

Long-Term Care Committee of Management November 6, 2018 – 9:30 AM

The Long-Term Care Committee of Management met on the above date at the County Administration Building with the following members in attendance:

Present: Chair Dwight Burley; Councillors Alan Barfoot, Sue Paterson, Arlene Wright; and Warden Stewart Halliday

Staff

Present: Kim Wingrove, Chief Administrative Officer; Kevin Weppler, Director of Corporate Services; Heather Morrison, Clerk; Karen Kraus, Jennifer Cornell, and Renate Cowan, Long-Term Care Administrators; Deputy Treasurers Mary Lou Spicer and Joanna Alpajaro; and Jacquelyn Morrison, Deputy Clerk/ Legislative Coordinator

Sienna Staff

Present: Sanja Freeborn, Vice President of Operations Long-Term Care

Call to Order

Chair Burley called the meeting to order at 9:30 AM.

Declaration of Pecuniary Interest

There were no declarations of pecuniary interest.

Reports

Sanja Freeborn addressed the recent W5 episode regarding a class action lawsuit against long term care homes which aired November 2. The program was filmed months ago. On October 25, 2018 the Superior Court of Justice issued an order discontinuing the class action lawsuit against Sienna Senior Living. She noted that Sienna provides exceptional senior living care that is higher than the provincial standards. She reiterated Sienna's passion for helping seniors.

LTCR-CM-27-18 2019 Long Term Care Budget Preparation

Renate Cowan advised that the 2019 budget is currently under development. Grey County finance, long term care staff, and Sienna are working closely to ensure that the

transition to the Sienna platform is as seamless as possible. Once the budget is complete, it will be presented to the Committee for review.

Ms. Cowan provided an overview of revenue sources, including the Ministry of Health and Long Term Care, resident co-payment, and Grey County. She noted the assumptions used in the 2019 budget are based on the 2018 Ministry funding increases. She advised that the primary budget impacts are wages, benefits, information technology, and contracts. Some discussion occurred regarding government increases.

Sanja Freeborn confirmed that she has reached out to the Ministry's licensing branch and has not received a response yet. Kim Wingrove noted that until the province approves the management agreement, Grey County is operating under the consulting agreement.

Warden Halliday noted that IT budget figures may need to be reviewed further. Joanna Alpajaro noted the 2018 figures came from last year's budget. Ms. Freeborn confirmed a draft schedule for accreditation has been prepared and the cost of accreditation is minimal.

CM48-18 Moved by: Councillor Barfoot Seconded by: Councillor Paterson

That report LTCR-CM-27-18 regarding the 2019 Long Term Care budget preparation be received for information.

Carried

LTCR-CM-28-18 Committee of Management Terms of Reference

Karen Kraus provided an overview of the establishment of the Committee. She noted the opportunity to update the Terms of Reference prior to the next Committee's term. Ms. Kraus reviewed the changes made to the Terms of Reference.

Sanja Freeborn confirmed that Sienna provided input into the draft Terms of Reference.

Kim Wingrove noted that the Terms of Reference do not change the Committee's requirement for recommendations to be approved by Council. Kevin Weppler confirmed that the Committee cannot pass the budget without obtaining County Council's endorsement. The Committee will approve the budget first and then it will then go forward for County Council's approval. Day-to-day staffing decisions will be made through the human resources process and the Sienna management agreement.

Discussion occurred regarding the timing of the Committee meetings. Warden Halliday suggested monthly meetings. Ms. Freeborn advised that language in the Terms of

Reference regarding the number of meetings comes from the legislation. The Warden raised the question of how new members will become educated on long term care. Ms. Freeborn confirmed that an education manual is being drafted. Councillor Wright suggested a visit to a long term care home.

Warden Halliday requested that the Terms of Reference be amended under "Advice to Council" by changing "may" to "shall". The Committee unanimously agreed to the amendment.

CM49-18 Moved by: Councillor Wright Seconded by: Warden Halliday

That report LTCR-CM-28-18 regarding the Committee of Management Terms of Reference be received; and

That the Terms of Reference be adopted as amended.

Carried

LTCR-CM-30-18 Grey Gables Operations Report to Committee of Management

Jennifer Cornell provided an overview of the operations report template. Operations reports will be completed monthly and will be brought to the Committee. If the Committee does not meet each month, there will be a separate report for each month since the last meeting. She noted the reports will become more fulsome in the future because more information will be gathered over time.

Ms. Cornell addressed the Grey Gables Operations Report. She reviewed the quality scorecard and explained that the target numbers are the targets for the individual homes based on the quality improvement plans through Health Quality Ontario. The homes receive their performance indicators as a quarterly figure, not as a year to date figure. The performance indicators are interpreted as a percentage of incidents per hundred. Ms. Cornell noted that for some indicators Grey Gables is performing better than targeted.

Warden Halliday recommended commentary on the statistics until the Committee becomes acquainted with the new reports. Ms. Cornell also noted that the provincial average will be included in future reports.

Ms. Cornell advised that the Ministry of Health and Long Term Care (MOHLTC) section of the report speaks to compliance. Ms. Cornell advised that the MOHLTC may complete a low or high Resident Quality Inspection (RQI). The high RQI is completed every three years and is an intense process. Ms. Cornell informed the Committee that Compliance Officers were recently at Grey Gables for 12 days and the RQI report will be shared with the Committee once it is made available. The Compliance Officers have

21 days to provide the RQI report back to the home. The recent visit at Grey Gables was a high RQI.

