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

**Meeting No.** 21  
**Meeting Date** Friday, December 19, 2008  
**Start Time** 11:00 AM  
**Location** Bendale Acres, 2920 Lawrence Avenue East, Toronto, ON, M1P 2T8

**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 - November 28, 2008.****Communications/Reports**

HA21.1	ACTION			Ward: All
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**Revised Advisory Committees Member Resource Guide****Origin**

(December 5, 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 approve the revised Advisory Committees Member Resource Guide for current and incoming members of all the Advisory Committees.

**Summary**

In spring of this year, a work plan for the Advisory Committee on Long-Term Care Homes and Services was developed outlining the actions needed to meet the Sustainable Governance standards in Accreditation Canada's Qmentum program.

As part of this work plan, it was identified that current orientation manual for advisory committee members needed to be updated. The project was assigned to a work group consisting of Advisory Committee members, Margaret Smuk, Moshe Greengarten and Linda Legault and Accreditation Coordinator, Tyrone Bernardo. After a detailed review of the current manual, it was concluded that the new guide needed to be restructured and streamlined to be more relevant to advisory committee members. The group decided on the information that needed to be included and the way it would be organized for the manual to be a valuable and easy to use resource for current and new advisory committee members.

The information contained within the guide has been organized into the following sections: Long-Term Care in Ontario, The City of Toronto, Long-Term Care Homes and Services, Advisory Committee on Long-Term Care Homes and Services, Home Advisory Committees, Other Relevant Committees and Quality Management. The goal of the guide is give a snapshot of the environment Long-Term Care Homes and Services operates in and also clarify the role that advisory committees play in the division. After a draft of the revised manual was distributed, the feedback received from work group members was incorporated into final copy of the Resource Guide.

**Financial Impact**

There are no financial implications arising out of this report.

**Background Information**

Revised Advisory Committees Member Resource Guide

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17674.pdf>

HA21.2	Information			Ward: All
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## **Current Status of Long-Term Care Homes and Services in the Accreditation Process**

### **Origin**

(December 5, 2008) Report from General Manager, Long-Term Care Homes and Services

### **Summary**

In spring of 2008, Long-Term Care Homes and Services signed an agreement with Accreditation Canada to move to a division-wide accreditation process in 2009. This restructured survey process will include all 10 long-term care homes, the adult day programs, homemakers and nurses services and supportive housing. Also in 2008, Accreditation Canada implemented its new accreditation program called Qmentum. The on-site survey visit is scheduled to take place from May 24 to May 29, 2009.

With the decision to move to a division-wide survey and participate in a newly developed accreditation program, efforts have been made to increase knowledge and awareness about this process throughout the division. Some of the activities that have taken place to prepare the division have included completing reviews of the revised standards, having introductory information sessions for managers and staff, producing a joint letter with CUPE Local 79 to encourage participation in the process, writing articles in Homefront, and distributing monthly Qmentum information flyers. More education and inservices for staff continue to take place at each home and program.

Part of the Qmentum program is a revised self-assessment which includes two survey instruments and several questionnaires assessing our compliance with the Qmentum standards. In the last two weeks of November, all managers and staff were invited and encouraged to complete the two surveys, Worklife Pulses and Patient Safety Culture. Over 2,200 staff across the division completed both surveys, as each home and program reached 100 percent of the target number that was set for them. The results of these surveys are summarized by Accreditation Canada's online portal and given back to the division in our Quality Performance Roadmap (QPR). The self-assessment of the standards, which individuals in specific service areas will be completing, are also be included in the QPR.

In January, we will begin work on our action plans to follow up on items flagged in our QPR. Implementation of these plans will take place from January to March, at which point we will need to submit "evidence of action taken" to Accreditation Canada. We will also continue with plans to prepare the division for the on-site visit in May.

### **Financial Impact**

There are no financial implications arising out of this report.

**Background Information**

Current Status of Long-Term Care Homes and Services in the Accreditation Process  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17679.pdf>

HA21.3	Information			Ward: All
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**Revised Advisory Committee Effectiveness Evaluation****Origin**

(December 5, 2008) Report from General Manager, Long-Term Care Homes and Services

**Summary**

In spring of this year, a work plan for the Advisory Committee on Long-Term Care Homes and Services was developed outlining the actions needed to meet the Sustainable Governance standards in Accreditation Canada's Qmentum program.

Part of this work plan was the revision of the evaluation process for advisory committees. A work group was put together and included Advisory members, Willis Rudy and Birgitte Robertson and Accreditation Coordinator, Tyrone Bernardo. The new effectiveness evaluation is modelled after Accreditation Canada's Quality Dimensions, which guide and focus the standards in the Qmentum Program. Areas in the new Evaluation include Effectiveness, Community, Accessibility, Culture of Safety, Quality of Worklife, Resident-Client Centred, Continuity and Resource Management.

The final version of the evaluation and a draft policy outlining the process of its use was brought to Long-Term Care Homes and Services Management Committee for approval. The documents were approved with minor revisions, particularly in regards to clarifying how the tool will be used by Home Advisory Committees and that each committee would complete a single evaluation on an annual basis, based on the feedback and consensus of the group.

**Financial Impact**

There are no financial implications arising out of this report.

