



Helping Canadians age in place at home

Build Back Better: A Post COVID Plan

August 2021



Canadian
Home Care
Association

Association canadienne
de soins et services
à domicile

Choice for Seniors

Long-term Care Services in Canada

Home-Based Long-term Care

- Health and supportive care for people with long-term chronic conditions who can safely live independently and / or are supported by a caregiver.
- Services are provided in a variety of settings:
 - An individual's home
 - A retirement community
 - Group homes
- Services include:
 - Nursing and therapies
 - Personal care (assistance with daily living activities)
 - Assistance with meal preparation, housework, medication management, transportation.
 - Caregiver respite and support

Facility-Based Long-term Care

- Living accommodations, health and supportive care for people who require on-site services 24 hour, 7 days a week supervised care.
- Care facilities are called:
 - Nursing home
 - Personal care facility
 - Residential continuing care facility
- Services include:
 - Professional health services (doctors, nurses)
 - Personal care
 - Meals, laundry, housekeeping
 - Room and board

Aging at Home

Inappropriate use of facility-based care

1 in 9 (5,000) newly admitted residents to long-term care facilities **could have been cared for at home**

12% more Canadian seniors (aged 80+) with long-term care needs **live in facilities** compared to Switzerland, US, New Zealand, Germany and Denmark.

93% of seniors live at home and **want to stay in their homes** for as long as possible



COVID-19 LESSONS LEARNED

- Preventable deaths
- Risk of infection
- Isolation, loneliness, neglect
- Restricted access to family caregivers

Access to Home Care

Limited availability of publicly funded home care

203,000 Canadian seniors have **unmet home care needs**

Wait times and **unavailable services** top 2 reasons for unmet need

44% of households receiving home-based long-term care services paid for them solely out of pocket

Only 3.4% of public health care funding spent on home care

COVID-19 LESSONS LEARNED

- Service cancellations and limitations
- Off-loading care to families
- Lack of PPE , infection control education
- Minimal tracking or reporting

Reliance on Family Caregivers

Limited supports for caregivers

96% of seniors receiving home-based long-term care have a caregiver who provides 80% of the care

Caregivers experience extreme stress, **poor mental health** and financial issues

35% of working Canadians are **juggling work and care** responsibilities impacting employment and productivity

Caregiver burnout doubles the likelihood of a frail senior admitted to a long-term care facility



COVID-19 LESSONS LEARNED

- Lack of home care services
- Separation from loved-ones
- New caregivers
- Financial concerns
- Emotional and mental health

Labour Market Shortage

Availability, skills and workplace health and safety

Anticipated **labour shortages** of **18,000** non-regulated & **5,000** regulated providers **by 2026**

Number 1 issue for all home care provider organizations

Wages, skills and working conditions top retention issues

Psychological Safety, mental wellness, employee resiliency and emotional intelligence skills

Providers of home care

- 148,600 non-regulated providers (personal support workers, health care aides)
- 98,900 nurses
- 19,100 therapists, dieticians, social workers)
- 12,000 case managers
- Physicians (42% of GPs performed house calls in 2010)

COVID-19 LESSONS LEARNED

- Unprecedented workplace pressures
- Burnout & mental stress
- Competition with other health care sectors

Build Back Better: Providing choice for long-term care

Invest in home-based health and supportive care



Human Resources – increase labour pool and workforce attachments, expand access to micro-training and worker resiliency programs.



Caregivers – incent employers to support their employee caregivers as part of a workplace mental health strategy (over 6.1 million caregivers or 1 in every 3 employees).



Track Investments – follow-up on federal targeted home care spending to provinces and territories to ensure investments have been made in home care sector. (2017 federal commitment of \$6 billion over 10 yrs.).



Stimulate Innovation – invest in national collaborative to scale and spread evidence-informed practices in integrated home and community care across the country.

