

# FREQUENT AND LENGTHY MINISTRY OF LONG-TERM CARE INSPECTIONS

## Overview

Ontario's Long-Term Care (LTC) homes are experiencing increased operational strain due to the frequency and duration of Ministry inspections, even when homes have consistently demonstrated strong compliance. While oversight is essential to ensuring resident safety and care quality, the current inspection approach is creating unnecessary disruptions for residents, diverting staff from direct care, and compounding workload pressures in an already strained sector.

## Current Context

LTC homes across the province report that frequent, unannounced, and lengthy inspections that often require the redirection of nurses, managers, and frontline staff away from resident care to accommodate documentation reviews, interviews, and extended on-site presence by inspection teams.

While the Ministry's inspection mandate is designed to uphold high standards, the current one-size-fits-all model does not differentiate between homes with ongoing compliance issues and those that have demonstrated consistent adherence over multiple years. The result is a system that unintentionally burdens homes performing well, while limiting their ability to focus on proactive quality improvement and resident-centred care.

A more balanced approach particularly one informed by a risk-based model would allow the Ministry to maintain strong oversight while supporting homes that have earned trust through consistently positive inspection outcomes.

## Actions Required

To enhance system efficiency while maintaining accountability and resident safety, the long-term care sector respectfully requests provincial attention and collaboration to:

- Explore a risk-based or tiered inspection model that reduces inspection frequency and duration for homes with strong compliance histories;
- Establish clear, transparent inspection criteria and consistency across inspection teams to improve predictability and reduce unnecessary administrative burden;
- Implement mechanisms for scheduled or partially scheduled inspections for compliant homes to minimize resident and staff disruption.

## Why Your Support Matters

Ontario's LTC homes remain committed to accountability, transparency, and delivering high-quality, person-centred care. However, the current volume and duration of inspections especially in homes with a strong record of compliance creates unnecessary strain that diverts attention from resident care.

For highly compliant homes, these repeated inspections strain limited staffing resources, disrupt resident routines, and reduce the time available for care planning, quality improvement activities, and daily operations.

By adopting a more efficient, risk-informed inspection model, the province can maintain robust oversight while strengthening capacity, supporting staff, and enhancing resident experience. A streamlined approach for compliant homes will allow the sector to focus on what matters most safe, high-quality care delivered with dignity and compassion.

In addition, the practice of issuing IPAC compliance orders that remain on a home's inspection record for three years is disproportionate, particularly in large organizations with hundreds of employees and frequent, prolonged inspections, where isolated incidents may occur despite otherwise strong and sustained compliance.

