safety and design standards. Of the 4,488-regular long-stay beds in the Ottawa area, 1,385 beds (31%) are rated as below Ministry standards and this situation has been known for at least nine years. These beds must be renovated by 2025. In these older homes, many residents share a room and bathroom with two or three other residents and with only a curtain for privacy between beds.

⁶ Norris, D. (2018). Ottawa's Rapidly Growing, Changing, and Aging Population. In Tapping into Ottawa's older consumer market: Worth \$12.6B a year and growing, pp. 2-4. Retrieved from The Council on Aging of Ottawa website: coaottawa.ca/capital-aging-special-report-2018/

⁷ Financial Accountability Office of Ontario. (2019). *Long-Term Care Homes Program: A Review of the Plan to Create 15,000 New Long-Term Care Beds in Ontario*. Retrieved from fao-on.org/en/Blog/Publications/ontario-long-term-care-program

Construction of new beds should also consider the mix of for-profit versus non-profit beds. Ontario currently has the highest percentage (58%) of for-profit LTC beds in the country, yet wait lists show a clear preference for non-profit homes. The Ottawa area has a slightly lower percentage of for-profit LTC homes – 50% of homes and 52% of beds. Research has demonstrated poorer health outcomes in for-profit homes. A study published in 2015 concluded that for-profit residences in Ontario have significantly higher rates of both mortality and hospital admissions.⁸

As a result of the shortage of long-term care beds, and the increasing demand for this level of care, the waiting list in Ontario has increased by over 78% since 2011-12 to the present. Ottawa saw an increase of 80% from 2013 to October 2019, with the monthly average of distinct clients waiting for LTC growing from 1,973 in 2013 to 3,560 in October 2019.

The median wait time in the Champlain region has been increasing over the past eight years and is now 186 days compared to the provincial median wait time of 146 days. People waiting in the community, and not in hospitals, will wait almost 2 months longer for admission to LTC (232 days).

These long wait times contribute considerably to caregiver stress and burnout as unpaid caregivers struggle to provide care for their increasingly frail loved one while they wait for a LTC bed. In many cases, families must pay for care to supplement what is provided by the provincially funded home and community care services.

⁸ Tanuseputro, P., Chalifoux, M., Bennett, C., Gruneir, A., Bronskill, S.E., Walker, P., & Manuel, D. (2015). Hospitalization and Mortality Rates in Long-Term Care Facilities: Does for Profit Matter? *Journal of the American Medical Directors Association*, V16, I10, 874-883. Retrieved from [jamda.com/article/S1525-8610\(15\)00414-4/abstract](http://jamda.com/article/S1525-8610(15)00414-4/abstract)



Plan for beds

Measuring Progress/Current Status and Data⁹

4. Planning to meet the changing LTC needs of seniors in Ottawa (and Ontario) over the next decade. The plan must respect diversity, location, and the complexity of needs as well as health human resource requirements

- *No public plan for development of LTC in Ontario exists. The recent report by the Financial Accountability Office of Ontario on the Plan for Long-term Care¹⁰ provides a clear assessment of the need for additional growth in LTC beyond the announced 15,000 new beds*

5. Eliminating substandard physical plant (currently 31% of available LTC beds in Ottawa and 42% in the Champlain region) – no home should be left behind

- *No publicly available plans for improving these beds are available. Cuts to the Structural Compliance Premium Program¹¹ may delay upgrading*

6. Building of beds in Ottawa where they are needed “announced” by the Ministries of Health and Long-Term Care

- *There are no publicly available details on the 212 beds announced in the Spring of 2019 for the Central (84 beds) and Eastern Ottawa (128 beds) sub-regions*
- *Beds are most needed in Western and Central Ottawa. The ratio of beds per 1000 people over the age of 75 is: Western Ottawa 76.7 beds, Central Ottawa 77.6 beds, Eastern Ottawa 84.1 beds*

7. Maintaining the current non-profit sector in LTC in Ottawa

- *Current percentage of non-profit homes (50%) and regular long-stay LTC beds (48%) (2019)*

⁹ 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

¹⁰ Financial Accountability Office of Ontario. (2019).

