

1) RESOLUTION RE STAFFING IN LONG-TERM CARE HOMES

WHEREAS: The Long-Term Care Homes Act 2007 (enacted June 4th, 2007 replacing the Nursing Homes Act, the Charitable Homes Act and the Municipal Homes Act) includes many improvements in standards of care that we have commended in the past, and

WHEREAS: None of these improved standards can be made effective without adequate staffing levels, and the Government has promised that regulations regarding staffing levels would be forthcoming, and

WHEREAS: In Nursing Homes, which are operated by for-profit corporations, adequate staffing levels always take second place to the “bottom-line” of adequate returns on shareholders’ investments, now, therefore be it

RESOLVED: that we call upon the Ministry of Health and Long Term Care to institute **required staffing ratios** at a minimum level of an **average** 3.5 hours per day per resident, and be it

FURTHER RESOLVED: that we call upon the Government to **fund** each Long Term Care Home on the basis of its **current case mix** (acuity level), rather than the current system of funding based on its position relative to the provincial average case mix, and be it

FURTHER RESOLVED: that copies of this resolution be sent to the Premier and the Minister of Health, and be it

FINALLY RESOLVED: that we recommend to our organizational affiliates throughout the province that they send copies of this resolution to their sitting Members of the Legislative Assembly.

2) RESOLUTION RE SUPPORT FOR FAMILY CAREGIVERS

WHEREAS: It is estimated that between 85 and 90% of care for older persons is performed by family and/or friends and neighbours, and

WHEREAS: This care is voluntary and uncompensated, and

WHEREAS: Many younger family members have to leave their paid employment to perform this service, and

WHEREAS: In addition to lost earnings, such family members, usually in mid-career, often have difficulty re-establishing their careers when the need for their services has ended, and

WHEREAS: Young parents are now granted Employment Insurance for a year of maternity or parental leave, with a guarantee that they can return to their positions of employment, and

WHEREAS: The Canada Pension Plan allows pension years credit for any parent caring for a child under seven years of age, now, therefore be it

RESOLVED: That we call on the Federal government to amend the rules governing Employment Insurance to grant persons who must leave their employment to care for an older family member the same leave provisions now granted to new parents, with the same guarantee that they can return to their positions of employment, and be it

FURTHER RESOLVED: That we call on the Federal government to amend the rules governing the Canada Pension Plan, to allow pension year credits for the years that they have had to leave paid employment to care for an older family member, and be it

FURTHER RESOLVED: That copies of this resolution be sent to the Prime Minister, to the Minister of Human Resources and Social Development and to the Seniors' Council, and be it

FINALLY RESOLVED: That we recommend to our organizational affiliates throughout the province that they send copies of this resolution to their sitting Members of Parliament

3) RESOLUTION RE RETIREMENT HOME

The Board of Directors of the Ontario Coalition of Seniors Citizens' Organizations welcomed the announcement on **September 7, 2007** that, having considered the recommendations developed during public consultations (in which we participated), the government was proceeding to the next steps.

The recommendations they acknowledged were to:

- establish mandatory province-wide standards;
- establish a new agency, independent from government, to enforce these standards;
- build on the existing voluntary standards of the Ontario Retirement Communities Association (ORCA), refined over the last 13 years;
- provide education and training for all retirement home staff so that they can understand and meet the new service standards.

In response to these consultation results, the Government stated that they were taking the next steps towards establishing new consumer protection legislation by:

- conducting a survey to determine the level of care and services currently being purchased by residents of Ontario's more than 700 retirement homes. The results will inform the drafting of retirement home regulations;
- consulting stakeholders on what should be included in a standard, plain-language contract between retirement homes and residents. The contract will clearly detail what care and services are being purchased, and will inform consumers and their families about alternative, publicly-funded services to help ensure they make fully informed choices about their care and accommodation options.

WHEREAS, **fourteen months** have now elapsed since that announcement and nothing further has been heard, and

WHEREAS, our members, assembled today, **November 26, 2008**, in our Annual General Meeting, are deeply concerned about protecting seniors now living in retirement homes; now therefore be it

RESOLVED that: we urge the Ontario Government to **prioritize** the establishment of **consumer protection** legislation for residents of retirement homes and to introduce such legislation in the Ontario Legislature during its next session, and be it

FURTHER RESOLVED: that we urge the Government to appoint a **tri-partite** commission to set and enforce the new standards, composed of one-third **industry** representatives, one-third **consumers' advocates** and one-third **permanent staff** members of the Seniors' Secretariat or the Ministry of Health and Long-Term Care, and be it

FURTHER RESOLVED: that we urge the Government to establish a **graduated licensing** system for all retirement homes and fund **an inspection regime** for enforcing the new standards, with **unannounced inspections** as is now the law in Long Term Care Homes, and be it

FURTHER RESOLVED: that copies of this Resolution be sent to **Premier McGuinty** and all members of the **Cabinet** and to the **Seniors' Secretariat**, and be it

FINALLY RESOLVED: that we recommend to our organizational affiliates throughout the province that they send copies of this resolution to their sitting **Members of Ontario Legislative Assembly**

4) RESOLUTION RE COMPETITIVE BIDDING FOR HOME CARE

WHEREAS: The determination by the Harris government, when it established the CCACs that they must operate as brokers rather than service providers, was the foundation for what they called “**managed competition**”, and

WHEREAS: Competitive bidding has substantially increased the share of these services provided by shareholding corporations, and

WHEREAS: The competitive bidding process has added expensive administrative costs for both the bidding agencies and the CCACs, and, when contracting with for-profit agencies, profits for their share-holders had to be covered before any funds were directed to the costs of care services, and

WHEREAS: CCACs were instructed to “manage” competition by comparing proposals on the basis of quality, without knowing the cost factor, it was virtually impossible for them to ignore the cost factor, when they were always inadequately funded, and

WHEREAS: The Hamilton and district CCAC recently announced that the VON and St. Joseph’s home care, who between them had been providing 90% of home care visits for many years, were not eligible to bid for new contracts, and

WHEREAS: The government, after energetic protests in the area, declared a moratorium on competitive bidding which remains in force today, now, therefore be it

RESOLVED: that we call upon the Provincial government to make the moratorium permanent and establish a home care system where the Access Centers determine a reasonable cost for each service and ask non-profit agencies to provide services at these rates, and be it

FURTHER RESOLVED: that for-profit providers be called on only for services in excess of what the non-profit agencies are unable to provide, and be it

FURTHER RESOLVED: that copies of this resolution be sent to the Premier, the Minister of Health and the Seniors’ Secretariat, and be it

FINALLY RESOLVED: that we recommend to our organizational affiliates throughout the province that they send copies of this resolution to their sitting Members of Legislative Assembly

- From the care-recipient’s point of view, the worst effect of competitive bidding has been the loss of continuity of service – not just the same agency continuing to provide services but also the same worker coming to the care-recipient’s door. For-profits found it cost-effective to keep their workers on casual status, calling in each day to find out what assignments were available to them. Scheduling was based on the management’s convenience and workers often sent to clients in various neighborhoods, so that they had to travel

considerable distances on their own time (in Toronto they have been given transit passes, but not paid travel time). It was not long before even non-profit agencies found that to be “competitive” they had to adopt similar practices. The only good recommendation in Elinor Caplan’s report on home care was her stipulation that casual employment should be eliminated. We don’t know, however, whether this recommendation was ever put into effect.