

## Public Consultation Frequently Asked Questions (FAQ)

### **Q1. Why does the Ministry of Long-Term Care (the ministry) hold a public consultation?**

**A1.** In order to inform the decision-making process, the ministry holds a public consultation to gather opinions on a proposed request. The consultation allows the ministry to consider the opinions of those potentially impacted by the request, and to gain a better understanding of the unique circumstances in each community.

### **Q2. Who can participate in the public consultation?**

**A2.** The public consultation is for anyone who wishes to provide their opinions on a licensing request for a long-term care (LTC) home. This includes the LTC home's residents, families, staff and other community members.

### **Q3. What is a licensing request?**

**A3.** Licensing requests include a variety of changes to a long-term care home's license. For example, transferring a licence to a new owner or location, or issuing a new licence post-redevelopment.

### **Q4: How can the public find out about the consultation?**

**A4.** Details related to the public consultation will be posted in the affected LTC home and details will also be posted on the Long-Term Care Licensing Public Consultation Registry at <https://www.ontario.ca/page/ontarios-long-term-care-licensing-public-consultation-registry>.

### **Q5. What is Hill+Knowlton Strategies' role in the public consultation?**

**A5.** Hill+Knowlton Strategies is an experienced public consultation firm that has been delegated by the Director, Capital Planning Branch, Ministry of Long-Term Care (ministry) to manage the public consultation process on long-term care home licensing requests. This includes collecting input and writing a summary report. The ministry remains the final decision-maker for all licensing requests.

### **Q6. How can the public provide their comments on the proposed request?**

**A6.** The ministry accepts written comments from the public. The public may submit their comments to:

Long-Term Care Licence Consultations  
c/o Hill+Knowlton Strategies  
50 O'Connor Street, Suite 1115  
Ottawa, Ontario K1P 6L2  
E-mail: [LTCHomes.Licensing@hkstrategies.ca](mailto:LTCHomes.Licensing@hkstrategies.ca)

Please include the name of the LTC home and quote the Project Number on all written submissions.

If a public meeting is conducted as part of the consultation, members of the public are invited to voice their opinions on a licensing request. The meeting will be chaired by Hill+Knowlton Strategies and begins by providing the attendees information about the ministry's public consultation process and the proposed licence request. The Licensee of the home(s) is also present and provides information on the proposed licence request.

After all the information has been provided, consultation participants are provided with an opportunity to share their opinions and thoughts on the respective request. Comments shared during the consultation will be recorded anonymously and included in a report to the ministry.

**Q7. What happens after the public consultation period?**

**A7.** Hill+Knowlton Strategies will develop a report for the ministry which includes what was heard during the consultation period. In turn, the Director of Capital Planning Branch will take all components of the licence review, including results from the public consultation, into consideration when making the final decision on the proposed licence request.

**Q8. How can I be sure my information is secured?**

**A8.** Hill+Knowlton Strategies will undertake every effort to ensure that any personal or identifying information is secured utilizing secured email protocols. Following the public consultation period, Hill+Knowlton Strategies will prepare a report for the ministry that summarizes the input.

**Q9. What if I want to speak with someone from the ministry?**

**A9.** If you have any questions or concerns about the consultation process, you may contact the ministry by email at [LTCHomes.Licensing@ontario.ca](mailto:LTCHomes.Licensing@ontario.ca), or in writing to:

Director under the Fixing Long-Term Care Act, 2021  
Ministry of Long-Term Care  
Capital Planning Branch  
438 University Ave, 8th Floor  
Toronto, ON M5G 2K8  
E-mail: [LTCHomes.Licensing@ontario.ca](mailto:LTCHomes.Licensing@ontario.ca)

**Q10. What happens when a LTC home operator requests ministry approval for a licence transaction?**

**A10.** Prior to making a decision, the ministry completes a licence transaction review that includes (but is not limited to) the following:

1. Consultations on:
  - a. the public's opinion;

- b. the consideration of Ontario Health; and
  - c. the consideration of the Home's Compliance Summary.
- 2. Minister's Public Interest Tests for:
  - a. the need for beds; and
  - b. who may be issued a licence for the beds (concentration of ownership, for-profit/non-profit ratio and any other consideration).
- 3. Director's decision on a licensee's eligibility