

Advisory Committee on Homes for the Aged

Meeting No.	14	Contact	Betty Bushe / Margaret Lewis
Meeting Date	Friday, April 18, 2008	Phone	416-396-7088 / 416-392-7031
Start Time	9:30 AM	E-mail	Bushe@toronto.ca
Location	Meeting Room 308, Metro Hall		mlewis@toronto.ca

This 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".*
- *Any amendments by the Committee to recommendations appearing in a staff report are italicized.*
- *Declarations of Interest, if any, appear at the end of an item.*

Minutes Confirmed – February 29, 2008 Advisory Committee on Homes for the Aged

HA14.1	ACTION	Amended		Ward: All
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2007 Nominations for Mary Ellen Glover Award

Confidential Attachment - Personal matters about an identifiable individual, including municipal or local board employees

(March 28, 2008) Report from General Manager, Homes for the Aged

Committee Recommendations

The Advisory Committee on Homes for the Aged selected Kerry McShane as the recipient of the 2008 May Ellen Glover Award.

Financial Impact

There are no financial implications arising from the selection of the Mary Ellen Glover Award recipient.

Summary

Members of the Advisory Committee on Homes for the Aged will receive under separate confidential cover, a copy of the criteria and nominations received from Toronto Homes for the Aged. Members will use that information to select the 2008 Mary Ellen Glover Award recipient.

Background Information

2007 Nominations for Mary Ellen Glover Award

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11952.pdf>

HA14.2	Information	Received		Ward: All
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Request for Change of Name from Homes for the Aged Division to Long-Term Care Homes and Services Division

(March 10, 2008) Letter from City Clerk

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the letter (March 10, 2008) from the City Clerk.

Summary

City Council on March 3, 4 and 5, 2008, adopted this Item, as amended, and in so doing adopted the following motions:

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.
3. The name of the Advisory Committee on Homes for the Aged be changed to the Advisory Committee on Long-Term Care Homes and Services, effective June 1, 2008.

HA14.3	ACTION	Amended		Ward: All
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HFA Division - Request for Expenditure from Education Donation Account - Managing Your Career

(April 4, 2008) Report from General Manager, Homes for the Aged

Committee Recommendations

The Advisory Committee on Homes for the Aged endorsed the requested expenditures from the Staff Education Donations Account:

1. An honorarium of \$250.00 to Mr. Steve Matthews of the Regional Psychogeriatric Consultant Program.
2. A payment of \$2,200.00 to Ian Kennedy and Associates.
3. *An honorarium of \$200.00 each to Ellen McKenzie and Pat Hatten.*

Financial Impact

There is no impact on the 2008 operating budget.

This expenditure request is for use of the Staff Education Donations Account and is made in accordance with the criteria for use of this fund.

Summary

Toronto Homes for the Aged strongly supports succession planning. Current research shows that there is a shortage of qualified health care professionals and that the future shows no immediate improvement. Literature verifies a “crisis in human capital”. Within Toronto Homes for the Aged (like other organizations), we have an aging workforce, with an average age of 50 years of age amongst managers, an average age of 49 years of age amongst nursing staff and personal care staff and an average age of 48 years of age amongst all frontline staff.

Succession planning is a future-oriented process whereby organizations strive to ensure that employees are recruited, mentored, coached and developed to fill each key role within the organization. Succession planning focuses on ensuring that we are able to fill key roles from within our own organization as current staff leave (e.g. retirement, attrition, and other factors), rather than through consistently relying on external recruitment.

Evidence shows that succession planning also improves organizations’ ability to retain superior employees, as they appreciate the time, attention, and development being invested in them.

Since 2004, Toronto Homes for the Aged has offered a creative and unique career discovery program, called ‘Managing Your Career’ for staff who demonstrate the potential to move into a future management position. The program is offered every two (2) years and the evaluations of the programs completed in 2004 and 2006 show a high level of satisfaction and success in achieving an altered career path. To date, thirty-seven (37) staff have participated in the

program; of these 58 percent have been successful in attaining a higher rated position or broader responsibilities on either a temporary or permanent basis within six (6) months of the program.

Participants attend a series of five (5) one-day courses designed to facilitate learning and to stimulate thinking about their career path. Each Managing Your Career class is comprised of approximately 20 staff from the various homes, community programs and head office.

Background Information

Request for Expenditure from Education Donation Account

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11962.pdf>)

HA14.4	ACTION	Adopted		Ward: 31
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2008 True Revue

(March 28, 2008) Report from General Manager, Homes for the Aged

Committee Recommendations

The Advisory Committee on Homes for the Aged endorsed the event and budget for the 2008 True Revue.

