

Ministry of Health

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Strategic Partnerships

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July 13, 2023

MEMORANDUM TO: Assisted Living Services Providers

CC: Ontario Health
Home and Community Care Support Services
Ontario Community Support Association
AdvantAge Ontario
Ontario Association of Independent Living Service Providers

FROM: Rhonda McMichael
Assistant Deputy Minister
Strategic Partnerships Division

RE: **2023 Assisted Living Services Policy**

I am pleased to share our updated 2023 Assisted Living Services (ALS) Policy.

As mentioned in previous communications, the Ministry has been working collaboratively with Ontario Health and Home and Community Care Support Services via the Assisted Living Services Working Group to conduct a program review and update the legacy policies that previously governed this program [the *Long-Term Care Supportive Housing Policy* (1994) and/or the *Assisted Living Services for High-Risk Seniors Policy* (2011, updated September 2012)].

The Working Group assessed the ALS Policies and endorsed action on the recommendations issued by the Office of the Auditor General of Ontario in their 2021 Audit of ALS. ALS Health Service Providers (HSPs) from across the province, the Ontario Community Support Association, AdvantAge Ontario, the Ontario Association of Independent Living Service Providers, and the Ministry of Long-Term Care, also informed this updated policy. These combined efforts are truly appreciated.

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Changes reflected in the July 13, 2023 ALS Policy

This policy combines previous policies into one and includes the following important updates:

- Removal of the requirement that an individual in receipt of ALS reside in a supportive housing setting for clients living with an ABI, a physical disability, or HIV/AIDS.
- Removal of service maximums in alignment with the *Connecting Care Act, 2019*, and the Home and Community Care Services Regulation (*O. Reg. 187/22*).
- Removal of the previous requirement that a prospective ALS client not be on a waitlist for Long-Term Care.
- Addition of more robust language throughout the policy about consent, equity, culturally appropriate care, and supporting client choice and independence.
- Addition of role identification regarding discharges and transitions.
- Addition of the requirement that ALS HSPs ensure that their staff are appropriately trained in health and safety processes including Infection, Prevention, and Control.
- Addition of clarification language regarding complaints and appeals to ensure ALS clients are aware of their options to resolve disputes.
- Addition of reporting requirements, including mandatory reporting of hours of care/hours of service, to ensure that ALS HSPs are providing relevant data to inform program evaluation and future planning.

Suggested Changes Tabled for Future Updates of the ALS Policy

The Ministry intends to review the ALS Policy annually for the first three years post-implementation in order to learn from implementation, to reflect continued health transformation through Ontario Health Teams and home and community care modernization, and to continue to address recommendations from the Auditor General.

Implementation

Ontario Health is available to support ALS HSPs in their implementation of this policy, including providing a transition period for ALS HSPs to meet compliance with components of the policy where doing so will not compromise the safety of clients or care providers.

Continued Engagement

Once again, thank you for your continued dedication to the provision of high-quality health care services to individuals and families living in Ontario. The work you do enables many individuals to live and thrive in their communities.

I hope you will find both this information and the updated policy helpful. Should you have any questions about the information contained in this memo, please connect with Amy Olmstead, Director of the Home and Community Care Branch via email at Amy.Olmstead@Ontario.ca.

The ministry looks forward to working with all of you as part of our continued ALS program review and policy updates.

Thank you,



Rhonda McMichael

Enclosures: Assisted Living Services Policy, 2023

- c: Alison Blair, Associate Deputy Minister, Health Integration and Partnerships,
Ministry of Health
Amy Olmstead, Director, Home and Community Care Branch, Ministry of Health
Vicky Simanovski, Interim Senior Vice President Health System Performance &
Support Executive, Ontario Health
Anna Greenberg, Chief Regional Officer, Ontario Health Toronto and Ontario
Health East
Susan deRyk, Chief Regional Officer, Ontario Health Central and Ontario Health
West
Brian Ktytor, Chief Regional Officer, Ontario Health North
Cynthia Martineau, Chief Executive Officer, Home and Community Care Support
Services
Deborah Simon, Chief Executive Officer, Ontario Community Support
Association
Lisa Levin, Chief Executive Officer, AdvantAge Ontario
Laura Visser, Board President, Ontario Association of Independent Living
Service Providers