

**Ministry of Health
and Long-Term Care**

Office of the Minister

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**Ministère de la Santé
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January 11, 2017

Dear Long-Term Care Home Licensees:

I would like to thank you and your colleagues within the long-term care sector for your ongoing commitment to building a strong, compassionate and high-quality long-term care (LTC) system.

You work with some of Ontario's most vulnerable and high-needs citizens every single day so that they can enjoy the highest quality of life possible. I appreciate your hard work and dedication to your residents and their families. As the people who own and operate the places they call home, you are entrusted with an enormous responsibility to provide high quality, dignified care to our cherished elderly family members, and our most vulnerable frail friends and neighbours.

Long-term care is a critical part of our larger health care system and Ontarians need to be confident that all homes are providing resident-centred care that maintains every resident's dignity and quality of life. A key mechanism for my government in supporting quality is to ensure compliance with the *Long Term Care Homes Act, 2007* and Ontario Regulation 79/10.

Today, I am reaching out to every long-term care home licensee and operator to convey that non-compliance with the Act, especially when it impacts resident safety, is unacceptable and will not be tolerated. I have reaffirmed my position to the ministry and ministry inspectors that there will be immediate and serious consequences for operators who continually fail to comply with the Act. These consequences include the use of all available tools including ceasing admissions and the issuance of mandatory management orders on licensees who are delivering poor standards of care. I expect better and the ministry is prepared to use these tools when necessary to fully address recurrent or continual non-compliance.

We cannot allow the actions of a few to tarnish the exemplary behaviour of the vast majority of long-term care homes. There have been disturbing instances where ministry inspectors have ordered corrective action in areas impacting resident safety, only to find upon re-inspection that the issues remain unsolved.

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In 2015, over three hundred Compliance Orders were re-issued – this is unacceptable. These residents are our parents, siblings and loved ones, and they deserve a home that is safe, clean, respectful, and stimulating. Their expectations are captured in the Residents' Bill of Rights. Because of the vulnerability of residents, examples such as neglecting to manage their wound care needs or failing to ensure that building exits are secured can and have had severe consequences. The responsibility and duty that you have in managing the care and safety needs of your residents cannot be overstated.

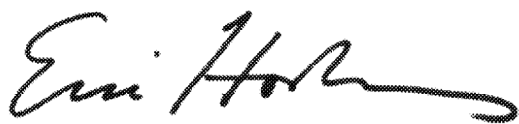
I am committed to creating a better system. Compliance Orders should not need to be re-issued. Therefore, I am working to strengthen our enforcement powers while working with you to identify ways to incent quality and reward good performance and leadership.

I know that there are many issues that pose a challenge to your day-to-day operations. I have heard from you that staffing needs remain a priority concern. As you know, staffing in long-term care is a mandate priority for me and I look forward to working with you on this issue.

My expectation as Minister is that the needs of our residents are met. I am committed to partnering with you to continue working towards a long-term care system that provides the best care possible for your clients. I am counting on your leadership and ask that you work with me so that all residents receive the quality care they deserve.

We have had so much success working together over the past two years. I want to build on this success and ensure that all homes are at the standard that we would expect for our own loved ones.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Hoskins". The signature is fluid and cursive, with a long horizontal stroke at the end.

Dr. Eric Hoskins
Minister

c: All Long-Term Care Home Administrators
Mr. Bill O'Neill, Board Chair, Ontario Long-Term Care Association
Ms. Debra Cooper Burger, Board Chair, Ontario Association of Non-Profit Homes
and Services for Seniors