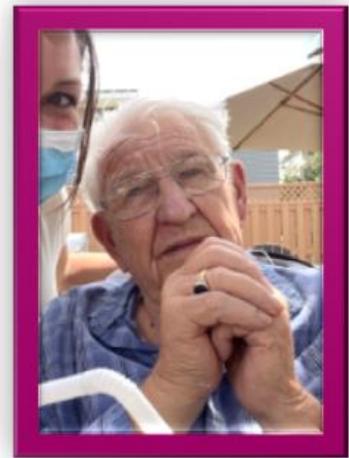


# Grey Gables, Lee Manor and Rockwood Terrace



## Grey County Operations Report to Committee of Management Open Session

Submission Date: September 14, 2021

Information for the Months: June 15, 2021 – August 14, 2021

Endorsed by Council:

# Quality

*Colour It Your Way -is it “Leading Based Practice”, is it “Equitable & Reliable”, does it “Colour It”?*

Publicly reported indicators/Survey Results

Q4 2020 (January – March 31, 2021)

	Indicates Better than Ontario Average
	Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q4 Jan-Mar/21	Q4 Jan-Mar/21	Q4 Jan-Mar/21
Improved or remained independent in mid-loss ADL	28.4%	21.7%	34.4%	40.6%
Worsened ADL	33.1%	38.0%	37.0%	43.5%
Worsened mood from symptoms of depression	21.9%	30.2%	22.9%	36.6%
Taken antipsychotics without a diagnosis of psychosis	19.5%	20.5%	17.6%	4.8%
Has fallen	16.5%	17.4%	21.4%	16.0%
Worsened stage 2 to 4 pressure ulcer	2.5%	1.9%	2.4%	1.7%
Daily physical restraints	2.8%	1.0%	1.1%	2.5%
Has pain	5.5%	3.1%	5.6%	0.2%
Worsened pain	9.4%	10.3%	7.0%	7.3%

The Canadian Institute for Health Information released update data for Quarter 4 January to March 2021.

The Clinical Specialist and Accreditation and Quality Specialist have completed a number of departmental meetings to re-establish and strengthen programs by reviewing and evaluating clinical indicators to improve resident’s living their best life. Operational Reviews have also been completed at each of the respective care communities, with the intent to support consistency and alignment of the three care communities’ policies and processes, aligning with best practices. The next Operational Review will focus on the care communities’ current quality improvement plans and the use of the data indicators to track progress. In addition, we will be reviewing this data with our Medical Advisors at each quarterly meeting, to reflect on quality improvements that correlate to the role of the Medical Advisor.

# Ministry of Long-Term Care (MOHLTC) Compliance Orders /Inspection Findings Summary

## Grey Gables

Ministry of Long Term Care Inspectors visited the care community from July 27-29, 2021. The purpose of the visit was to do a follow up inspection to a previous compliance order and to inspect a new regulation around air temperatures. During the inspection the compliance order for our Head Injury Routine was put back into compliance. The following was issued related to air temperatures:

- Written Notifications/compliance order – The temperature required to be measured shall be documented at least once every morning, once every afternoon between 12pm and 5pm and once every evening or night.
  - Corrective Action
    1. The night temperature of 2 rooms will be added to the form
    2. The temperatures of 2 rooms will be documented on the night shift.

[MLTC Follow Up Inspection Report August 10, 2021](#)

## Lee Manor

Ministry of Long Term Care Inspectors visited the care community from August 9-13 and 16-17, 2021. The final report will be issued at a later date.

## Rockwood Terrace

An Inspector from the Ministry of Long Term Care attended the Care Community June 11, 14 -17 and 21, 2021 to conduct a Critical Incident System inspection. There were no issues of non-compliance as a result of their visit and the final public report is linked below.

[MLTC Critical Incident Inspection Report June 28, 2021](#)

## Outbreaks

### Grey Gables

There have been no outbreaks at Grey Gables during this reporting period.

### Lee Manor

There have been no outbreaks at Lee Manor during this reporting period.

