

## Long-Term Care Committee of Management August 13, 2019 – 9:30 AM

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

Present: Chair Dwight Burley; Councillors Scott Mackey, John Woodbury, and Christine Robinson.

Regrets: Warden Selwyn Hicks.

### Staff

Present: Kim Wingrove, Chief Administrative Officer; Heather Morrison, Clerk; Karen Kraus, Jennifer Cornell, and Renate Cowan, Long-Term Care Executive Directors; and Jacquelyn Morrison, Deputy Clerk/ Legislative Coordinator.

## Call to Order

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

## Declaration of Pecuniary Interest

There were no declarations of pecuniary interest.

## Reports

### LTCR-CM-35-19 Lee Manor Operations Report to Committee of Management – June 1 – July 31, 2019

Renate Cowan discussed report LTCR-CM-35-19 for the period of June 1 – July 31, 2019. Ms. Cowan reviewed the quality scorecard, Ministry of Health and Long-Term Care (“MOHLTC”) compliance orders, people, projects and events, occupancy, regulatory visits, complaints and compliments, resident and family satisfaction survey, resident and family council updates, and emergency preparedness.

Discussion occurred on the complaint and resolution process.

*CM46-19* Moved by: Councillor Mackey Seconded by: Councillor Woodbury

**That LTCR-CM-35-19 Lee Manor Operations Report to Committee of Management June 1 – July 31, 2019 be received for information.**

Carried

## **LTCR-CM-36-19 Rockwood Terrace Operations Report to Committee of Management – June 1 – July 31, 2019**

Karen Kraus discussed report LTCR-CM-36-19 for the period of June 1 – July 31, 2019. Ms. Kraus reviewed the quality score card, people, projects and events, occupancy rates, regulatory visits, complaints and compliments, resident and family satisfaction surveys, and emergency preparedness.

Ms. Wingrove noted a recent [article](#) in the Globe and Mail about what causes bedsores and how to prevent them, which she found to be informative.

*CM47-19* Moved by: Councillor Robinson Seconded by: Councillor Mackey

**That LTCR-CM-36-19 Rockwood Terrace Operations Report to Committee of Management June 1 – July 31, 2019 be received for information.**

Carried

## **LTCR-CM-37-19 Grey Gables Operations Report to Committee of Management – June 1 – July 31, 2019**

Jennifer Cornell reviewed report LTCR-CM-37-19 for the period of June 1 – July 31, 2019. Ms. Cornell discussed the quality score card, the Ministry of Health and Long-Term Care compliance orders, people, projects and events, occupancy rates, regulatory visits, complaints and compliments, resident and family council meetings, and emergency preparedness.

The Committee discussed the Ministry involvement and the need for registered nurses. The Ministry inspection reports are public.

Discussion occurred on concerns regarding residents crossing Highway 10.

Councillor Mackey congratulated Grey Gables on their 115 anniversary celebration.

*CM48-19* Moved by: Councillor Robinson Seconded by: Councillor Woodbury

**That LTCR-CM-37-19 Grey Gables Operations Report to Committee of Management June 1 – July 31, 2019 be received for information.**

Carried

The Committee recessed briefly and then reconvened.

Randy Scherzer, Director of Planning, joined the meeting.

## Redevelopment Update

Kim Wingrove continues to have discussions with the Ministry of Long-Term Care regarding redevelopment.

## Closed Meeting Matters

CM49-19      Moved by: Councillor Robinson                      Seconded by: Councillor Mackey

**That the Long-Term Care Committee of Management does now go into closed session pursuant to Section 239 (2) of the *Municipal Act, 2001* to discuss:**

- a. **A proposed or pending acquisition or disposition of land by the municipality or local board; and**
- b. **Information explicitly supplied in confidence to the municipality or local board by Canada, a province or territory or a Crown agency of any of them; and**

**That the following staff remain in attendance: Kim Wingrove, Randy Scherzer, Heather Morrison, Jennifer Cornell, Renate Cowan, Karen Kraus, and Jacquelyn Morrison.**

Carried

The Committee proceeded into closed session at 10:27 AM.

The Committee returned to open session at 11:23 AM.

The Chair confirmed that only the items stated in the resolution to move into closed session were discussed.

Randy Scherzer left the meeting.

## Other Business

### Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System – Verbal Update

Jennifer Cornell noted that every licensee received the public inquiry report.

Renate Cowan advised that the overall takeaway from the inquiry is that long term care is not broken but it is strained. There are many people dedicated to providing care to

seniors. There were recommendations in the inquiry for various agencies. Many recommendations are expansions to what the homes already implement. The Executive Directors discussed possible areas that the homes can easily implement recommendations, such as medication management and education.

Amanda Healy, Provincial Offences Court Manager, joined the meeting.

The Ministry will review the recommendations over the next year and will then bring a report to the legislature.

Discussion occurred on insulin management, including disposing of unused insulin cartridges.

## Grey Gables Task Force Direction

Kim Wingrove advised that she has spoken with the Local Health Integration Network (“LHIN”) regarding supply and demand for long term care beds. The LHIN will provide her with this information soon. Ms. Wingrove advised that discussion with the Ontario Health Teams regarding identifying service delivery gaps is ongoing.

Discussion occurred the mandate of a potential task force, being senior care or Grey Gables focused.

Ms. Wingrove will gather information to present to the Committee regarding whether additional beds are available for Grey Gables and the estimated cost for additional beds. She anticipates that she will have this information prepared in October.

Ms. Wingrove noted that the application process has not been released.

## Staff Task Force on Unfilled Shifts

Kim Wingrove noted that the management teams from all three homes met and identified the need to focus on unfilled shifts. Kim Wingrove introduced Amanda Healy, who is facilitating the Staff Task Force on Unfilled Shifts. A brainstorming session will occur on August 15<sup>th</sup>.

Ms. Healy noted that there are members from each home participating in the Staff Task Force to help identify issues and possible solutions. The group will brainstorm various themes, such as scheduling issues, burnout and job strain, and employee expectations. Staff will determine what further research or analysis is needed. The recommendations to address unfilled shifts will come back to this Committee for consideration.

The unions will be engaged after the initial brainstorming session to ensure they are involved throughout the process.

## Next Meeting Dates

The next meeting will be held on September 10, 2019.

On a motion by Councillors Robinson and Woodbury, the meeting adjourned at 12:07 PM.

Dwight Burley, Chair