CSA Z2004:24, *Mental health and well-being in long-term care and assisted living settings*

New National Standard of Canada aims to help improve the quality of life in long-term care and assisted living

76%
of residents
living in long-term care (LTC) settings have a diagnosis of a mental health condition or dementia[1]

425,000+
older adults in Canada
live in long-term care or assisted living settings[2]

About
87%
of interventions
such as exercise and pain programs, animal support, and reminiscence and horticultural therapies, are successful in reducing loneliness[3]

Standards can provide effective and evidence-informed guidance for long-term care (LTC) and assisted (AL) settings to support the mental health and well-being of residents

CSA Z2004:24

aims to enhance, strengthen, and expand the support of the mental health and well-being of residents living in LTC and AL settings, including those without mental health symptoms or conditions and those with or at risk of developing them

- Person-centred care (PCC)
- Equity, diversity, and inclusion (EDI)
- Cultural safety and humility

What does the standard cover

Planning, development, and implementation of services, programs, education, training, policies, and procedures

- **organizational commitment** to a culture that promotes the mental health and well-being for all
- continuous monitoring and **improvement of the quality** of care for mental health and well-being
- enabling the **workforce** to promote and support the mental health and well-being of residents
- **design and built environment considerations** that promote mental health and well-being
- **recreation therapy** programs and activities to foster social connectedness, mental health, and well-being
- building, supporting, strengthening, and maintaining **relationships** with residents, their families, and care partners
- addressing and supporting the needs of residents with **mental health conditions**
- management of **critical incidents**
- considerations for **younger residents** related to generational differences, earlier life stage, longer lengths of stay in LTC and AL settings, and complex health challenges

Who is the standard for

Administrators, workers, residents, families, care partners, and broader care teams involved in LTC and AL

Policymakers and regulators in health care, mental health, long-term care, assisted living, and related areas

Why use CSA Group standards

Almost **900 volunteer members**, experts in various areas of health care and long-term care, help develop CSA Group health care and well-being standards

340+ hospitals, clinics, and LTC homes have purchased CSA standards or accessed them online to help them improve the quality and safety of health care delivery

Download the standard
CSA Z2004:24

[1] Kehyayan et al., Profile of Residents with Mental Disorders in Canadian Long-Term Care Facilities: A Cross-Sectional Study, Journal of Long-term Care, 2021
[2] Impacts of the COVID-19 pandemic in nursing and residential care facilities in Canada, Statistics Canada, 2021
[3] Supporting Mental Health and Well-Being in Community Residential Care Settings, CSA Group, 2021

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Learn more about CSA Group research and standards for long-term, home, and community care:

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