



## Aging with Confidence

### **Coalition for Seniors and Nursing Home Resident' Rights**

*Aging in Place is the ability to live at home safely, independently, and comfortably, regardless of age, income, or ability level. It is essential for seniors to stay in their home environment as long as possible.*

### **Submission**

**to**

**New Brunswick Seniors Advocate**

**Independent systemic review of long-term care**

**April 17, 2023**

# Aging with Confidence

## Coalition for Seniors and Nursing Home Resident' Rights

### Mandate /Overview

Established in 2004, the Coalition for Seniors' and Nursing Home Residents' Rights (CSNHRR) is a non-partisan, non-sectarian volunteered umbrella organization which brings together different like-minded groups/individuals to endorse and promote shared principles.

The organization advocates to achieve and maintain affordable, accessible programs that enhance the quality of life, promoting important policy change for seniors and their families in New Brunswick.

It has more that 60 Member groups and Friends of the Coalition that include seniors, retirees, labour, women's groups, researchers, and organizations committed to social justice. In turn these represent over 100,000 members.

### New Brunswick - Long Term- Care

The Coalition's submission is that the Department of Social Development and the Department of Health are a duplication of services when it comes to providing services to the most vulnerable population of society.

Delays in the assessment process impacts seniors from placement to a home of choice or returning to their home. Seniors who languish in acute hospital beds while waiting for placement with lack of stimulation, social connection with the outside world experience health deterioration.

The serious challenges facing New Brunswick's long-term care sector has been studied for a decade. The issues around governance, transparency, safe staffing levels, and resident care needs to be enhanced on several fronts so that seniors may live with respect and dignity in an environment and community of choice.

Keeping seniors in the hospital is wasteful because the cost in an acute-care hospital bed is significantly higher than in the community. Seniors should not be required to live more than one hundred kilometers from their community. The Long-Term Care facility should be the senior's choice with respect and dignity.

It is of importance to keep the aging population in their community and in an environment of choice that provides an enhanced quality of life with respect and dignity.

## Special Care Homes

There are about 475 adult residential facilities in the province that are all private providing care and services to about 7,000 residents. The Department of Social Development provides per diems to these residential facilities for subsidized clients when they are unable to pay the full cost.

These rates are not regulated by government and are not based on a scale of income. Ninety (90) per cent of long-term residents and all the clients of the Disability Support Program are subsidized. [\\$27.4 million increase in funding for adult residential facilities \(gnb.ca\)](#) [Special Care Homes Social Development \(gnb.ca\)](#) [Memory Care Homes/Generalist Care Homes \(gnb.ca\)](#)

## Recommendation

That Special Care Homes cost be amended to be calculated based on individual income as noted in the links. [Residential Charge Calculator | Health | Province of Manitoba \(gov.mb.ca\)](#) [Personal Care Homes | Health | Province of Manitoba \(gov.mb.ca\)](#)

### Private Homes Special Care Homes - Memory Care Rates

#### New Brunswick 2022 -2023

Type of Facility	Government Per Diem Rate to Operator	Per Dem effective October 1, 2022	Government Maximum Resident Rate	Resident subsidized	Co- pay Medication	Operator can charge open end rate	Per Diem increase effective January1, 2023
Special Care Home Level 1-2	\$94.64 April 1, 2022	\$98.41	\$77/day	Retains \$135 per month	\$500 Co pay prescription	Rates set by the Operator	\$108.41
Memory Care Home	\$160.22 April 1, 2022	\$166.53	\$83/day	Retains \$135 per month	\$500 Co pay prescription	Rates set by the Operator	\$176.53
Community Residence Level 4	\$165.65	\$172.08	\$83.00/day	Retains \$135 per month	\$500 Co pay prescription	Rates set by the Operator	\$182.08
Nursing Home	Government Claims average of about \$250 per day		\$113/day	Retains \$108 per month	No co-pay only over counter medication required to pay	Rates regulated by Government	Level 3

## Home Care

The wheel does not have to be reinvented to adapt to a true home care program. The government needs to look beyond what is provided in New Brunswick. It is not acceptable for seniors to spend the rest of their lives in underfunded facilities, waiting lengthy periods to be fed, bathed, and remaining in their bed clothes during the day with no daily stimulation. This is not a healthy way for seniors to conclude their end of life.

The government needs to invest in and develop a set of well thought-out and well-defined policies which will give direction to the issue for both long-term as well as short-term solutions. **An unobstructed vision which focused on the realities of a fast growing and aging population.**

New Brunswick home care system is contracted out by the Department of Social Development to 46 private Home Support Agencies with approximately 4,167 employees.