Ms. Cornell advised that the theme of the annual professional development training was "Colour It for Yourself". The training was well received. Ms. Cornell highlighted the staff service awards. She noted the Sienna Support Services updates and advised that the nursing clinical partner was very helpful during the recent MOHLTC visit. Ms. Cornell advised the Committee of the projects and events happening at Grey Gables, including the bake sale, silent auction, and the upcoming Christmas Bazaar. She noted the regulatory visits and provided the complaints and compliments summaries. Discussion occurred regarding crosswalks and crossing the highway.

Ms. Cornell provided Resident/Family Council Updates. She advised that when there is an area of concern that is raised through Resident/Family Councils a process is followed to review the concern and a written response is provided within 10 days.

Discussion occurred regarding emergency preparedness. Ms. Cornell advised that fire drills are practiced three times per month, once per shift. All other codes are completed annually.

CM50-18 Moved by: Councillor Paterson Seconded by: Councillor Barfoot

That LTCR-CM-30-18 Grey Gables Operations Report to Committee of Management be received for information.

Carried

LTCR-CM-31-18 Lee Manor Operations Report to Committee of Management

CM51-18 Moved by: Warden Halliday Seconded by: Councillor Wright

That LTCR-CM-31-18 Lee Manor Operations Report to Committee of Management be received for information.

Renate Cowan reviewed the quality scorecard with the Committee. It was noted that each home has different targets based on its individual indicators because each home is unique in its population.

Ms. Cowan noted that there was a MOHLTC RQI follow up meeting in August and the compliance orders have been resolved. She highlighted a letter of appreciation, staff appreciation event, and the staff service awards. She noted the Sienna Partner visits to Lee Manor. She advised that the Fall Fair and a dairy farm visit were well received by the residents. Residents also raised monarch butterflies and released them into the garden.

Ms. Cowan noted changes in occupancy. Kevin Weppler advised that occupancy rates need to stay above 97% for ministry funding. Councillor Barfoot noted the high change over rate in the homes. Ms. Cowan stated that this is considered typical. Sanja Freeborn advised that the average person in a long term care home is 83 years old and that residents stay in long term care homes for an average of 16 months.

Ms. Cowan summarized the complaints and compliments received. Ms. Freeborn noted that any complaints received in writing must be sent to the ministry and must be answered within 10 days.

Ms. Cowan noted that Lee Manor is in the final stages of implementing the behaviour support unit.

Resolution *CM51-18* was voted on and carried.

The Committee recessed briefly and then reconvened.

LTCCR-CM-32-18 Rockwood Terrace Operations Report to Committee of Management

CM52-18 Moved by: Councillor Barfoot Seconded by: Councillor Wright

That LTCCR-CM-32-18 Rockwood Terrace Operations Report to Committee of Management be received for information.

Karen Kraus noted that the data for the scorecard is from April – June, 2018. She highlighted the quality scorecard. She advised that although reducing antipsychotic medications is higher than targeted, it is well below the provincial average. She noted that the MOHLTC has not visited Rockwood Terrace. She highlighted the staff service awards and the Sienna Partner visits. She informed the Committee of recent projects and events held at Rockwood, including the Terry Fox Run, Alzheimer Coffee Break, and the Grand Pal Program.

Ms. Kraus highlighted the occupancy rate. She advised that the home was below 97% because of an outbreak, during which new clients are not permitted to be admitted. She confirmed that the MOHLTC considers this when reviewing occupancy rates for funding. She noted that Rockwood Terrace is back on track now and she expects the current occupancy rates to be over 97%.

Ms. Kraus advised that the Electrical Safety Authority visited the home and noted four deficiencies. All four have been resolved.

Ms. Kraus highlighted the complaints summary and advised that all complaints have been resolved. She noted that the home is working on tracking compliments.

She advised that staff is working on vaccinating for influenza. She also noted that Resident and Family Satisfaction Surveys have been completed and the Resident/Family Council has an upcoming meeting.

Resolution *CM52-18* was voted on and carried.

Other Business

Jennifer Cornell thanked the Committee members for their dedication, passion, and leadership over the last year.

Chair Burley thanked the Councillors for their involvement on the Committee. He expressed his gratitude in being the Chair of the Committee.

Councillor Wright thanked the administrators for all their hard work over the years.

Councillor Barfoot thanked the Chair for his leadership. He encouraged all County Councillors to tour the long term care homes and to become involved.

Warden Halliday suggested that the Committee meetings rotate through the long term care homes and potentially have lunch in the homes. Warden Halliday asked for clarification regarding whether cannabis will be permitted in the long term care homes. Renate Cowan noted that the regulations provide the homes with 90 days to develop a policy regarding cannabis. Sanja Freeborn advised that Sienna's position is to prohibit the growing of cannabis in long term care homes.

Next Meeting Dates

The next meeting will be held by the new Committee in the new year.

On motion by Councillors Barfoot and Paterson, the meeting adjourned at 11:18 AM.

Dwight Burley, Chair