

## Advisory Committee on Homes for the Aged

<b>Meeting No.</b>	12	<b>Contact</b>	Betty Bushe
<b>Meeting Date</b>	Friday, January 25, 2008	<b>Phone</b>	416-396-7088
<b>Start Time</b>	9:30 AM	<b>E-mail</b>	bushe@toronto.ca
<b>Location</b>	Meeting Room 308, Metro Hall		

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*The Decision Document is for preliminary reference purposes only. Please refer to the Committee's Minutes for the official record.*

### *How to read the Decision Document*

- *Action taken by the Committee on its own authority is listed in the decision document under the heading "Decision Advice and Other Information".*

*Declarations of Interest, if any, appear at the end of an item.*

HA12.1	ACTION	Amended		Ward: All
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### **Request for Change of Name from Homes for the Aged Division to Long-Term Care Services Division**

(January 7, 2008) Report from General Manager, Homes for the Aged Division

#### **Committee Recommendations**

The Advisory Committee on Homes for the Aged recommended that:

1. The name of the Homes for the Aged Division be changed to the Long-Term Care Homes and Services Division effective June 1, 2008.
2. Senior management develop both a communication plan and an implementation plan to support this change, thus ensuring that residents, clients, families, staff volunteers and the general public understand the change and the rationale for it.

## **Financial Impact**

There are no immediate financial impacts related to this report that cannot be accommodated in the operating budget. Upon City Council approval for a change of name, there will be a requirement to communicate the change to key stakeholders. Cost of this communication strategy is estimated to be minimal. All of the Division's written materials (e.g. forms, 'Just for Families' brochures, manuals) include the wording Homes for the Aged Division. Although these will not be replaced immediately, as new supplies are printed, the new name of the Division would need to be inserted. Likewise, the Division's website will need to be updated to accurately reflect the change.

Each Home for the Aged has permanent signage installed on the outside grounds. Of these ten (10) permanent signs, five (5) signs would need to be updated as they include outdated language or graphics. Cost for updating these five signs is estimated to be \$2,500.00 - \$3,000.00. Alternatively, if all of the signs were replaced/upgraded with new graphics and new wording, such as the name of the individual home and the wording "A City of Toronto Long-Term Care Home", the cost would be higher. This is the preferred option, to create a visual identity that the public can easily identify with. As such, the current plan is to replace/upgrade the signs gradually, as and when there is budget available.

## **Summary**

The City of Toronto's Homes for the Aged Division established its current name of Homes for the Aged Division in the 1970s, after a decision by Municipality of Metropolitan Toronto Council to revise the name from Institutional Services Division to Homes for the Aged Division. This revision was a means of modernizing the name and introducing consistency with the relevant legislation, namely the Homes for the Aged and Rest Homes Act. At that time, the Homes for the Aged Division was involved only in the operation of seven (7) Homes for the Aged and not in the operation of multiple community-based services as is the case today.

Since the early 1980s, the Homes for the Aged Division has continued to build its quality, reputation and community linkages, becoming a supplier of meals for a number of community-based meals-on-wheels programs, working collaboratively with numerous community agencies and becoming, in many ways, a "community hub" for long-term care.

In 1991, the Municipality of Metropolitan Toronto Council transferred the operation of the Homemakers and Nurses Services Program to the Homes for the Aged Division.

In 1993, the Ministry of Health and Long-Term Care discontinued the Satellite Home Program operating under the Homes for the Aged and Rest Homes Act, favouring the creation of a community-based Supportive Housing Program. The pre-existing Homes for the Aged Division's Satellite Homes Program was evolved into the current community-based Supportive Housing Program.

In 1994, the Government of Ontario enacted the Long-Term Care Act, to legislate various community-based long-term care services, including our Adult Day Programs and our Supportive Housing Program, supporting municipalities as appropriate delivery agents for not-for-profit long-term care.

In 2007, the Government of Ontario passed the Long-Term Care Homes Act to legislate nursing homes and homes for the aged. The Long-Term Care Homes Act received Royal Assent on June 4, 2007, but has not yet been proclaimed into law. The Act notes (in Section 2, Interpretation) that “long-term care home” means a place that is licensed as a long-term care home under the Act and includes a municipal home, joint home or First Nations home.

This report provides historical and legislative background regarding Homes for the Aged and the rationale for revising the name of the Division from the Homes for the Aged Division to the Long-Term Care Services Division.

## Background Information

Change of Name Request

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-9989.pdf>

HA12.2	Information	Received		Ward: All
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## Holding Open Meetings

(December 19, 2007) Report from General Manager, Homes for the Aged Division

### Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (December 19, 2007) from the General Manager, Homes for the Aged Division.

### Financial Impact

There are no financial implications arising from this report.

### Summary

On January 1, 2008, new province-wide regulations related to the holding of open meetings come into effect. Under existing laws, the City of Toronto is already required to conduct all of its business in open meetings, with a narrow list of exceptions.

However, effective January 1, 2008, anyone who believes that a meeting has been improperly closed may ask for an investigation. If the investigator verifies that the meeting was improperly closed, then this must be publicly reported. Investigations must be conducted by an investigator appointed by the City, or if the City fails to appoint one, then by the Provincial Ombudsman.

If the investigator finds that the meeting, or part thereof, has been improperly closed, then the investigator is required to report to City Council, with recommendations.

