

## Advisory Committee on Long-Term Care Homes and Services

**Meeting No.** 17  
**Meeting Date** Friday, July 18, 2008  
**Start Time** 9:30 AM  
**Location** Meeting Room 310, Metro Hall

**Contact** Betty Bushe  
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Advisory Committee on Long-Term Care Homes and Services		
Dr. Paul Gamble, Chair Barbara Buckspan Moshe Greengarten Jack Harmer Sandra Kerr	Councillor Raymond Cho Linda Legault Beth Morum Patricia Prentice	Birgitte Robertson Willis Rudy Donna Ryder Margaret Smuk

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**Declarations of Interest under the *Municipal Conflict of Interest Act*.**

**Confirmation of Minutes - June 20, 2008**

**Communications/Reports**

HA17.1	ACTION			Ward: 2
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**Kipling Acres – Request for Expenditure from Volunteer Donations Account**

(July 7, 2008) Report from General Manager, Long-Term Care Homes and Services

**Recommendations**

The General Manager recommends that the Advisory Committee on Long-Term Care Homes and Services endorse the requested \$10,000.00 expenditure from the Volunteer Donations Account at Kipling Acres.

**Financial Impact**

There are no financial implications to the Long-Term Care Homes and Services operating budget arising out of this report.

**Summary**

Each home has a variety of donations accounts and Toronto Long-Term Care Homes and Services has an overarching policy that requires any expenditure request from a donations account to have the support and endorsement of both the Home Advisory Committee and the General Manager. Further, expenditure requests over the amount of \$5,000.00 also require the endorsement of the Advisory Committee on Long-Term Care Homes and Services.

The policy related to designated uses of the donations accounts states that expenditures shall not be made for the ordinary operation and maintenance of the home. The policy further states that the purpose of the donations accounts is to enrich or enhance the quality of life for residents.

Kipling Acres Home Advisory Committee has recently reviewed and approved an expenditure request as outlined in their minutes of May 27, 2008. This expenditure request is referred to the Advisory Committee on Long-Term Care Homes and Services for the committee's further consideration.

**Background Information**

Kipling Acres - Request for Expenditure from Volunteer Donations Account  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14608.pdf>

HA17.2	Information			Ward: All
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## Balance of Care Research Project

(July 3, 2008) Report from General Manager, Long-Term Care Homes and Services

### Financial Impact

There are no financial implications arising from this report.

### Summary

The “Balance of Care” project was a groundbreaking research study launched by the Toronto Central Community Care Access Centre (CCAC) in collaboration with the University of Toronto and Ryerson University which asked: What proportion of individuals currently on the wait lists for long-term care homes in Toronto could be maintained at home if given access to appropriate community-based care packages?

The study adapted a Balance of Care (BoC) approach pioneered by researchers in the United Kingdom (UK) to assess the service mix that would be required to sustain individuals currently at risk of losing their independence. While many individuals deemed eligible for admission to a long-term care home have such high needs that they cannot be safely maintained at home, a growing body of evidence suggests that many others could be appropriately and cost-effectively supported in the community if given access to integrated, managed home and community care packages.

The Long-Term Care Homes and Services Division assisted with the research by providing oversight at a senior level, participating on the steering committee and expert panel, and providing data for service costing.

Key findings of the project suggest that over a third (37 percent) of the applicants on the Toronto CCAC wait list for long-term care homes could cost effectively remain in the community if supported by appropriate community services such as homemaking, meals on wheels, and transportation. A larger percentage of those same applicant (between 49 percent and 53 percent) could remain in the community if more integrated care options such a supportive housing and cluster care were available. However, one in five (20 percent) demonstrated higher levels of need that resulted in long-term care home admission being the best option irrespective of available community services.

By participating in the study, staff from the Long-Term Care Homes and Services Division provided valuable input into the process and expanded evidence supporting the value of community alternatives. Study results also confirmed the importance of the community programs offered by the division and clearly affirmed the worth of both the supportive housing and homemakers and nurses services programs in providing integrated care for an aging population.