**Background Information**

Revised Advisory Committee Effectiveness Evaluation  
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17676.pdf>

HA21.4	Information			Ward: All
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## Update of Strategic Plan

### Origin

(December 5, 2008) Report from General Manager, Long-Term Care Homes and Services

### Summary

The Toronto Long-Term Care Homes and Services Division commenced a formal strategic planning process in the early 1980's and has continued to update the written strategic plan every 3 – 5 years since that time, engaging stakeholders in focus groups and one-to-one interviews to seek their input, conducting SCOR (strengths, challenges, opportunities, risks) analyses, deliberating to affirm, refine or revise strategic directions and goals and establishing annual objectives. The plan reconciles with the division's mission, values and vision and guides the development of the programs and services that are consistent with the mission and resources of the division. In addition to the formal written strategic plan, the division has a number of sub-plans, including human resources, communications, strategic information systems, safety and financial plans.

The division organized a process to renew and update its written strategic plan in the fall of 2008. Fifty-eight (58) interviews, reaching over one hundred (100) individuals and organizations were engaged in interviews and focus groups to provide input to guide the plan revision. In addition, various senior managers within the division provided briefing notes related to key topics, to stimulate thinking at a full-day strategic planning day.

The strategic planning session was held on November 10, 2008, facilitated by Gail Aller-Stead of the Haines Centre for Strategic Management. A further one-day session is planned for December 10, 2008, but the results of the deliberation are not available at the time of writing this report.

This report provides a summary of the activities that have occurred to date as the division develops its 2009 – 2011 strategic plan.

### Financial Impact

There are no financial impacts arising from this report in the 2009 budget. However, the draft plan includes some strategic goals and proposed objectives that may have impact on future years' operating budgets. These items will be built into the appropriate year's operating budget submission, for consideration by City Council.

### Background Information

Update of Strategic Plan

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17675.pdf>

HA21.5	Information			Ward: All
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## 2nd Annual Residents' Councils Summit

### Origin

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

### Summary

The Long-Term Care Homes and Services Division continues to be fortunate to have active, involved, engaged and vocal Residents' Councils in each of the ten (10) homes. The division has a commitment to and a reputation for supporting and enabling the Residents' Councils, at both a home level and a divisional level. The division views Residents' Councils as critical organizations within the division, as their efforts in planning, organizing and advocacy positively impact the quality of life for all residents in the community of their homes.

In 2007, the division established a process of holding annual Residents' Councils summits, bringing together the Presidents or their designates from each of the Residents' Councils for a half-day of learning, information sharing and networking. The 2<sup>nd</sup> annual Residents' Councils Summit was held on October 27<sup>th</sup> at Cummer Lodge. This report provides a high-level overview of the proceedings of the 2<sup>nd</sup> annual Residents' Councils Summit and the intended next steps.

### Financial Impact

There are no financial implications arising from this report.

### Background Information

2nd Annual Residents' Councils Summit

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17678.pdf>)

HA21.6	Information			Ward: 24
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## Membership, Cummer Lodge Home Advisory Committee

### Origin

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

### Summary

The purpose of this report is to provide an update on the Home Advisory Committee membership at Cummer Lodge.

### Financial Impact

There are no financial implications arising out of this report.

**Background Information**

Membership, Cummer Lodge Home Advisory Committee

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17677.pdf>)

HA21.7	Information			Ward: 2, 21, 24, 28, 31, 38
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**Minutes of Home Advisory Committees****Origin**

(December 8, 2008) Report from General Manager, Long-Term Care Homes and Services

**Summary**

The purpose of the following reports aer 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. (December 8, 2008) Minutes of Bendale Acres Home Advisory Committee (October 1, 2008)
2. (December 5, 2008) Minutes of Carefree Lodge Home Advisory Committee (November 25, 2008)
3. (December 1, 2008) Minutes of Castleview Wychwood Towers Home Advisory Committee (September 11, 2008)
4. (December 1, 2008) Minutes of Castleview Wychwood Towers Home Advisory Committee (October 16, 2008)
5. (December 1, 2008) Minutes of Cummer Lodge Home Advisory Committee (November 3, 2008)
6. (December 2, 2008) Minutes of Fudger House Home Advisory Committee (September 10, 2008)
7. (December 2, 2008) Minutes of Fudger House Home Advisory Committee (October 8, 2008)
8. (December 1, 2008) Minutes of Kipling Acres Home Advisory Committee (September 23, 2008)
9. (December 1, 2008) Minutes of Kipling Acres Home Advisory Committee (October 28, 2008)
10. (December 2, 2008) Minutes of Kipling Acres Home Advisory Committee (November 25, 2008)

11. (December 2, 2008) Minutes of True Davidson Acres Home Advisory Committee  
(November 20, 2008)

### **Background Information**

Bendale Acres - October 1, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17687.pdf>

Carefree Lodge - November 25, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17688.pdf>

Castleview Wychwood Towers - September 11, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17689.pdf>

Castleview Wychwood Towers - October 16, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17690.pdf>

Cummer Lodge Home - November 3, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17691.pdf>

Fudger House - September 10, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17692.pdf>

Fudger House - October 8, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17693.pdf>

Kipling Acres - September 23, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17694.pdf>

Kipling Acres - October 28, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17695.pdf>

Kipling Acres - November 25, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17696.pdf>

True Davidson Acres - November 20, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-17697.pdf>