

Long-Term Care Committee of Management September 11, 2018 – 1:00 PM

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; Lynne Johnson, Director of Long-Term Care; Kevin Wepler, Director of Corporate Services; Heather Morrison, Clerk; Karen Kraus, Jennifer Cornell, and Stacie Goldie, Long-Term Care Administrators; Deputy Treasurers Mary Lou Spicer and Joanna Alpajaro; Amanda Brooks, Asset Management Coordinator; and Jacquelyn Morrison, Deputy Clerk/ Legislative Coordinator

Sienna Staff

Present: Sanja Freeborn, Vice President of Operations Long-Term Care and Daile Moffatt, Vice President of Quality and Informatics

Call to Order

Chair Burley called the meeting to order at 1:00 PM.

Each individual present introduced themselves to the group.

Declaration of Pecuniary Interest

There were no declarations of pecuniary interest.

Report

Sienna Senior Living Updates and Contributions

Lynne Johnson introduced Sanja Freeborn and Daile Moffatt.

Ms. Freeborn advised that she recently met with the administrators from the Grey County homes to discuss the priorities of the individual homes. Ms. Freeborn also toured the homes and was introduced to staff at the homes.

Ms. Freeborn advised that the administrators will report to her and she will provide

support in all areas. Lynne Johnson will be involved with every aspect of the ongoing operations to support change management. Ms. Freeborn's team will report to the Committee of Management. The Committee of Management will report to Grey County Council.

Ms. Moffatt discussed the accreditation process through the Commission on Accreditation of Rehabilitation Facilities ("CARF"). The homes will be moving towards accreditation in the later part of 2019. The CARF accreditation focuses on the quality of care being provided. Accredited homes receive additional funding each year. The preparation for accreditation will start very soon and it takes approximately 18 months. The preparation includes starting to implement Sienna's policies based on priority. All three homes will be visited by CARF surveyors in the first year of accreditation. Some discussion occurred regarding tracking accreditation costs through the operating budget.

Ms. Moffatt spoke about the four strategic pillars for the management and consulting services provided by Sienna. The four pillars are: financial, quality, operating platform, and human resources.

Financial

Ms. Freeborn noted that the first priority will focus specifically on preparing the 2019 budgets for each individual home. The 2019 budgets will be based on the current financials for the homes. Grey County staff has provided financial information to Sienna and Sienna is creating a budget template. Sienna will review and have dialogue with Grey County on the financials. A budget lab has been arranged between the administrators and a Sienna accountant in mid-September. Sienna hopes to finalize the budget the week of October 15th to present it to the Committee in November.

Quality

Ms. Moffatt discussed the Quality Management Platform, being the committee structure and aligning with best practices. She discussed standardizing policies and procedures to ensure consistency across the homes. She noted the regional assignment model to align governance and structure. She also advised that in the future, the updated Point Click Care platform will be implemented. Discussion occurred around the importance of having consistency across the homes, while noting that each of the homes is a separate and unique community. Ms. Moffatt noted that each home will have different priorities for improvement in quality of care based on the publically reported indicators.

Operating Platform

Ms. Freeborn discussed that there will be a soft roll out of Sienna's policies and

procedures based on the priorities identified by administrators and senior management. She highlighted the Resident & Family satisfaction survey that has already begun in order to provide a benchmark in the future.

Human Resources

Ms. Freeborn advised that there will be a focus on reducing absenteeism, managing sick time, improving agency and overtime utilization. A priority will also be to ensure compliance *with Accessibility for Ontarians with Disabilities Act* and consistency of onboarding and orientation.

Ms. Freeborn provided examples of open and closed meeting templates that can be used by Sienna at future Committee meetings to ensure that the Committee is fully engaged in the operations of the homes. The reports would be completed in collaboration with Sienna and the administrators. The Committee encouraged the use of the sample report templates.

Discussion occurred around the Terms of Reference for the Committee. Kim Wingrove advised that the Terms of Reference should be reviewed after the Ministry has approved the Management Agreement.

The Committee discussed notice to residents regarding the engagement of Sienna. Ms. Johnson confirmed that notice to staff had been sent out and that the homes will host resident and family council meetings in the fall. It was specified that communication with the residents will continue to be through Grey County staff.

Ms. Wingrove noted that there will be a meeting with Sienna and human resources in the near future.

Other Business

Lynne Johnson advised that the budgets are currently being prepared and past capital projects are being reviewed. Ms. Johnson provided updates on current projects at each of the homes and noted which ones are moving forward and which ones are on hold pending further information.

Ms. Johnson noted that Sienna is not reviewing Grey County's capital as part of budget submission this year. It was also noted that this does not prevent conversations from occurring regarding the capital projects.

Kim Wingrove suggested that the Committee meet in November to review the budgets.

Next Meeting Dates

Committee of Management
September 11, 2018

The next meeting will be held at the call of the Chair.

On motion by Councillor Barfoot and Warden Halliday, the meeting adjourned at 2:10 PM.

Dwight Burley, Chair