Financial Impact

There are no financial implications to the Homes for the Aged operating budget arising from the 2008 True Revue fundraising event.

Summary

True Davidson Acres Home for the Aged will celebrate its 35th anniversary in 2008 and has expressed an interest to host the annual divisional fundraising event. This goal is to raise funds and transform the bath routine into a spa experience, a project that will significantly benefit current and future residents.

Preliminary planning work has begun for “True Revue” a sit-down dinner at Spirale Banquet Hall (Don Mills and Eglinton) with silent auction, variety show and tribute to the legendary Miss True Davidson, Reeve and Mayor of East York from 1961 to 1972.

Background Information

2008 True Revue

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11953.pdf>)

HA14.5	Information	Received		Ward: All
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Homes for the Aged "Your Opinion Counts" Survey - January 1 to December 31, 2007

(March 27, 2008) Report from General Manager, Homes for the Aged

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (March 27, 2008) from the General Manager, Homes for the Aged.

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 December 31, 2007.

Background Information

"Your Opinion Counts" Survey - Homes for the Aged

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11961.pdf>

Attachment - "Your Opinion Counts" Survey - Homes for the Aged

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-12024.pdf>

HA14.6	Information	Received		Ward: All
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Homemakers and Nurses Services "Your Opinion Counts" Survey - January 1 to December 31, 2007

(March 27, 2008) Report from General Manager, Homes for the Aged

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (March 27, 2008) from the General Manager, Homes for the Aged.

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 period January 1 to December 31, 2007.

Background Information

"Your Opinion Counts" Survey - Homemakers and Nurses Services

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11958.pdf>)

Attachment - "Your Opinion Counts" - Homemakers and Nurses Services

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-12008.pdf>)

HA14.7	Information	Received		Ward: All
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Supportive Housing "Your Opinion Counts" Survey - January 1 to December 31, 2007

(March 27, 2008) Report from General Manager, Homes for the Aged

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (March 27, 2008) from the General Manager, Homes for the Aged.

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 period January 1 to December 31, 2007.

Background Information

"Your Opinion Counts" - Supportive Housing

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11959.pdf>)

Attachment - "Your Opinion Counts" - Supportive Housing

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-12010.pdf>)

HA14.8	Information	Received		Ward: 38
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Canada Blooms Donation

(March 20, 2008) Report from General Manager, Homes for the Aged

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (March 20, 2008) from the General Manager, Homes for the Aged.

Financial Impact

There are no financial implications arising from this report.

Summary

Canada Blooms, through initial contact with the City of Toronto's Office of Partnerships, and Toronto Homes for the Aged, coordinated a program for a post-festival donation of flowers to seniors.

On Monday, March 17, 2008, 600 potted plants were transported to Bendale Acres for distribution to residents and clients in the Home, in the Adult Day Program, at Brimley Acres Supportive Housing Program and delivered to clients of the Homemakers and Nurses Services Program and Scarborough Support Services Meals-on-Wheels Program.

Background Information

Canada Blooms Donation

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11949.pdf>)

HA14.9	Information	Received		Ward: All
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Volunteerism in 2007

(April 4, 2008) Report from General Manager, Homes for the Aged

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (April 4, 2008) from the General Manager, Homes for the Aged.

Financial Impact

There are no financial implications arising from this report.

Summary

In 2007, more than 2,000 volunteers contributed approximately 127,000 hours within the division; such dedication accounts for almost 50 hours of volunteer time per resident. Those hours of service represent thousands of smiles, special moments, and reminders to our residents that their community cares about them.

Volunteers assist residents to maintain an active, independent and high quality of life by augmenting and complementing services provided by staff of the Home through a wide range of volunteer initiatives. Volunteers provide complementary services (tuck shop, bingo), enhance home programs (escorting, dining) and take leadership in fund-raising.

Youth are an important part of the volunteer team; one in four is under the age of 18 years. Community involvement is a high school requirement and volunteering with Toronto Homes for the Aged is a rewarding way to earn community service hours. Youth volunteers are active

in all ten homes. Carefree Lodge has a well-established Youth Council and great progress has been made in five additional homes with Youth Council development – Bendale Acres, Cummer Lodge, Kipling Acres, Seven Oaks and True Davidson Acres.

Background Information

Volunteerism in 2007

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11954.pdf>)

HA14.10	Information	Received	Ward: 2, 3, 6, 21, 24, 28, 31, 38, 43
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Minutes of Homes Advisory Committees

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

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report (April 7, 2008) from the General Manager, Homes for the Aged.

