

May 9, 2024

MEMO TO: Retirement Home Operators and Licensees
Home and Community Care Support Services

FROM: Michèle Sanborn, Assistant Deputy Minister
Policy, Programs and Strategic Partnerships Division
Ministry for Seniors and Accessibility

Rhonda McMichael, Assistant Deputy Minister
Strategic Partnerships Division
Ministry of Health

SUBJECT: Missed Home Care Visits in Retirement Homes

As you may be aware, over the past year, the Ministry of Health (MOH), the Ministry for Seniors and Accessibility (MSAA) and the retirement home and home care sectors have been working together to develop protocols and procedures to reduce the negative impact of missed home care visits in retirement homes. I am pleased to inform you that this work is now complete.

Today we are releasing a communication that provides best practices in planning the delivery of home care and missed home care visits in retirement homes to improve the care experience and outcomes for residents. This communication describes:

- How missed home care visits are defined, tracked and communicated;
- Role of collaborative contingency and care planning in reducing negative impacts, including the prevention of neglect as defined in the *Retirement Homes Act, 2010*;
- Where to direct complaints about missed home care visits; and
- Roles and responsibilities for individuals and organizations involved in the delivery of home care in retirement homes.

We strongly encourage your organizations to review the communication and work together to ensure that these protocols are reinforced and implemented across your sectors, including by home care service provider organizations.

MOH and MSAA will continue to engage with partners to support consistent and reliable home care in retirement homes.

We thank you for your ongoing commitment to ensuring the health, safety and well-being of Ontario seniors through the work you do across the province.

Sincerely,

Original signed by

Michèle Sanborn and Rhonda McMichael

c: Marsha Pinto, Director, Retirement Homes Branch, MSAA
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