

Dear Perley Health Community,

## Background

On April 11, 2022, The Fixing Long-Term Care Act, 2021 (FLTCA) was proclaimed into force to regulate Ontario's long-term care home sector. The new Act also includes a new regulation, Regulation 246/22. The FLTCA builds on the previous Long-Term Care Homes Act, 2007, making enhancements related to staffing and care, accountability and transparency, enforcement and licensing.

Perley Health has reviewed the new legislation in detail and is already compliant with the vast majority of requirements. However, numerous policies and practices must be updated to reflect new definitions and standards.

We want to ensure that our residents, care givers, visitors and team members have the information they need regarding the new legislation and any corresponding changes at Perley Health. Key changes related to residents and families are highlighted below.

## Key Changes

- Expanding the Residents' Bill of Rights to further align it with Ontario Human Rights Code, and to explicitly identify additional rights, such as the right to receive support from caregivers and the right to a palliative philosophy of care.
- Defining "caregiver" as someone who is a family member, friend or person of importance to a resident.
- Requiring all long-term care homes to have a visitor policy that respects the Residents' Bill of Rights and ensures that essential visitors continue to have access to long-term care homes during an outbreak. Essential visitors include designated caregivers and those visiting a very ill resident for compassionate reasons, such as at end-of-life.
- Enhancing emergency planning requirements to support greater sector preparedness in the event of an emergency, including outbreaks, epidemics and pandemics.
- Updating palliative care requirements to align with a shift in practice towards integrating a palliative care philosophy into all aspects of care rather than solely focusing on end-of-life care.
- Expanding and clarifying infection prevention and control (IPAC) roles and requirements to improve resident safety and quality of life.

- Requiring menus to provide for local foods in season and for meal and snack times to be agreed to by Resident Councils.
- Enhancing requirements for continuous quality improvement, including: an interdisciplinary Quality Committee (including residents and families); resident and family satisfaction surveys; and processes for planning, evaluating, reporting and communicating improvements and outcomes.
- Setting a mandatory average of 4 hours of direct care provided by nurses and personal support workers per resident, per day, and an average of 36 minutes of allied health care per resident, per day. The targets must be reached by March 31, 2025, with periodic increases through 2022 to 2024. Of note, the direct care and allied health targets will be calculated on a system-wide basis, rather than for each individual LTC home.
- Clarifying the roles/responsibilities of medical directors to improve oversight as well as requiring completion of the Ontario Long Term Care Clinicians' Medical Director course.
- Extending whistleblower protection to disclosures made to Resident and Family Councils and any Ministry of Long-Term Care personnel.

### Perley Health Website Details

Details related to the new legislation are posted on a dedicated section of Perley Health's website: <https://www.perleyhealth.ca/fixing-long-term-care-act>.

Information includes:

- General information about Perley Health, including our vision and mission and most recent Annual Report;
- Contact information for Perley Health's Administrator (CEO), Director of Nursing and Manager of Infection Prevention and Control;
- A link to the new Residents' Bill of Rights;
- Information regarding the complaints process, whistleblower protections, and links to related policies and procedures;
- A link to Perley Health's Emergency Response Plan;
- Information regarding continuous quality improvement, including Perley Health's Quality Improvement Plan and Continuous Quality Improvement Report;
- Perley Health's Visitor Policy.

On behalf of the entire Perley Health team, we thank you for your support as we work to together to improve the well-being of the people we serve.



Mary Boutette  
Chief Operating Officer