## Background Information

Balance of Care Research Project

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14609.pdf>)

HA17.3	Information			Ward: All
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## Increasing Accessibility

(July 2, 2008) Report from General Manager, Long-Term Care Homes and Services

### Financial Impact

There are no financial implications arising from this report.

### Summary

The City of Toronto developed Accessibility Design Guidelines for use by all divisions to plan developments and work towards making Toronto a barrier-free community.

Based on the human rights principles of respect, dignity and inclusion, the Guidelines are a key component of the City's Accessibility Plan and meet the City's objectives under its Plan of Action for the Elimination of Racism and Discrimination. The Guidelines are also in keeping with the City's Official Plan which states: "A key city-building principle is that public buildings, parks and open spaces should be open and accessible to all members of the public."

The Long-Term Care Homes and Services Division strives to continually make all locations and services barrier free. The division's strategic plan provides strategic directions and guides the development of goals and objectives related to accessibility. Capital expenditures have been approved to increase accessibility for residents, clients, families, volunteers and staff and projects have been designed and completed to decrease barriers.

Barriers to physical access are more easily seen and corrected than non-design barriers. Due to the nature of the health care services provided, the homes and community programs have a strong history of being accessible. For example, during 2008, the following enhancements have been completed or are in progress with respect to design accessibility:

1. Bathroom renovations in four (4) homes that include the replacement of faucets with wide paddle handles for ease of use for persons with limited mobility;
2. Closet door replacement to increase access and safety for residents with limited mobility;
3. Lighting replacement and upgrade to improve safety;
4. The resurfacing of parking lots and repair of walkways and pathways;
5. The retrofitting of an elevator in one (1) home with lower buttons in Braille and with audible signals;
6. The replacement of stairs with a barrier free ramp to allow residents access to an open outdoor garden area;

7. The piloting of an information kiosk with wheelchair access in one (1) home, with plans to implement kiosks in the remaining homes by year-end;
8. The supportive housing project at 111 Kendleton was retrofitted with accessible apartments.

However, the concept of social inclusion also needs to be considered when discussing accessibility. Social inclusion promotes the open, welcome and supported participation of all people in planning and decision-making affecting their lives. It incorporates non-design accessibility and provides opportunities for the optimal well-being of all.

In addition to the work done related to design accessibility, the following enhancements have been completed or are in progress with respect to non-design accessibility:

1. The development and ongoing work through collaborative models of care with various ethno-racial, linguistic and/or cultural groups to ensure the provision of care and service that respects the traditions, backgrounds and values of residents and clients;
2. The development of a network of interpreters, within the homes and the community to assist in translating and explaining aspects of care and/or service;
3. The update of the division's website has been designed with the home page translated into six (6) languages;
4. The design of care, service and program options for younger adults who require long-term care, including those with neurodegenerative diseases and those with intellectual disabilities;
5. The development of lesbian, gay, bisexual and transgender (LGBT) positive services and the creation of a toolkit to guide staff in LGBT positive care;
6. The expansion of customer service hours in all homes to assist residents, visitors and telephone callers with personal, appropriate and timely response;
7. The continuation of the 'Just for Families' series of information brochures to provide important information for residents, clients, their families and the public (all 'Just for Families' are posted on the website);
8. The supportive housing program at 111 Kendleton, developed to incorporate supportive housing services for marginalized seniors, including those who were previously homeless and/or those with mental health issues; and
9. The new supportive housing project planned for 2008 at 55 Bleecker Street, which will provide supportive housing services for individuals with mental health issues.

In terms of staff accessibility to work in the event of illness or a work-related injury, the division has enhanced return to work opportunities (both short-term and long-term) for modified work.

This is not an exhaustive list of the capital and non-design projects the division has undertaken (or is undertaking) to increase accessibility, but is provided solely as example.

It is important, for planning purposes, to review what has been accomplished and what should be addressed as current priorities. The division will be initiating a review of its strategic plan in the fall of 2008 and is seeking the advice of the Advisory Committee on Long-Term Care Homes and Services related to priorities for accessibility and inclusiveness.