### Rockwood Terrace

There have been no outbreaks at Rockwood Terrace during this reporting period.

# People

## Grey Gables

On August 12<sup>th</sup> we welcomed 5 PSW students from Georgian College who will be with us for the next 6 weeks. During this reporting period we have hired 3 Personal Support Workers and 1 Care Support Assistant. One Registered Practical Nurse returned to Grey Gables after choosing another location during the Pandemic. Our full-time scheduler, Stephanie Matos has returned, and we are very thankful to Heather Hastie who stepped into this temporary role in Stephanie's absence. We received notice that our contracted Social Worker will be leaving, and recruitment is currently underway.

Interviews and recruitment have begun for the Behaviour Support Transition Unit, all internal candidates have been interviewed and positions have been awarded. External interviews are now underway. BSTU Coordinator and HR Generalist are currently recruiting and designing schedules with a goal to achieve consistent scheduling that supports the residents and team members.

## Lee Manor

On June 21<sup>st</sup> we welcomed Recreation Therapy student Eric Elliott from Mohawk College. Eric is completing a 12-week Recreation Internship and has been a valued addition to the team. Eric has implemented new programming ideas and has developed strong relationships with residents. He hopes to continue his growth and development in the field of recreation as a Lee Manor employee following his placement and final coursework this fall.

July was an exciting month for residents as it marked the return of several volunteers. Resuming volunteer services sparked immense joy for our residents and volunteers who were able to reconnect after a long separation.

In July we also welcomed Kelly Litt to her new role as Office Clerk. Kelly has worked here as a PSW and temporary office clerk/scheduler for the past 4 years. Kelly completed her office administration in 2018 and is currently working on enhancing her skills with additional leadership coursework. We are delighted to have Kelly join the administrative team.

We continue to work with Human Resources to recruit nursing staff. During the reporting period we welcomed 3 new Care Support Assistants as well as 3 Personal Support Workers.

Our team is very proud to recognize Christine Fenton, RPN as a leader in International Wound Care. Christine was recently chosen to represent the long term care sector with Wounds Canada and Grey County issued a [press release](#) on July 16<sup>th</sup>.

## Rockwood Terrace

On August 10, we welcomed a new Office Clerk-Erin Smith. Erin has a Bachelor of Business Management including a major focus on Human Resources. Outside of work Erin enjoys camping, spending time with her dog and renovation projects. Erin's knowledge and outgoing personality will be a great asset and we are excited to have her on our Colour It team!

We have also recently hired a PSW Coordinator, Carleen Best. Carleen comes to us with 5 years' experience in long term care in a leadership role. She is passionate about healthcare and earned her Bachelor of Kinesiology in 2015 and her Practical Nursing diploma in 2019 and has completed additional education related to Dementia.

This month has seen the return of some of our volunteers. We have begun a staggered approach of reintroducing a few volunteers back at a time into our Care Community. The residents and volunteers are equally excited about their return as their presence has been greatly missed. Volunteers will be opening the tuck shop more regularly and visiting with residents who do not have DCP's or need a little more emotional support. Volunteers will also assist with our music programs.

## Projects, Location Events and Other

### Grey Gables

Father's Day 2021 was celebrated all weekend long with a variety of special events to celebrate the gentleman that call Grey Gables home. Lots of DCPs and outside visits happening throughout the day and it and a gift of a personalized mug and a homemade card for each fella topped off a wonderful day!

A wedding picture quiz, shower games and a bouquet toss highlighted our June Wedding Week. June 30<sup>th</sup> was a fantastic day at Grey Gables with the Owen Sound Antique Car Club arriving with eleven vintage cars for us to enjoy. With our very own Gilbert Rice as one of the founding members, club members were excited to come and show Gilbert and the other Residents their current fleet of classic automobiles.

Theme weeks and dress up days kept the spirits high in July with both a Fairy Tale Classics theme and a Safari Day. Residents went on a safari hunt in our memorial garden equipped with nerf guns and a sense of humor.