¹¹ Government of Ontario, Ministry of Long-Term Care. (2019, September 20). *Ontario Extends Long-Term Care Funding to Ensure Quality Care for Patients* [Press Release]. Retrieved from news.ontario.ca/mltc/en/2019/09/ontario-extends-long-term-care-funding-to-ensure-quality-care-for-patients.html

8. Establishing and monitoring benchmark/targets for wait times

- *No benchmark/targets for wait times in Ontario*

9. Reducing waitlists and wait times

- *Waitlists are growing larger in Ottawa (3,560 in October 2019) and in Ontario (34,900 in 2018-2019)*
- *Median number of days people waiting for LTC placement in Champlain region is 186 days (compared with Ontario median wait time of 146 days) 2016-2017*

10. Reducing the alternate level of care (ALC) patients in hospitals (i.e., those waiting for LTC and specialized LTC) and time for transfer

- *In Champlain region, 14.6% of inpatient days in hospitals are occupied by people waiting to move to LTC homes (the provincial percentage is 15.4%) [2018-2019 data]. As of September 2019, 40% of all ALC patients in the Champlain region are destined for LTC: 60% in Ottawa Centre, 10% in Western Ottawa, 9% in Eastern Ottawa*
- *As of October 2019, of the total of 3,560 people waiting for LTC, there were 153 people designated as ALC in Ottawa*

11. Reducing the unmet needs in home care

- *Total waitlist for Personal Support Services in Ottawa went from 125 people in April 2019 to 370 in November 2019¹²*
- *Monitoring limits to home care services (regulatory and funding changes)*

12. Reducing the unpaid caregiving burden and stress

- *49% of caregivers feel the negative impact of caregiving on their mental health and 41% say caregiving has affected their physical health¹³*

¹² Champlain Local Health Integration Network. (2019, November 30). *Home and Community Care Wait Times/Waitlist Information*. Retrieved from healthcareathome.ca/champlain/en/Our-Performance/wait-times-waitlist-information

¹³ The Change Foundation. (2019). *2nd Annual Spotlight on Ontario's Caregivers*. Retrieved from changeofoundation.ca/spotlight-on-caregivers-report/



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 supplemental 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 120 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



Promote innovation and quality

Regulate and manage LTC in a manner that promotes innovation and continuous quality improvement for residents and staff.

Concerns: Long-term care in Ontario has been built on an institutional model that is highly regulated and emphasizes compliance, documentation, and reporting. Ontario may have the most heavily regulated long-term care sector in Canada and there have been frequent complaints on the response burden for staff who work in LTC.

MOHLTC has a detailed inspection process whereby all homes receive an annual inspection to ensure compliance with the LTC Act and regulations. Inspectors also visit homes to investigate complaints which may originate from a resident, family member, employee or member of the public, or incidents which must be reported by the home. These inspections identify corrective actions that must be undertaken by the home; compliance orders and work and activity orders are issued when something important needs to be remedied or the home has repeatedly not corrected previously identified non-compliances.

Many LTC homes in Ottawa are now looking at person-centred approaches or models of care such as the Butterfly Model, Green House Project, and Eden Alternative which focus on the residents and building relationships. These models are increasingly recognized as transformative approaches to care that greatly enhance the quality of life for residents and improve staff satisfaction. These new models often require changes in the physical spaces and layouts as well as additional staff and training.

Innovation and improvement must be adequately supported and funded. Evaluation of models and sharing of best practices needs to be encouraged. Currently, the Champlain Dementia Network is leading a working group to share best practices related to transformation in LTC. There has been no extra funding from the province to support the current innovation in the Ottawa LTC sector. Ontario's investment in LTC is among the lowest in Canada.