Summary

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

1. (March 27, 2008) Minutes of Bendale Acres Home Advisory Committee (February 6, 2008)
2. (March 27, 2008) Minutes of Carefree Lodge Home Advisory Committee (February 26, 2008)
3. (April 3, 2008) Minutes of Castlevue Wychwood Towers Home Advisory Committee (January 10, 2008)
4. (April 3, 2008) Minutes of Castlevue Wychwood Towers Home Advisory Committee (February 14, 2008)
5. (April 2, 2008) Minutes of Fudger House Home Advisory Committee (February 13, 2008)
6. (April 1, 2008) Minutes of Kipling Acres Home Advisory Committee (January 22, 2008)
7. (March 27, 2008) Minutes of Kipling Acres Home Advisory Committee (February 26, 2008)

8. (March 27, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (February 21, 2008)
9. (April 2, 2008) Minutes of Seven Oaks Home Advisory Committee (January 8, 2008)
10. (April 2, 2008) Minutes of Seven Oaks Home Advisory Committee (March 11, 2008)
11. (March 28, 2008) Minutes of True Davidson Acres Home Advisory Committee (February 21, 2008)
12. (March 28, 2008) Minutes of True Davidson Acres Homes Advisory Committee (March 20, 2008)
13. (April 4, 2008) Minutes of Wesburn Manor Home Advisory Committee (February 26, 2008)

Background Information

Bendale Acres - February 6, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11988.pdf>

Carefree Lodge - February 26, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11989.pdf>

Castleview Wychwood Towers - February 14, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11990.pdf>

Castleview Wychwood Towers - January 10, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11991.pdf>

Fudger House - February 13, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11992.pdf>

Kipling Acres - February 26, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11993.pdf>

Kipling Acres - January 22, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11994.pdf>

Lakeshore Lodge - February 21, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11995.pdf>

Seven Oaks - January 8, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11996.pdf>

Seven Oaks - March 11, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11997.pdf>

True Davidson Acres - February 21, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11998.pdf>

True Davidson Acres - March 20, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-11999.pdf>

Wesburn Manor - February 26, 2008

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-12000.pdf>

HA14.11	Information	Deferred		
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Canadian Council on Health Services Accreditation (CCHSA) Program 2008

(April 18, 2008) Verbal report by Sandra Pitters, General Manager, Homes for the Aged, presenting a report titled CCHSA'S Accreditation Program 2008 - Standards - Governance.

Decision Advice and Other Information

The Advisory Committee on Homes for the Aged received the report titled CCHSA'S Program 2008 - Standards - Governance (Canadian Council on Health Services Accreditation 2008 presented by Sandra Pitters, General Manager, Homes for the Aged and deferred consideration of the CCHSA'S report to the next meeting on May 23, 2008.

Summary

CCHSA's Standards for Effective and Sustainable Governance were prepared in response to a growing demand for excellence in governance practice among Canadian health care organizations, system-wide changes in structures for health care delivery, and the increasing need for public accountability.

The standards have been written to address the five key functions of governance, as well as the two outputs of governance activities, as identified by Jean-Louis Dennis et al (2006). In addition, the elements of the standards content will be measured by process and outcome measures.

The standards are grouped into five themes, each addressing one of the five key functions of governance. Each function represents a key responsibility of every governing body; the approach to addressing each function will differ according to the organization's size, structure, and mandate. The five themes include:

Building Knowledge through Information

This subsection addresses the gathering and production of knowledge and information, as well as the assessment of information needs and the appropriateness of available information. It also addresses the dissemination of relevant information throughout the organization.

Developing a Clear Direction

This subsection deals with the process for defining the *raison-d'être* of the organization and the long-term vision, including broad organizational goals and values.

Supporting the Achievement of the Direction

This subsection addresses the supports that are needed to achieve the organization's goals and long-term vision. It contains two different ideas: the first addresses the internal development of the governing body itself; and the second covers the development of the organization, including the relationships with the Chief Executive Officer (CEO) and senior management, broad

policies, and resource allocation.

Maintaining Positive Relationships with External Stakeholders

This subsection addresses identifying, managing, and communicating with external stakeholders, including partners and specific stakeholders such as governments. Being Accountable and Achieving Sustainable Results This subsection deals with concepts of accountability and organizational performance, including partners and specific stakeholders such as governments.

Being Accountable and Achieving Sustainable Results

This subsection deals with concepts of accountability and organizational performance, including the achievement of goals and objectives, in addition to elements of quality improvement, risk management, and financial planning and control.

Background Information

CCHSA'S Accreditation Program 2008

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-12527.pdf>)

Meeting Sessions

Session Date	Session Type	Start Time	End Time	Public or Closed Session
April 18, 2008	Morning	9:30 a.m.	11:30 a.m.	Public