Human Resources

- 1 **Labour market shortages and sustainable workforce attachments**
 - Create a labour market partnership with home care provider organizations to facilitate collaboration between employers , employees and community groups to develop solutions to labour force imbalances, such as persistent workforce shortages, and skills gaps.
- 2 **Access to PPE, infection control training, testing and vaccinations**
 - Provide financial support for purchasing PPE, infection prevention education and other related costs
 - Prioritize rapid testing and access to vaccinations for frontline workers, vulnerable clients and caregivers
- 3 **Coordinated Human Resource plan for long-term care (home & facility-based care)**
 - Identify and disseminate leading practices in staff redeployment, recruit and engagement learned through COVID
 - Support expansion of online micro-training (e.g. palliative care, dementia care, resiliency skills)
 - Study the cost-benefit of wage parity across all health care settings for regulated and non-regulated staff
 - Establish national consistency in job classification, qualifications, scope of work for non-regulated workers

Track Investments – Accountability

- ① **Require jurisdictions to be accountable for the targeted federal home care investments**
 - 2017 funding commitment of \$6 billion for home care has not translated into home care spending in the province / territorial budgets. As of 2020, 46% of the \$6 billion (\$2.8 billion) has been transferred to provinces and territories.
- ② **Support the collection and dissemination of CIHI National Home Care Indicators**
 - Complete the creation and collection process for the agreed upon national home care indicators
 - Support all home care providers (government and private) to collect and report on indicators
- ③ **Create National Principle-Based Standards for Long-Term Care (home and facility-based)**
 - Build on existing work done by the CHCA in the creation of a [framework for national principle-based standards](#) for home and community care that was endorsed by stakeholders across the country.

Recognize & Support Caregivers

- 1 Incent employers to support caregivers at work**
 - Recognize and incent employers and educational institutions to adopt caregiver friendly policies and programs
 - Invest in tools to help employers create flexible workplaces and share best practices
- 2 Increase awareness and recognition of the vital role of caregivers**
 - Adopt legislation defining the essential role and rights of caregivers in our health and social care system.
 - Support National Caregiver Day (First Tuesday in April) awareness campaign
- 3 Facilitate update of financial and educational resources**
 - Increase awareness and use of federal financial supports for caregivers (tax credits and allowances)
 - Create on-line training and support programs for caregivers (e.g. palliative care, dementia, etc)

Stimulate Innovation

- 1 Identify, spread and scale best practices in home-based long-term care**
 - Invest in national collaborative to spread and scale innovation in key program areas (e.g., Restorative care, palliative care, dementia care)
 - Strengthen integrated care modules through a dedicated Primary Health Care Transition Fund
- 2 Accelerate the use of technology and adoption of virtual care**
 - Support use of virtual care in the home and community setting through targeted programs to test, apply, evaluate and spread new models
 - Expand application of technology and innovation to meet health and social needs of seniors at home

Choice for Seniors: Aging in Place at Home

In partnership with the Canadian Home Care Association (CHCA) and our members, the federal government can ensure that appropriate investments are made in health human resources, caregivers and infrastructure to create a sustainable and resilient system of long-term care at in Canada.

- **Investments in human resources** will address labour market shortages, ensure availability of skilled providers and create supportive workplaces.
- **Enhanced system capacity** will enable more services to be delivery and create more of new and effective modules of care to support medical, functional and social needs.
- **Supporting caregivers** respects the vital role of caregivers and ensures individuals access the knowledge and support they need.
- **Scaling and spreading best practices** leverages the expertise and experience of home and community care providers across the country and accelerates the adoption of effective and efficient operational and clinical practices.

The Canadian Home Care Association

www.cdnhomecare.ca

The Canadian Home Care Association (CHCA) is a national not-for-profit association dedicated to ensuring the availability of accessible, responsive home care to enable people to safely stay in their homes with dignity, independence and quality of life. Our vision is an integrated health and social care system that provides seamless patient- and family-centred care that is accessible, accountable, evidence-informed, integrated and sustainable.

Members of the CHCA include representatives from government (federal, provincial and territorial), administration organizations, service providers, researchers, educators and others with an interest in home care. Incorporated in 1990, the association is governed by a seventeen-member board of directors that represents each province and territory, and service provider organizations. A recognized authority; the CHCA facilitates partnerships, advances innovation, informs policy and leads initiatives that address pan-Canadian priorities in the home care sector.

Recognizing the importance role caregivers have in home and community care, the CHCA established Carers Canada to increase recognition and advocacy for caregivers. In partnership with regional and national organizations Carers Canada works to build awareness and recognition of the role of caregivers and the challenges they face.