Measuring Progress/Current Status and Data¹⁵

19. Establishing innovation in LTC and quality improvement incentives

- *15 of the 28 LTC homes in Ottawa are experimenting with some person-centred care models*
- *There is no innovation funding from the province for LTC*

20. Ensuring adequate funding for sustaining and developing quality LTC

- *Cutting the High Wage Transition Fund¹⁶ will affect quality of care*

21. Reviewing of organizational changes in the health sector to ensure LTC is visible and strong in community

- *Awaiting news and analysis of new health sector teams*

22. Reviewing what is being regulated and reported in LTC

- *Ongoing monitoring*

23. Reducing number of orders issued for Ottawa LTC homes from Ministry inspections¹⁷

- *12 orders were issued to homes as a result of annual inspections as of March 31, 2018*
- *21 orders were issued to homes as a result of targeted inspections as of December 2017*
- *13/27 LTC homes did not have any orders and one LTC home had no data available*


¹⁵ 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

¹⁶ Government of Ontario, Ministry of Long-Term Care. (2019, September 20). *Ontario Extends Long-Term Care Funding to Ensure Quality Care for Patients* [Press Release]. Retrieved from news.ontario.ca/mltc/en/2019/09/ontario-extends-long-term-care-funding-to-ensure-quality-care-for-patients.html

¹⁷ Reports on Long-Term Care Homes. (2019). Retrieved from health.gov.on.ca/en/public/programs/ltc/home-finder.aspx



Conclusion



Making changes to long-term care will take time but a plan needs to be in place immediately to reduce wait lists and wait times for care and to encourage innovation in this sector. The increase of privately paid care for needed services in LTC, retirement homes and home care will continue to encourage two-tier health care for Ottawa seniors and increase the burden on unpaid caregivers. The Council on Aging of Ottawa will continue to work with others to voice the concerns of LTC residents and of those who are waiting, to ensure quality care for Ottawa seniors today and in the future. We will remain diligent in watching developments in long-term care.

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How to Find Long-Term Care

Champlain Local Health Integration Network (LHIN), Home and Community Care:

The first step is to contact the Champlain LHIN which is responsible for Home and Community Care (formerly the Community Care Access Centre (CCAC)). They will help determine your or your loved one's eligibility and help you with the next steps. For more information, contact them at 310-2222 or 1-800 538-0520.

healthcareathome.ca/champlain/en/Getting-Care/Getting-Long-Term-Care

Champlainhealthline.ca: *Long-Term Care Homes Virtual Tours – Ottawa* provides a list of available LTC options in Ottawa

Ministry of Long-Term Care: This site, *Long-Term Care overview* explains all the steps in the process and discusses costs and eligibility requirements (ontario.ca/page/about-long-term-care). It includes a page showing the difference between LTC and retirement homes (ontario.ca/page/long-term-care-options)

Reports on Long-Term Care Homes: You can search for homes by name or geography for information about the homes including how they perform on Ministry inspections at health.gov.on.ca/en/public/programs/ltc/home-finder.aspx

Checklists to Evaluate LTC Homes

Champlain LHIN. (2017). *Planning for Long-Term Care - When care at home is no longer possible*, [healthcareathome.ca/champlain/LHIN Planning for Long-Term Care guide 2017 ENG.pdf](http://healthcareathome.ca/champlain/LHIN%20Planning%20for%20Long-Term%20Care%20guide%202017%20ENG.pdf)

Concerned Friends of Ontario Citizens in Care Facilities. (2019). *Ministry of Health Long-Term Care Home Checklist*. concernedfriends.ca/2019/07/ConcernedFriends_MOHLTC-Checklist.pdf

The Council on Aging of Ottawa. (2004). *Guide for Selecting a Long-Term Care Facility*, coaottawa.ca/LongTermCareGuide2004.pdf



Other Resources

AdvantAge Ontario advantageontario.ca

Advocacy Centre for the Elderly, Long-Term Care Homes – Introduction
[advocacycentreelderly.org/long-term care homes - introduction.php](http://advocacycentreelderly.org/long-term-care-homes-introduction.php)

City of Ottawa, Long-Term Care ottawa.ca/en/family-and-social-services/housing/long-term-care

Health Quality Ontario, Long-Term Care Home Performance in Ontario hqontario.ca/System-Performance/Long-Term-Care-Home-Performance

Ontario Long Term Care Association oltca.com

Ontario Ministries of Health and Long-Term Care, Home Community and Residential Care Services health.gov.on.ca/en/public/programs/ltc/default.aspx

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