



**Windsor - Essex
Chapter 07**

RECEIVED JUN 29 2020

3463 Bruce Avenue
Windsor, Ontario M9E 4S1
June 24, 2020

Mayors & Councillors of Windsor/Essex

Dear Mayors & Councillors:

Like so many Ontario citizens, CARP nationally and provincially are distressed at the Covid19 pandemic impact on seniors and specifically on the related tragedy occurring in Long-Term Care homes.

The purpose of this letter is to inform you of our actions in supporting a change in Long-Term Care in Ontario as evident by the e-mail to our three M.P.P's, a copy of which is enclosed.

Also, enclosed is the latest copy of the Zoomer magazine. We invite you to read the article "Canada's Hidden Shame" which begins on page 52. This article gives a good overview of the Long-Term Care situation.

Our chapter has about 4000 members in Windsor/Essex , most of whom are very supportive of changing Long-Term Care in Ontario.

We are seeking your support as we work on bringing change to Long-Term Care.

Thank you for all you do individually and collectively for seniors in our region.

We look forward to your active support as we try to enhance the lives of seniors in Windsor/Essex and in Ontario.

Sincerely,

Larry Duffield and Henry Johnson
LTC Home System Transformation Advocay Leads

Sent from my iPad

Begin forwarded message:

From: Windsor - Essex Carp Chapter <windsor-essex@carp.ca>

Date: June 23, 2020 at 4:11:30 PM EDT

To: Percy Hatfield <phatfield-co@ndp.on.ca>, lgretzky-co@ndp.on.ca,
tnatyshak-co@ndp.on.ca

Cc: Drew Dilkens <mayoro@citywindsor.ca>, jmorrisson@citywindsor.ca, David Musyj <david.musyj@wrh.on.ca>

Subject: Fwd: CARP Windsor Essex: Ontario LTC Home Transformation Project

Good Afternoon Lisa, Taras, Percy:

CARP nationally and provincially are distressed at the Covid19 pandemic impact on seniors and specifically on the related tragedy occurring in long term care homes.

As such we have written to Premier Ford as below to demand a transformation of the LTC home system.

Our Ottawa Chapter has taken the leading role in this matter for the nearly 200 000 CARP members in Ontario. We request your support to have the Ottawa Chapter invited to participate on the Independent Commission on the Long-term Care Home System which the Premier has committed to establish in July.

Our 4000 Windsor Essex Chapter members welcome your continuing interest in promoting the well being of seniors and we look forward to continuing to work with you on their behalf.

Peace,

Larry Duffield and Henry Johnson,

LTC Home System Transformation Advocacy Leads.

The Hon. Doug Ford
Premier of Ontario

Dear Premier,

Thank you for setting up an Independent Commission on Ontario's Long-term Care Home System. We hope that this Commission will not only look at the issues that have arisen from the COVID-19 crisis but will use this opportunity to look at how to create a new sustainable system in a post pandemic Ontario.

We are contacting you to request that CARP Ottawa (Canadian Association of Retired Persons) be a member of the Independent Commission on Ontario's Long-term Care Home system.

We are working closely with CARP Ottawa and believe, as you do, that our system is broken and needs to change. The only way for meaningful change to occur is through a transformative culture change.

A transformative change means a total culture change from the senior leadership teams, to the nurses, to the personal support workers, housekeeping staff and kitchen and maintenance staff. It provides a relationship-based approach to care where staff positions are full-time wherever possible with staff dedicated to working in only one long-term care home with realistic workloads, more hours of direct care for residents, a shift from institutional to home-like environments; and an environment where residents, staff and families feel a part of a community.

Please find below a one-page document that was recently submitted to Minister Fullerton's office that provides a rationale for our goal including its relevance to Ontario's system. If such a transformation were to take place, it would greatly decrease the likelihood of another sweeping crisis should another virus surface.

Again, we would strongly recommend that CARP Ottawa be invited to join the Independent Commission.

We look forward to hearing back from you.

Yours sincerely,

Larry Duffield and Henry Johnson

LTC Home System Advocacy Leads.

Bringing Culture Change to our Long-Term Care Home System in Ontario

Message: Ontario's Long-Term Care Home System is broken and needs to change. It is time to bring transformative culture change to our long-term care home system.

Background: Over the last 35 years many strategies have been tried to repair Ontario's long-term care home system such as stronger policies and more regulations, investments in staff training, support from specialists, the RAI-MDS reporting system and increased oversight by government. Despite some gains, the COVID-19 crisis has resulted in many horrific tragedies, which have exposed inherent weaknesses in the system.

Rationale:

- Evidence suggests that transformational culture change can help address these weaknesses.
- Models for implementing transformational culture change come from long-term care homes in the U.S., Europe, Australia, and recently even a few in Ontario.
- Examples are the Eden Alternative, Green House Project, Butterfly Homes and Hogewey Villages.
- Benefits of these models include decreased use of medications, decreased number of aggressive incidents, decreased visits to hospitals, reduced food waste and reduced staff sick time, all while increasing positive interactions with staff, families and residents.

Most Relevant to Ontario:

- We do not need to reinvent the wheel. The homes embracing these models all operate under the same guiding principles: a relationship-based approach to care, person and family-centred care, small home-like environments, higher staff to resident ratio, full time, well-paid staff who are trained in empathy and culture change and an environment where residents, staff and families feel a part of a community.
- In 2018 one unit in the Region of Peel's city-run long-term care homes became the first Butterfly Home (a U.K. model) in Ontario. There are only two years of data (as of 2019) but there are promising results: staff sick days are down 75%, antipsychotic drug use is lower and social engagement is higher. These improvements have yielded cost savings for both the home and the health care system.
- These results were good enough that the Region of Peel decided to launch Butterfly Models in 4 other units in their homes.
- There are other homes in Ontario that have adopted the Butterfly Model including homes in Ottawa and Renfrew County.

CARP Ottawa is asking that the Independent Commission on Ontario's long-term care home system develop recommendations for transformative culture change. Staffing, physical environment, family involvement, education and training, and inspections are critical elements of transformative culture change.