We took a step back in time with a 1950's inspired week in early August. Trivia, Photo Booth, karaoke, and an Elvis impersonator were so much fun.

### Lee Manor

The men of Lee Manor were honoured on Friday, June 18<sup>th</sup> in celebration of Father's Day. All residents enjoyed a barbecue lunch which followed with a travelling beer cart for residents to enjoy.

All areas of the home participated in a succulent planting project in June. It was a real highlight for residents to dig in and get their hands dirty with soil. Residents also got hands on with a shiplap painting project and no bake desserts.

Our outdoor live music continues every Friday in our courtyard. Residents can be seen clapping along, dancing, and singing along with the musicians. Outdoor picnics were re-introduced, and they are still as popular as ever.

We are happy to report that our Ice Cream Parlour has reopened for 2 hours a day on Mondays through Thursdays. Our volunteers have been anxious to get back into the home to support residents. The schedule for home areas who can access the Ice Cream Parlour on specific days will follow a cohorting model of support.

## Rockwood Terrace

Four Paws Flying Entertainment presented a well-attended dog show on June 22<sup>nd</sup> to the delight of the residents who are always happy to see these talented dogs perform! The dogs who have all been rescued performed for the crowd and we look forward to them returning in September for another show.

Father's Day weekend was a busy one with many family visits booked. The Recreation Team also hosted a special Father's Day event on the June 18<sup>th</sup> with special treats and a Car Auction Program they watched in the Auditorium.

Residents enjoyed a pet photo contest that was held throughout the month of June. Staff brought in photos of their beloved pets and residents voted on these photos. Residents loved seeing the many photos collected over the month and the staff enjoyed a little friendly competition as well. Lots of stories reminiscing about former pets were shared while this contest was being held.

Canada Day celebrations were on a smaller scale this year, but residents did enjoy a photo booth and an afternoon of socializing and special treats. The Dietary team also held a BBQ for Canada Day which was enjoyed by all.

Musical Entertainment continues to be held bi-weekly, weather permitting. A variety of artists continue to perform for our residents in our lovely outdoor space.

Rockwood Residents really enjoyed watching the Olympics and keeping an eye on the Canadian medal count which the Recreation Team updated daily. Lots of events were watched on TV as our residents cheered the athletes on. On Thursday August 5<sup>th</sup> we held a mini-Olympics in the Pinegrove Garden. Residents enjoyed the friendly competition and sported their medals throughout the day after the events were held. Click the following link to watch a [video](#) from the Rockwood Terrace Games.

## Occupancy

2021 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Reporting Period	Year to Date	Reporting Period	Year to Date	Reporting Period	Year to Date
Occupancy	92	97.8	96.19	96.53	99.3	97.9
Move-Ins	5	5	7	24	4	25
Discharges	4	12	5	23	4	23

## Stakeholders (i.e. Ministry of Labour, Public Health, Fire)

### Grey Gables

An inspector from the Electrical Safety Authority attended the Care Community to complete an inspection on August 5<sup>th</sup>, 2021. No defects were identified.

### Lee Manor

In preparation for the upcoming election, local returning officers conducted an on-site accessibility inspection to ensure the suitability of our polling area for residents. There were no concerns with the designated area.

### Rockwood Terrace

An inspector from the Electrical Safety Authority attended the Care Community to complete and inspect August 12, 2021. There were no defects identified.

## Environmental (i.e. Emergency Preparedness, Occupational Health and Safety)

### Grey Gables

Monthly fire drills on all shifts continue to be performed to ensure safety preparedness.

Signage and screening tools are updated and in place related to COVID-19. Two isolation rooms are still being utilized to isolate residents that are either a new admission not vaccinated, or they have symptoms, and we need to separate from roommate until COVID test results come back.

### Lee Manor

Monthly fire drills on all shifts continue to be performed to ensure safety preparedness. Code green and Code orange were also conducted this reporting period.