**Background Information**

Increasing Accessibility

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14610.pdf>

HA17.4	Information			Ward: 28
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**Supportive Housing Services at 55 Bleecker Street**

(July 4, 2008) Report from General Manager, Long-Term Care Homes and Services

**Summary**

The purpose of this report is to provide members of the Advisory Committee on Long-Term Care Homes and Services with a copy of the report that was forwarded to Community Development and Recreation Committee for its July 4, 2008 meeting.

**Background Information**

Info: Supportive Housing Services at 55 Bleecker Street

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14618.pdf>

Report: Supportive Housing Services at 55 Bleecker Street

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14619.pdf>

HA17.5	Information			Ward: 3
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**Alzheimer's Adult Day Program at Wesburn Manor**

(July 4, 2008) Report from General Manager, Long-Term Care Homes and Services

**Summary**

The purpose of this report is to provide members of the Advisory Committee on Long-Term Care Homes and Services with a copy of the report that was forwarded to Community Development and Recreation Committee for its July 4, 2008 meeting.

**Background Information**

Info: Alzheimer's Adult Day Program at Wesburn Manor

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14620.pdf>

Report: Alzheimer's Adult Day Program at Wesburn Manor

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14621.pdf>

HA17.6	Information			Ward: 6
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### **The Etobicoke Guardian “Readers’ Choice” Award**

(June 27, 2008) Report from General Manager, Long-Term Care Homes and Services

#### **Financial Impact**

There are no financial implications arising out of this report.

#### **Summary**

This report provides information of local recognition of Lakeshore Lodge.

#### **Background Information**

Etobicoke Guardian “Readers’ Choice” Award

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14611.pdf>)

HA17.7	Information			Ward: All
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### **Long-Term Care Homes and Services “Your Opinion Counts” Survey – January 1 to March 31, 2008**

(July 2, 2008) Report from General Manager, Long-Term Care Homes and Services

#### **Financial Impact**

There are no financial implications arising from this report.

#### **Summary**

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the ten Homes for the period January 1 to March 31, 2008.

#### **Background Information**

Report - Long-Term Care Homes and Services "Your Opinion Counts"

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14612.pdf>)

Survey - Long-Term Care Homes and Services “Your Opinion Counts”

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14613.pdf>)

HA17.8	Information			Ward: All
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### **Homemakers and Nurses Services “Your Opinion Counts” Survey – January 1 to March 31, 2008**

(June 27, 2008) Report from General Manager, Long-Term Care Homes and Services

#### **Financial Impact**

There are no financial implications arising from this report.

#### **Summary**

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Homemakers and Nurses Services Program for the first quarter of 2008.

#### **Background Information**

Report: Homemakers and Nurses Services “Your Opinion Counts”  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14614.pdf>

Survey: Homemakers and Nurses Services “Your Opinion Counts”  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14615.pdf>

HA17.9	Information			Ward: All
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### **Supportive Housing “Your Opinion Counts” Survey – January 1 to March 31, 2008**

(July 2, 2008) Report from General Manager, Long-Term Care Homes and Services

#### **Financial Impact**

There are no financial implications arising from this report.

#### **Summary**

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Supportive Housing Program for the first quarter of 2008.

#### **Background Information**

Report: Supportive Housing “Your Opinion Counts”  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14616.pdf>

Survey: Supportive Housing “Your Opinion Counts”  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14617.pdf>



HA17.10	Information			Ward: 2, 6, 24, 31
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## Minutes of Home Advisory Committees

(July 3, 2008) Report from General Manager, Long-Term Care Homes and Services

### Summary

The purpose of the following reports are to provide members of the Long-Term Care Homes and Services Advisory Committee with copies of minutes of the following meetings for their information:

1. (July 3, 2008) Minutes of Carefree Lodge Home Advisory Committee (June 24, 2008)
2. (June 27, 2008) Minutes of Kipling Acres Home Advisory Committee (May 27, 2008)
3. (June 27, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (May 22, 2008)
4. (July 2, 2008) Minutes of True Davidson Acres Home Advisory Committee (June 19, 2008)

### Background Information

Carefree Lodge - June 24, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14622.pdf>

Kipling Acres - May 27, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14623.pdf>

Lakeshore Lodge - May 22, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14624.pdf>

True Davidson Acres - June 19, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-14625.pdf>