

Ministry of Long-Term Care

Office of the Deputy Minister
400 University Ave, 6th Fl
Toronto ON M5G 1S5

Ministère des Soins de longue durée

Bureau du sous-ministre
400, av University, 6^e étage
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April 14, 2021

Dear Residents and Family Members of Long-Term Care,

I wanted to share with you directly information about a joint call to action that has been issued by the Ministry of Long-Term Care (“the ministry”) and Ontario Health to respond to the unprecedented challenges facing our health care system.

Each home is being asked to do everything they can over the next two weeks to admit or readmit hospitalized patients waiting for a long-term care home, with a minimum goal of 1,500 placements across the more than 600 homes in Ontario. On average this would mean two or three new residents per home, although in some cases it might be more, and in some cases slightly less.

Bringing more residents in to homes will be done in a safe way for current residents, staff and the new residents. People will not be moved into spaces needed for isolation, nor into 3rd and 4th beds in ward rooms. This is about bringing individuals into immediately available vacancies that meet individual needs, and where the home has the necessary staff to accommodate these moves without compromising the care of residents already in the home.

Each day residents and families share stories about the mental, emotional and physical toll of the pandemic, and the sense of renewed hope that vaccines have brought. The ministry, with our partners, is seized with advancing along the path to recovery, and we recently asked homes to maximize safe opportunities for residents and families to engage in activities that bring them joy, comfort and dignity, and give them back a sense of choice in their homes and lives. The latest call to action does not diminish or replace the importance of these recovery efforts, nor our commitment to continue to move forward towards a “new normal”.

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Feedback from residents and family members is welcome, and through the Ontario Association of Residents and Family Councils Ontario, resident and family voices are being included in the discussions to help shape the future of long-term care in Ontario. We hope to communicate more about our next steps very soon. If you have specific ideas about recovery, please do not hesitate to share these with the ministry team by emailing MLTCpandemicresponse@ontario.ca.

Sincerely,



Richard Steele,
Deputy Minister,
Ministry of Long-Term Care

cc: Samantha Peck, Executive Director, Family Councils Ontario
Dee Lender, Executive Director, Ontario Association of Residents' Councils
Lisa Levin, Chief Executive Officer, AdvantAge Ontario
Donna Duncan, Chief Executive Officer, Ontario Long Term Care Association
Monika Turner, Association of Municipalities of Ontario
Michael Jacek, Association of Municipalities of Ontario
Colleen Geiger, President and CEO (Acting), Public Health Ontario
Matthew Anderson, President and CEO, Ontario Health
Catherine Brown, COVID Executive Lead, Ontario Health
Donna Kline, Chief Communications and Engagement Officer, Ontario Health
Erin Hannah, Associate Deputy Minister, LTC Pandemic Response, MLTC
Jeff Butler, Assistant Deputy Minister, LTC Pandemic Response, MLTC
Sheila Bristo, Assistant Deputy Minister, Operations, MLTC
Tess Romain, Regional Lead (Interim) – Toronto, Ontario Health
Cynthia Martineau, Regional Lead (Interim) – East, Ontario Health
Brian Kytort, Regional Lead (Interim) – North, Ontario Health
Mark Walton, Regional Lead (Interim) – West, Ontario Health
Donna Cripps, Regional Lead (Interim) – Central, Ontario Health