



CBC – Chartwell Statement – Thursday, May 28, 2020

We appreciate the opportunity, through CBC's The National, to help provide important clarity and facts on the misinformation that the ownership of Ontario's long term care residences is the determining factor in the severity of outbreaks and deaths during COVID-19. Even more upsetting is the myth that the quality of care or commitment of staff in privately operated homes is secondary. Misinformation, most especially under these extremely difficult conditions, does not reflect the exceptional work and dedication of our staff working under pandemic conditions to take care of someone else's loved one.

Revenue in LTC is 100% controlled by the government. No profit can be generated from government funding for resident care and services. What is not spent on care and services is returned to government. The funding allocation that controls staffing levels are based on what is known as the Case Mix Index (CMI) which the Ministry of Long Term Care determines on an annual basis based on resident acuity levels in each individual home. There is no difference between private, municipal and not-for-profit homes in this.

Return on invested capital in long term care homes can only be generated through accommodation revenue sources which are also set by government. I'd like to also note that Chartwell has approximately 3,385 long term care beds out of approximately 30,000 total suites that Chartwell owns or manages. This represents 11% of our total suites. We are predominately a retirement residence company.

Quality of care, as measured by Health Quality Ontario (HQO) LTC Quality Indicators (QI's) is also consistent in private, not-for-profit and municipal homes. Chartwell has a consistently strong record of performance with respect to publicly reported QI's when compared to Ontario's provincial average.

Of Ontario's 626 long term care homes, 38% are older residences built to 1970's design standards which include a significant number of 4-bed wards and semi-private rooms. Isolation and cohorting of residents during outbreaks is extremely challenging in these types of accommodation. 83% of these older homes are privately owned. The redevelopment program for these homes, where almost 30,000 residents live, have been repeatedly announced by various governments since 2007, however there has never been sufficient funding to allow for such redevelopment to take place. Sadly, death rates in these older homes are significantly higher than in other LTC homes.

The story not told is the newer LTC homes referenced as having better COVID-19 outcomes are in fact a result of the 20,000 long term care beds and the redevelopment of an additional 16,000 beds announced by former Premier Mike Harris and his government in 1998. Mr. Harris's government added much needed additional capacity to the long term care system and helped ensure a significant portion of buildings were able to be redeveloped to modern standards that today support more efficient infection control, cohorting and isolation protocols.

A total of 18 of Chartwell's long term care homes have been affected by COVID-19 outbreaks. It is because of the sustained and extraordinary efforts of our people, our LTC team leadership and the quality of our operating processes, that twelve of these homes have already cleared the incubation period with no further cases noted. Sadly, despite our efforts, we could not keep all our residents safe. Our sympathies and thoughts are with those families directly impacted by this virus.

This virus is something the world has not seen before and, unfortunately, will continue to be with us for a while. You should know that we are determined to continue to do what needs to be done to keep our residents, their families and staff safe, to continue to learn from our experiences and adapt to continuously improve in our fight against COVID-19.

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