



MROO

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quality of life for all OMERS retirees

July 29, 2021

Hon. Rod Phillips
Minister of Long-Term Care
Government of Ontario
400 University Avenue, 6th Floor
Toronto ON M7A 1N3

Via Email

Dear Minister Phillips:

Re: Ontario's Long-Term Care COVID-19 Commission

I am writing in follow up to MROO's letter dated January 18, 2021 to the Hon. Merilee Fullerton (see copy attached) concerning our support for the recommendations in the interim reports of Ontario's Long-Term Care COVID-19 Commission. Our Housing Support for Ontario Seniors (HSOS) Advocacy Committee also reviewed the Commission's final report and supports its recommendations without reservation. Accordingly, at this time, I am writing on behalf of the Board of Directors to advise you that MROO fully supports the recommendations in the Commission's final report.

We wish to specifically highlight and express support for the following:

- **Inspection and Enforcement** – “Reintroduce annual Resident Quality Inspections for all LTC homes and ... enforcement by prioritizing timely responses to non-compliance with IPAC and Plan of Care orders.”
- **Comprehensive Human Resource Strategy** – “The ministry's Long-Term Care Staffing Study, released in July 2020, identifies the best path forward. Further “study” of the Study is not necessary. What is required is the Study's timely implementation.”
- **Improve Resident Focus Care and Quality of Life** – LTC must provide dignified, secure, safe and comfortable care to ensure residents physical, psychological, social, spiritual and cultural needs are met.
- **Health System Integration and Support of LTC Homes** – “There is no need to wait until an outbreak has occurred before a local hospital assists or is compelled to assist a LTC home. Clearly defined supports and surge capacity for each LTC home must be in place and quickly mobilized when an emergency situation arises.”
- **Infection Prevention and Control (IPAC)** – “... conduct timely, focused inspections to ensure homes are properly implementing proactive IPAC measures and are responding effectively to their assessment results.”

- **Leadership and Accountability in LTC Homes** – requirement for “... a clear lead for the quality of care amongst the leadership team of the Executive Director, Director of Nursing and Personal Care and Medical Director in each LTC home.”
- **Performance Reporting** – “Include performance metrics such as resident and family satisfaction, staff engagement, staffing levels, and supply of PPE in the LTC home performance reports. Publicly post the home performance reports ... so that the public can search and access a comprehensive picture of each home’s performance.”
- **Pandemic Preparedness Plans** – A consistent program across LTC homes to be inspected by the MOH on a regular basis.

MROO will continue to have a committee dedicated to Housing Support for Ontario Seniors comprised of MROO members with relevant experience and expertise. The Committee will continue to make long-term care a principal focus. Our members remain dedicated to their current task and will be closely following action by your Ministry.

The pandemic devastated LTC residents in their homes and elderly people in our Ontario communities. MROO believes it is paramount that the Government of Ontario take further steps and action to safeguard our most vulnerable people. With this at the forefront we would request an outline and timeline with specifics steps by your Ministry to ensure the recommendations of the Commission are implemented in Ontario.

Thank you very much for considering our input for providing safe and secure environments for residents in LTC homes.

Sincerely,



Keith Robicheau
President, MROO

cc Hon. Doug Ford, Premier of Ontario
Hon. Christine Elliott, Minister of Health
Hon. Justice Frank N. Marrocco, Lead Commissioner, LTC Commission
Ms. Angela Coke, Commissioner, LTC Commission
Dr. Jack Kitts, Commissioner, LTC Commission
Ms. Jane Sinclair, Board Chair, AdvantAge Ontario
Ms. Lisa Levin, CEO, AdvantAge Ontario
Mr. Dan Kaniuk, Board Chair, Ontario Long-Term Care Association
Ms. Dona Duncan, CEO, Ontario Long-Term Care Association
Members, MROO Board of Directors
Ms. Lucie Lombardo, Chair, MROO HSOS Advocacy Committee
Members, MROO HSOS Advocacy Committee