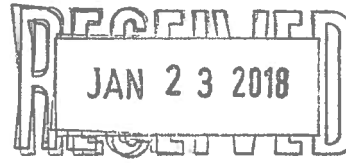


# AU CHÂTEAU

*Une résidence de choix · A residence of choice*

11440

January 17, 2018



- File  Incoming  Other
- Mayor
- Council  ~~BA~~
- CAO
- Building
- Finance  S  C
- Ec Dev  S  C
- Parks & Rec  S  C
- Planning  S  C
- Public Wks  S  C
- PPP
- Social Services
- \_\_\_\_\_
- \_\_\_\_\_

Ministry of Health and Long-Term Care  
**ATTENTION: Honourable Eric Hoskins**

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

10<sup>th</sup> Floor, Hepburn Block  
80 Grosvenor Street  
Toronto ON  
M7A 2C4

**FOYER POUR  
PERSONNES ÂGÉES**

**HOME FOR  
THE AGED**

**APPARTEMENTS**

**APARTMENTS**

- Villa du Loisir
- Villa des Pignons
- Domaine Leclair
- Villa Joie de Vivre

**LOGEMENT  
À PERPÉTUITÉ**

**LEASE FOR LIFE**

- Terrasse d'Or

Honourable Eric Hoskins:

We would like to bring to your attention a significant matter that has been difficult for our Home to manage for quite some time and which requires Ministry of Health and Long-Term Care (MOHLTC) leadership and a change to the Regulation under the *Long-Term Care Homes Act, 2007*.

As a result of our 2017 RQI, we received an order relating to the use of Agency staff. More specifically, we were found to be non-compliant with section 8(3) that states "Every licensee of a long-term care home shall ensure at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the Home is on duty and present in the Home at all times, except as provided for in the regulation 2007 c.8, 5.8 (3)".

Our Home does not dispute the Inspector's findings in this matter. When no RN was available, we relied on agency staff so that an RN was available to provide care for residents with complex needs and unstable conditions. We firmly believe that we had no choice but to bring in agency staff because not having an RN on site would have posed a far greater risk to our residents; and this is the position of the Board in this matter. Our contingency plan states "if there is no staff available, Agency staff will be requested; if Agency staff was replacing a RN on evenings, nights or weekends, a member of the regular Home staff will be assigned "Standby" to assist new RN in trouble shooting."

The Regulation that governs long term care homes fails to provide us with any viable option to meet the requirement for 24 / 7 RN nursing. While it includes some narrow exceptions to the general rule, the use of agency staff is not available for our home, being a home with 160 long stay beds and 2 short stay beds. In addition to the lack of flexibility afforded to us by way of the LTCHA and its Regulation, we note that our bed complements and funding does not afford this Home the ability to schedule two (2) RN's on every shifts, seven (7) days a week.

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Furthermore, because of the difficulty we face in hiring and retaining part-time RN's, some critical situations may occur as follows:

- Full-time RN's being sick for an extended period of time
- 2 RN's are off at the same time for whatever reason (as was the case in the month of December at our Home)
- During outbreaks, where RN's are ill and availability of RN's is strained community-wide.

During the period of November 15<sup>th</sup> to January 4<sup>th</sup>, we had no choice but to use Agency RN's to fill 16 shifts (mostly night shifts) as all efforts to use an employee of the Home have been exhausted.

It is generally recognized that there is a serious shortage of health care workers including RNs and, if left unchecked, we will not have the workforce required to meet the future care needs of residents. This is particularly the case in rural areas like ours where we have struggled with shortages for some time and already face significant challenges recruiting RNs.

The recruitment of RNs is a particularly significant for our Home, yet we were unable to achieve compliance with the 24/7 RN nursing rule for reasons outside of our control. We were fortunate to recruit one (1) permanent part-time that will start in March 2018 and three (3) casual RN's (however, we caution that casual RN's work in hospitals and other LTC Homes and are not always available to fill scheduled shifts).

If solutions are not implemented, the ability to meet resident health goals will be jeopardized. We must be afforded with additional flexibility to ensure we are able to bring in RNs, even if from an agency, in situations where there is no RN available from our nursing staff. This is also what our residents with complex care needs require. Of note, all Agency RN's that come to our Home receive the same orientation and on-going training as our regular staff. Also, many of the Agency RN's work more shifts than our regular casuals who are considered to be part of the regular staff of the Home.

The MOHLTC needs to amend the governing legislation and its regulation so that in an emergency situation, homes be allowed to use Agency RN's or, as an alternative, it must consider enhancing the role of RPN's. Without a change to allow the use of agency RNs, our home (and other homes) will continue to be non-compliant despite bringing in the required nursing expertise to match resident care needs.

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We ask the Minister to review our situation. We also encourage you to continue to work with AdvantAge Ontario who has recommended this as a priority for law reform.

We thank you for your consideration and look forward to discussing this further.

Sincerely

AU CHÂTEAU HOME FOR THE AGED



Léo Malette  
Chairman of the Board

- cc: Local Health Integrated Network, Attention: Jeremy Stevenson, CEO  
555 Oak Street East, North Bay ON P1B 6E3
- cc: Ministry of Health & Long-Term Care, Long-Term Care Inspections Branch  
Attention: Brad Robinson, Manager  
159 Cedar Street, Suite 403, Sudbury ON P3E 6A5
- cc: Ministry of Health & Long-Term Care, Long-Term Care Inspections Branch  
Attention: Karen Simpson, Director  
1075 Bay Street, 11<sup>th</sup> Floor, Toronto ON M5S 2B1
- cc: AdvantAgeOntario  
Attention: Bob Morton, CEO (interim); Kathryn Pilkington, Director of  
Professional Services and Health Policy  
7050 Weston Road, Suite 700, Woodbridge ON L4L 8G7
- cc: The Corporation of the Municipality of West Nipissing  
Attention: Joanne Savage, Mayor  
225 Holditch Street, Suite 101, Sturgeon Falls ON P2B 1T1
- ↓ cc: The Corporation of the Municipality of Temagami  
Attention: Lorie Hunter, Mayor  
P.O. Box 220, Temagami ON P0H 2H0