

# Priorities for long term care

## From frontline workers:

"I have worked in long term care as a frontline worker for 29 years and over those years I've seen our sector decline our residents are certainly not receiving optimal care that they so rightfully deserve. We have residents with mental health issues as young as 30 years old, sharing rooms with frail elderly residents. As frontline workers we have anywhere between 13 -15 residents to care for and most of them are total care. Our residents deserve better and as frontline workers we deserve better too!"

- Winnie Laffrenier, London

"I have worked in long term care for 30 years. Our residents need four hours of direct care per day so that they can have quality of care with dignity. We are working so hard on a daily basis to give quality care to our residents but it is extremely difficult when you have 13 plus residents to care for. Our residents desperately need more front line workers."

- Kelly Janes, Sault Ste. Marie



"No one deserves to die alone. I have been a personal support worker for 16 years. Imagine dying, with no family to comfort you but the PSW taking care of you. Now imagine dying alone because there is not enough staff to spare the time. We need a minimum of four hours of direct care because our residents need us."

- Beckie Maki, Thunder Bay

# Unifor's priorities for the long term care sector

## 1. Pass Bill 33, *An Act to amend the Long-Term Care Homes Act, 2007 to establish a minimum standard of daily care.*

- The bill calls for a minimum legislated standard of care of four hours per resident each day, which can be adjusted (increased) if prescribed.
- The standard of four hours of care would be comprised of nursing and personal support services in particular.
- The standard of four hours of care excludes (for the purposes of the calculation) hours paid in respect to vacation, statutory holidays, leaves of absence, sick time, training time or time paid for other purposes which do not involve direct patient care.

## 2. Quick implementation of *Aging with Confidence: Ontario's Action Plan for Seniors.*

- a) Within this plan, the government must establish a swift timeline for the roll-out of four hours of direct care per resident per day.
- b) Within this plan, the minimum standard of care should be legislated and allow for prescribed changes within regulation.
- c) Within this plan, increasing the "provincial average to four hours of direct care per resident per day" must be specific to staff who directly care for residents:
  - This number should only include direct, daily hands-on care. It should not include staff who are involved in administration, management or who do not play a direct role in caring for residents.
  - This number should be calculated based on the number of staff hours worked, and not the number of staff hours paid. For example, the calculation must exclude paid time for purposes which do not involve direct patient care (e.g. vacation, holidays, leaves of absence, sick time, training time, etc).
  - The standard of care should be an average for each home, as opposed to a general provincial average. This would ensure that there isn't a disparity between homes with regard to the level of care for residents.
  - The standard of care should clearly and properly capture what four hours of care really involves - thus, the methodology matters.

## 3. Staff level reporting must be transparent and the standard of care must be enforceable.