Laundry services had a new dryer installed that was scheduled for replacement in 2021 as per the capital budget. Split air conditioning units have also been installed in the resident lounge areas and physiotherapy room. Ten portable air conditioners are also on site and available for resident rooms as funded by the IPAC minor capital.

### Rockwood Terrace

Monthly fire drills on all shifts continue to be performed to ensure safety preparedness.

On July 2, due to the odour of natural gas, Enbridge was called in to check the building for potential gas leaks. The technician cleared the building of any issues at that time. However, the odour returned July 7, so a check of the building was again requested. The technician found that one of the domestic hot water boilers was having incomplete combustion and some of the unburnt natural gas was being drawn into the dining room. It was also determined that the venting of these boilers was not adequate. The

equipment was “tagged out”, however we were able to have a contract company in right away and got the boilers up and running so there was no disruption to residents. The entire boiler was replaced on an emergency basis as the difference between replacing the heat exchanger and replacing the entire boiler was minimal. The venting issue is in process of being rectified.

On August 7, we incurred some flooding issues on the main floor due to the extreme amount of rainfall. Staff on duty acted quickly to contain and clean up the water as quickly as possible therefore limiting any damage that this may have caused. There was no disruption to resident services.

## Care Community Risks

Type of Risk	Grey Gables	Lee Manor	Rockwood Terrace
Includes complaints, Health and Safety & Legal	0	2	2

## Written Complaints Summary

### Grey Gables

No written complaints received during this reporting period.

### Lee Manor

Two written complaints were received during the reporting period involving care related issues, one from a resident, the other from a family member. The Leadership team investigated the concerns and followed up with the complainant.

### Rockwood Terrace

Two written complaints were received during the reporting period related to general care issues.

## Compliments/ Colour It Story

### Grey Gables

On July 1<sup>st</sup> we had the opportunity to reunite a husband and wife. The couple have been married for over 60 years. An Activation staff member assisted the gentleman out to the garden and helped him to pick a bouquet of flowers to give to his wife upon his move in. As she came into the room, he held out his bouquet of flowers and began to sing “Here Comes the Bride”. Not a dry eye was had in the room.

### Lee Manor

After 17 months of creative meal service solutions and colouring it with safety to meet Ministry requirements for capacity limits and physical distancing, residents were invited back into the dining

rooms. The successful transition was in large part due to the teamwork of the Dietary and Nursing departments who worked collaboratively to develop plans that focused on safety and a pleasurable dining experience. The resident and staff reactions to this milestone were truly remarkable, unexpected, and filled our hearts and spirit!

Spontaneous cheers of joy, applause, ear to ear smiles and lots of chatter and interaction at the tables marked day one of the return. So many residents were meeting for the first time and exchanged introductions and table talk. One resident took it upon himself to be the official greeter welcoming each and every resident. The experience was uplifting for everyone involved and symbolized hope that we are making progress on the road to recovery.

## Rockwood Terrace

We are extremely fortunate to have such dedicated team members! On the evening of August 7, when rainwater started to back up from some floor drains on the first floor of the building, two members of the housekeeping team stayed well past their shift end time to assist with clean up. Two members of the Leadership Team attended the Care Community to assist with the clean up as well-all four remained in the building until midnight to ensure the safety and well being of residents and fellow team members!

Thanks also to West Grey Mayor Christine Robinson for checking in on us!

## Resident/Family Council Updates

### Grey Gables

Residents Council met June 22<sup>nd</sup>, July 27<sup>th</sup> & August 24<sup>th</sup>. Shannon Cox attended the August meeting to discuss staffing challenges and the contingency plans that are in place to address this issue.

Family Council did not meet during this reporting period.

### Lee Manor

Residents Council and Family Council continue to meet monthly and prove to be an effective means of sharing information and feedback.

### Rockwood Terrace

Residents Council met June 21, July 19, and August 9, 2021. Residents have been provided updates related to visiting policies, new menus, and redevelopment.

Family Council has not met during the reporting period, but have a meeting scheduled for September.