## Background Information

Holding Open Meetings

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-9990.pdf>)

HA12.3	Information	Received		Ward: 24
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## Cummer Lodge Accreditation Results

(December 28, 2007) Report from General Manager, Homes for the Aged Division

### Decision Advice and Other Information

The Advisory Committee on Homes for the Aged:

- a. Received the report (December 28, 2007) from General Manager, Homes for the Aged Division.
- b. Thanked Leah Walters, Administrator, Cummer Lodge and requested that she congratulate the staff.

### Summary

The Canadian Council on Health Services Accreditation (CCHSA) is the national, non-profit, non-government, independent body that offers health organizations a voluntary, peer review process to assess quality by developing national standards and assessing compliance with those standards. Their mandate is to promote excellence in health care and efficient use of health care resources in Canadian health organizations. CCHSA has been Canada's leading quality organization for over 45 years and is responsible for accrediting more than 3,500 health organizations across every province and territory.

CCHSA's accreditation program is essentially comprised of: (a) establishing standards and criteria for excellence in care and service for all health sectors; (b) asking participating organizations to conduct a self-assessment based on those standards, as a means of promoting quality improvement; (c) conducting on-site peer surveys in which CCHSA representatives assess the organization's effectiveness and compliance with the national standards; (d) providing written reports of the survey team's observations and recommendations, to guide further improvements.

CCHSA has established standards to address all areas of a health organization's operation, including leadership and management, care and service delivery, environment, human resources and information management. The standards are written as goal statements. They are client-focused and are based on well-researched and valid dimensions of quality. There is emphasis on quality management, ethical decision-making, the promotion of a culture of safety, the delivery of evidence-based care and service and the achievement of positive outcomes.

In 2006, CCHSA introduced a new concept of Required Organizational Practices (ROPs), which focus on requirements related to safety, in the areas of culture, communication, medication use, worklife and infection control. In addition to needing to meet the ROPs, there

is a requirement to annually complete a comprehensive prospective analysis related to one significant safety risk, as a condition of accreditation. CCHSA anticipated that since the ROPs and prospective analysis were new requirements, most organizations would not fully comply, resulting in CCHSA issuing more conditional accreditation reports with recommendations related to the ROPs. This assumption held true for many if not most surveys conducted by CCHSA in 2006 and year-to-date in 2007.

Cummer Lodge was successfully re-surveyed in the period October 24-26, 2007, resulting in full accreditation, with no recommendations. Rather, the survey team provided a large number of commendations to the home, for its varied successes, strengths and innovations.

In the summary of the report, the CCHSA surveyors noted that “the organization’s successes are numerous and varied and just a few are mentioned here”. The team commented on the strong, stable management team, the teamwork evident throughout the home and the collaborative work with the Local Health Integration Network (LHIN) and the mental health outreach team. The team also applauded the family advisory committee for its successful contributions to the home, the strong staff education program, the consistent medical services, the effective Joint Health and Safety Committee (JHSC), the effectiveness of the quality of worklife committee and the home’s strong focus on and commitment to safety. The summary of the report also noted some opportunities for continued improvement, namely prioritizing indicators, undertaking a wound prevalence study to contribute to best practice information, developing a website specific to Cummer Lodge and providing reception services closer to the front door.

### Background Information

Cummer Lodge Accreditation Results

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-9998.pdf>)

HA12.4	Information	Amended		Ward: 6, 21, 24, 28
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### Minutes of Home Advisory Committees

(January 17, 2008) Report from General Manager, Homes for the Aged Division

#### Decision Advice and Other Information

The Advisory Committee on Homes for the Aged:

1. Received the report (January 11, 2008) from the General Manager, Homes for the Aged.
2. Directed that the General Manager, Homes for the Aged request that the Administrators of the Home Advisory Committees include the start time and end time of each Home Advisory Committee meeting.

## Summary

The purpose of the following reports are to provide members of the Homes for the Aged Advisory Committee with copies of the following meetings for their information:

1. (January 11, 2008) Minutes of Castlerview Wychwood Towers Home Advisory Committee (October 11, 2007).
2. (January 11, 2008) Minutes of Castlerview Wychwood Towers Home Advisory Committee (November 8, 2007).
3. (January 11, 2008) Minutes of Castlerview Wychwood Towers Home Advisory Committee (December 13, 2007).
4. (January 7, 2008) Minutes of Cummer Lodge Home Advisory Committee (November 5, 2007).
5. (January 11, 2008) Minutes of Fudger House Home Advisory Committee (November 14, 2007).
6. (January 7, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (November 15, 2007).
7. (January 8, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (December 20, 2007).

## Background Information

Castlerview Wychwood Towers - Oct 11, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10004.pdf>

Castlerview Wychwood Towers - November 8, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10005.pdf>

Castlerview Wychwood Towers - December 13, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10006.pdf>

Cummer Lodge - November 5, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10007.pdf>

Fudger House - November 14, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10008.pdf>

Lakeshore Lodge - November 15, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10009.pdf>

Lakeshore Lodge - December 20, 2007

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-10010.pdf>

HA12.5	Information	Received		
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### **New Accreditation Program**

#### **Decision Advice and Other Information**

The Advisory Committee on Homes for the Aged received the verbal update from the Director, Administration and Support, Homes for the Aged Division.

#### **Summary**

To provide Members of the Advisory Committee on Homes for the Aged with an update on the new Accreditation Program by The Canadian Council on Health Services Accreditation (CCHSA).

#### **Meeting Sessions**

Session Date	Session Type	Start Time	End Time	Public or Closed Session
2008-01-25	Morning	9:30 AM	10:30 AM	Public