



## New survey reveals need to invest in home care staff, training, and personal support services

June 4, 2018 (Toronto) - According to a an Ontario CARP member poll, two-thirds (68%) of respondents are just not confident that they, or their loved ones, will receive adequate, publicly funded, home care and community support services to keep living at home in the future. Almost a quarter (23%) say they've purchased additional private home care services to top-up publicly funded homecare.

"Home care is such a critical part of ensuring that older adults can stay at home, stay as well as possible, and to help unburden hospitals and long-term care homes," said Laura Tamblyn Watts, National Director of Policy, Law & Research.

The Home Care Poll conducted by CARP and the Ontario Community Support Association in May 2018 also revealed the top areas where respondents would like to see services increase.

With respect to the types of home and community services members feel are needed, a majority of survey respondents (58%) say more personal support care services; 39% say more homemaking services (including cooking and cleaning); and 34% say dementia care.

"We know that increased hours to home and community care and providing more of the types of services people need is one of the very key solutions to so many of the problems associated with health care and aging. The time to invest in these needed solutions is now," said Tamblyn Watts.

While CARP member respondents want more personal support services, 60% believe there is an inadequate supply of trained home care workers, and 28% say there is too much rotation in personal support workers.

"We believe that stabilizing and strengthening the home and community workforce leads to a higher quality of care for clients," said Deborah Simon, CEO of the Ontario Community Support Association. "Caring for workers means better care for everybody."

This survey was conducted via email from May 17 to 24, 2018 in Ontario; 906 CARP members responded. Members are generally aged 50 and over.

### **About CARP**

CARP is a non-profit, non-partisan association representing more than 300,000 older Canadians across Canada. We advocates for better health care, financial security and freedom from ageism. We're supported by our membership, and valued corporate partners who offer members discounts and benefits. Visit: [www.carp.ca](http://www.carp.ca).

### **About Ontario Community Support Association**

Ontario Community Support Association (OCSA) is the voice of the home and community care sector. Our members provide a wide variety of health and wellness services that help a wide range of clients - including seniors and people with disabilities - to live independently in their own homes and communities for as long as possible. For more information, visit: <http://www.ocsa.on.ca/>

-30-

For interview requests, please contact:

[media@carp.ca](mailto:media@carp.ca) or

Patrick Boily  
Manager, Policy and Stakeholder Engagement  
[Patrick.boily@ocsa.on.ca](mailto:Patrick.boily@ocsa.on.ca)  
416-256-3010 ext 228