



# News Release

For Immediate Release

December 6, 2023

## Long-Term Care Homes Lack Critical Training and Staff to Address Complex Needs of Residents, Compromising Residents' Safety and Quality of Care

(TORONTO) Ontario's long term-care homes too often failed to reach provincial standards for the number of hours of care they provided directly to residents. They are also increasingly reliant on more expensive contract staff from nursing agencies, Acting Auditor General Nick Stavropoulos said today.

"The staff-to-resident ratio varied significantly at the long-term care homes we visited, especially during the evening and overnight shifts, which can compromise the quality of care residents receive," said Stavropoulos. He added that agency nurses that many homes rely on to fill the void on permanent staff rosters can cost double what staff nurses cost, placing even more pressure on a system already strapped for resources to meet the needs of residents.

The audit found that the needs of many residents are significant and complex. In 2022/23, more than 40 per cent of long-term care residents had conditions that caused them to behave aggressively, but homes did not always have the resources to manage these behaviours. The audit identified many examples where this type of behaviour led to physical harm or harassment of other residents and staff.

Ontario is also challenged to serve its increasingly diverse population. Not all homes have staff who can communicate with residents in their first language, and only 57 of 626 long-term care homes are set up to serve specific ethnocultural or religious groups. This is important, especially for residents with dementia who are more likely to revert to their mother tongue as their condition intensifies. The median wait time for such homes in 2022/23 is up to five years, eight times longer than for all long-term care homes.

"It is critical that long-term care homes have the training and staffing needed to deliver the programs that keep residents safe, and help them to have good quality care in long-term care facilities across Ontario," said Stavropoulos.

-30-

For more information, please contact:

**Becky Fong**, Manager, Strategic  
Communications and Engagement

[becky.fong@auditor.on.ca](mailto:becky.fong@auditor.on.ca)

Cell: 416-529-2099

Read the report at [www.auditor.on.ca](http://www.auditor.on.ca)

✕ @OntarioAuditor

The Office of the Auditor General is an independent Office of the Legislative Assembly that conducts value-for-money and financial audits of the provincial government, its ministries and agencies. We also audit organizations in the broader public sector that receive provincial funding. Our vision is to deliver exceptional value and assurance to members of the Legislative Assembly, the Standing Committee on Public Accounts, and all Ontarians through high-quality work that promotes accountability, value for money and effective governance in the Ontario public sector.