

Subject: Long-Term Care Accreditation Governance Standards

File Number: ACS2025-CSS-GEN-019

Report to Community Services Committee on 25 November 2025

and Council 10 December 2025

Submitted on November 14, 2025 by Clara Freire, General Manager, Community and Social Services

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Ward: Citywide

Objet : Normes de gouvernance de la certification des foyers de soins de longue durée

Numéro de dossier : ACS2025-CSS-GEN-019

Rapport présenté au Comité des services communautaires

Rapport soumis le 25 novembre 2025

et au Conseil le 10 décembre 2025

Soumis le 2025-11-14 par Clara Freire, Directrice générale, Services sociaux et communautaires

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Quartier : À l'échelle de la ville

REPORT RECOMMENDATION(S)

That the Community Services Committee recommend that Council confirm the participation of Councillor Plante and Councillor Lo in the 2026 Long-Term Care homes accreditation process to meet the governance participation requirements established by Accreditation Canada, as outlined in this report.

RECOMMANDATION(S) DU RAPPORT

Que le Comité des services communautaires recommande au Conseil de confirmer la participation de la conseillère S. Plante et du conseiller W. Lo au processus de certification des foyers de soins de longue durée en 2026, conformément aux exigences d’Agrément Canada en matière de participation à la gouvernance, comme il est expliqué dans le présent rapport.

BACKGROUND

The Community Services Committee’s mandate includes responsibilities for the four long-term care homes operated by the City of Ottawa.

Specific responsibilities include:

- Acting as the ‘Committee of Management’ in accordance with the *Fixing Long-Term Care Act, 2021*, including any associated delegated authority arising from this statutory role.
- Overseeing the operation of City-run Long Term Care Homes in meeting or exceeding the provincial legislative requirements supporting the quality of life for eligible City of Ottawa residents.

DISCUSSION

The City of Ottawa’s four Long-Term Care (LTC) homes regularly undergo an accreditation process and have been successfully accredited for over 20 years. Every four years, Accreditation Canada performs an on-site survey to ensure that the LTC homes meet current accreditation standards. The next survey (scheduled for spring 2026) will be the first time that a new governance standard set will be applied to the City homes. In order to successfully complete the program, LTC Services require participation in the accreditation process from the Community Services Committee, in their role as the Committee of Management for the City’s long-term care homes.

Accreditation is an ongoing process of assessing health and social services organizations against standards of excellence to identify what is being done well and opportunities for improvement. It allows LTC homes to assess their services and identify opportunities to improve the quality, safety, and efficiency of their performance for the benefit of residents, families, staff and the health system.

The process of accreditation encourages organizations to:

- Assess services and determine where to focus improvement efforts
- Develop standardized processes to improve efficiency
- Mitigate risk and support the uptake of best practices
- Build a culture of quality, safety and excellence
- Publicly promote a commitment to offering safe, high-quality services.

The Ontario government recognizes two national accrediting bodies, Accreditation Canada and the Commission on Accreditation of Rehabilitation Facilities (CARF).

While accrediting organizations charge fees for their services, all accredited homes receive Quality Attainment Premium funding at the amount of \$0.42 per licensed bed per diem, or approximately \$110,000 total per year for the City's homes. Accreditation is considered to be a best practice across health care organizations. In 2021, over 80 per cent of Ontario LTC homes had an accredited status, and the majority of municipal LTC homes are accredited.

Historically, the City LTC homes have been accredited by Accreditation Canada because they offer services in both English and French. Every four years, peer surveyors from Accreditation Canada perform an on-site survey to ensure that the LTC homes meet current criteria to be accredited. Participating in the accreditation process demonstrates the City's commitment to providing quality care and services. The next on-site survey is scheduled for spring 2026.

For this accreditation cycle, the City homes are working with the new version of the Accreditation Canada/Health Standards Organization standard set for LTC homes. The standards contain 152 criteria, in the areas of:

- Governance
- Resident-centred care
- Meaningful quality of life
- High-quality and safe care
- Healthy and competent workforce
- Infection prevention and control
- Medication management
- Quality improvement

Overall, Long-Term Care Services is well-positioned to be successful at meeting the standards.

However, the current Accreditation Canada program applies a governance standard set to the City homes for the first time. Previously, municipal homes were exempt from the governance section of the accreditation survey.

The governance standard set evaluates oversight from a home's board or Committee of Management. Under the *Fixing Long-Term Care Act, 2021*, the City's Community Services Committee (CSC), is considered the LTC homes' Committee of Management.

To successfully meet the governance standards, members of the Committee of Management are required to participate in the accreditation process, including responding to a governance survey instrument, attesting to specific criteria, and meeting with the on-site surveyors to discuss LTC home governance.

In accordance with the new governance criteria established by Accreditation Canada, two Members of the Community Services Committee have been identified to participate in the accreditation process, as representatives of the Committee of Management for the City's long-term care homes. The selection of Members was informed by the following consideration: their role as Members of the Community Services Committee (serving as the Committee of Management for long-term care homes) and the presence of a long-term care home within their ward.

The General Manager, Community and Social Services Department, and the Director, Long-Term Care, will also be participating in the process.

Participation in the accreditation process includes the following commitments for Councillors:

- Responding to an electronic survey on the subject of the City's governance of long-term care homes
- Participating in at least one Accreditation team meeting with staff
- Attesting to whether the organization meets specific criteria
- Participating in a conversation with the Accreditation Canada surveyors during the onsite survey in spring 2026

The time commitment for Councillors who participate in the process is anticipated to be from early January to mid-June 2026.

Staff will ensure Members are provided with the required information to prepare for the accreditation process.

FINANCIAL IMPLICATIONS

The annual cost of accreditation survey fees are funded under existing budgets. The receipt of an estimated \$110,000 in provincial Quality Attainment Premium funding is contingent on maintaining accredited status.

LEGAL IMPLICATIONS

There are no legal impediments to implementing the report recommendation.

CONSULTATION

Not applicable.

ACCESSIBILITY IMPACTS

Ottawa Long-Term Care Services provides care and services for residents in line with the obligations of the *Accessibility for Ontarians with Disabilities Act, 2005*, the *Integrated Accessibility Standards Regulation*, the *Fixing Long-Term Care Act, 2021* and *Ontario Regulation 246/22*.

INDIGENOUS, GENDER AND EQUITY IMPLICATIONS

The long-term care strategic directions prioritize meeting the physical, psychological, social, spiritual, and cultural needs of all long-term care residents, in line with the *Fixing Long-Term Care Act, 2021*.

TERM OF COUNCIL PRIORITIES

This recommendation is in line with the 2023-2026 Term of Council Priority for a city that has affordable housing and is more liveable for all.

DISPOSITION

Following approval of this report, the Office of the City Clerk and Community and Social Services will share information and resources with the participating Members of Council as required for their participation in the accreditation process.