[Contact Us | Home Support Association | New Brunswick \(nbhsa.ca\)](#)

Manitoba Home Care was established in 1974, and Saskatchewan was established in 1978, both are publicly funded and are under the auspices of the Department of Health.

## Recommendation

That the government address the New Brunswick home care system by adopting the Manitoba model, publicly funded and under its owned Department of Ministry Seniors and Long-Term Care [Home Care Services in Manitoba | Province of Manitoba \(gov.mb.ca\)](#) [Home Care | Care at Home and Outside the Hospital | Government of Saskatchewan](#) [Residential Charge Calculator | Health | Province of Manitoba \(gov.mb.ca\)](#) [Personal Care Homes | Health | Province of Manitoba \(gov.mb.ca\)](#)

## Extra Mural

The Extra Mural program introduced by the late Brenda Robertson must continue to be strengthened so that the aging population has a choice of where they want to live. The program provides New Brunswickers opportunities to stay in their homes and avoid nursing home placement rather than in a hospital setting.

## Recommendation

*This program is a New Brunswick gem and requires added resources to continue to innovative ways to support comprehensive health care needs. [Extra-Mural Program \(qnb.ca\)](#)*

## ***Nursing Homes***

There are seventy-two licensed nursing homes in the province's eight regions with 4953 beds. Most nursing homes are independently owned and overseen by a Board of Directors and are formed under the provinces Companies Act, as non-profit organizations. [Nursing Home Services \(gnb.ca\)](#)

The daily amount to be paid by nursing home residents is \$113 per day. This cost covers room and board services. The maximum monthly payment is \$3,437.08. Nursing homes cost is not affordable and are based on **family net income** when an individual is subsidized and is not able to pay the full cost of \$113 per day, leaving the spouse at home with little to live on. [StandardFamilyContribution-e.pdf \(gnb.ca\)](#)  
[Nursing Home Services \(gnb.ca\)](#)

### **Recommendation**

The Regulations for cost in care facilities be amended for Nursing Home fees to be calculated based on individual income. [Residential Charge Calculator | Health | Province of Manitoba \(gov.mb.ca\)](#)  
[Personal Care Homes | Health | Province of Manitoba \(gov.mb.ca\)](#)

## **Inspections of Care Facilities**

As of February 2021, there are 14 Adult Residential Facility Coordinators who manage the licensing and inspection. There are 6 Liaison Officers responsible for Nursing homes. Special Care Homes are licensed by the Department of Social Development and are inspected annually.

In addition to these departmental positions, Social Development has partnered with both Worksafe NB and the Public Health inspectors to do specific audits of facilities within the last year. The role of licensing and inspection is to ensure safe, proper health care services and well-being of residents living in private nursing homes and community care facilities. Research has shown many deficiencies of non-compliance.

### **Recommendation**

Inspections process should be reformed in which separate annual inspection are conducted to access the quality resident care and critical incident response. Inspections should happen at a minimum of twice a year for nursing homes and residential care facilities to ensure the well-being of the residents by continuously inspecting complaints and critical incidents. These inspections must be unannounced.

[Long-Term Care Home Quality Inspection Program- Public Information - MOHLTC \(gov.on.ca\)](#)  
[The Forgotten Generation – NBNU](#)

## **Department of Ministry - Seniors and Long-term Care**

New Brunswick is the only province in Canada where the care of seniors is overseen by the Department of Social Development. In all other provinces, continuum of care (home care and long-term care) is the responsibility of health care, whereby the federal transfer money is distributed to provinces based on the criteria of the Canada Health Act.

Governance capacity, effective oversight, medical expertise, quicker assessments, efficiency, and national standards are just some of the many reasons such a change should be made.

### **Recommendation:**

That Seniors be transferred from the department of Social Development to the Department of Ministry-Seniors and Long-Term Care, a department of its own to be vested with the responsibility for the delivery of Senior Care services through proper expenditure of public funds, governing, planning, managing, monitoring, evaluating with well-defined standards, guidelines, and audits. This would provide leadership and policy coordination to help improve the quality of care for seniors.

[Department of Seniors - Government of Nova Scotia](#) [Department of Seniors and Long-term Care: About us - Government of Nova Scotia](#)

We thank you for the opportunity to provide the Coalition's insight to improve the quality of life for the aging population.

Respectively submitted on behalf of the  
Coalition for Seniors and Nursing Home Residents Rights'

Cecile Cassista, Executive Director