

Report LTCR-SS-12-15

To: Chair Burley and Members of the Social Services Committee
From: Karen Kraus, Administrator Rockwood Terrace
Meeting Date: October 14, 2015
Subject: **Nurse Call Server Replacement**
Status: Recommendation adopted by Committee as presented per Resolution SSC95-15; Endorsed by County Council November 24, 2015 per Resolution CC159-15;

Recommendation(s)

WHEREAS the nurse call system at Rockwood Terrace is critical to the operation of the home;

AND WHEREAS the server that runs the system was budgeted for replacement in 2016 but is in danger of failing;

AND WHEREAS the replacement cost of the server is approximately \$15,100 excluding HST;

AND WHEREAS the server has been purchased under the procurement in emergencies provision of the purchasing policy;

NOW THEREFORE BE IT RESOLVED THAT Report LTCR-SS-12-15 being a report advising of the replacement of the nurse call server at Rockwood Terrace be received;

AND THAT this unbudgeted expenditure be funded from savings from the 2015 Rockwood Terrace budget;

AND THAT if insufficient savings result at year end, the remaining balance be funded from the Rockwood Terrace Operations Reserve.

Background

Long Term Care homes are legislated to ensure that the home is equipped with a resident-staff communication and response system.

The IT Department identified that the physical server that the Rockwood Terrace Nurse Call system runs on is failing, with corruption on the disks. This particular server is circa 2007 and Dell officially stopped all support for that model in 2013. IT staff has recently looked into various ways to move this off of the failing hardware; however every option they have explored has had some rather major issues or concerns. In the past, attempts to move this system to the newer infrastructure also failed, mainly due to the long period of downtime that would have been needed to complete the process. Unfortunately due to the corruption issues, the system can no longer be moved, even with a period of downtime.

The Home had originally budgeted for the replacement of this server in 2016, however IT is not sure the server is going to last that long, and there is a very high probability that it will fail in the near future, causing the home to be completely without the nurse call system for an extended period of time. Concern exists that if a power outage occurs, the server may not be able to be rebooted.

Therefore, staff of the home, after consultation with IT staff determined that the server needed to be immediately replaced with an IP Tacera head in order to mitigate the risk of being without a nurse call system. The server has been ordered and will cost approximately \$15,100 plus HST.

Under the emergency provision of the purchasing policy (4.03.8.1), an emergency purchase shall be made when an event occurs that is determined by the Warden, the C.A.O and/or Senior Manager to be a threat to c) the welfare of persons or of public property and that l) any Purchase Order or contract issued under such conditions together with a source of funding shall be justified and reported by the User Division to the next standing committee meeting following the date of the requisition.

Financial / Staffing / Legal / Information Technology Considerations

The nurse call system is an integral part of the day-to-day operations of the home. A safe and secure environment for residents is required under the Long-Term Care Act; any incident that impacts their health and safety results in a critical incident report being filed with the Ministry.

It is anticipated that the cost to replace the server will be approximately \$15,366 after the HST rebate.

Staff recommends that the emergency replacement of this server be funded from any savings from the 2015 Rockwood Terrace budget and if insufficient savings exist at year end, the remaining balance be funded from the Rockwood Terrace Operations Reserve.

As a result of the immediate need to proceed with the replacement, the project has been removed from the capital portion of Rockwood Terrace's 2016 proposed budget.

The IT Department is aware of the current issues, and is also familiar with the proposed replacement as there is a similar server at Grey Gables.

Link to Strategic Goals / Priorities

A goal of the approved Corporate Strategic Plan is achieving excellence in governance and service. Replacement of the nurse call server will help to ensure safe and effective service to Residents of Rockwood Terrace.

Attachments- none

Respectfully submitted by,

Karen Kraus
Administrator, Rockwood Terrace

Director Sign Off: *Lynne Johnson, Director of Long Term Care*