



Advisory Committee on Long Term Care Homes & Services

Meeting No.	18	Contact	Betty Bushe
Meeting Date	Friday, September 19, 2008	Phone	416-396-7088
Start Time	9:30 AM	E-mail	bushe@toronto.ca
Location	Meeting Room 310, Metro Hall		

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 – *July 18, 2008* Advisory Committee on Long-Term Care Homes and Services.

HA18.1	Presentation	Received		Ward: All
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2008 Toronto Challenge

(August 19, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 19, 2008) from the General Manager, Long-Term Care Homes and Services.
2. Presented the following 2008 Toronto Challenge Awards:
 - a. Toronto Challenge Coordinator and Top Fundraiser:
 - Bendale Acres – Saryu Desai (Ms. Sesai also received a medal for being the Top fundraiser at with a contribution of \$3,673.96).
 - Carefree Lodge – Michelle Danguedan;
 - Castleview Wychwood Towers – Yvonne Durrant (accepted on her behalf by Nancy Lew);
 - Cummer Lodge – Brenda Barney;
 - Fudger House – Lorraine Siu;
 - Kipling Acres – Anne Marie Chatrie;
 - Lakeshore Lodge – Lily Maharaj (accepted on her behalf by Marcia Minott);
 - Seven Oaks – Benjamin Horner;
 - True Davidson Acres – Ruth Kitchen;
 - Wesburn Manor – Judy Jolliffe (accepted on her behalf by Elaine Russell);
 - Supportive Housing – Dimitra Nath; and
 - Metro Hall Head Office – John Van Nuland (accepted on his behalf by Nancy Lew).
 - b. Merit Awards to Homes, Leader of the Pack Merit scrolls:
 - Castleview Wychwood Towers;
 - Kipling Acres; and
 - Wesburn Manor.
 - c. Leader of the Pack Plaque,
 - Carefree Lodge (accepted by Ms. Susan Schendel, Administrator).
3. Recognized Mr. Tim Lam and Ms. Clara Lamberti, as the fastest Male and Female, respectively, in the MonsterMortgage.ca 5km Run.

On behalf of the Mayor and Members of Council, a Scroll was presented to Mr. Nick Ametrano of MonsterMortgage.ca for the sponsorship of the 2008 Toronto Challenge.

Dr. Paul Gamble, on behalf of the Committee, thanked everyone for their efforts.

Financial Impact

There are no financial implications to the Operating Budget of Toronto Long-Term Care Homes and Services arising from this report.

Summary

Based on feedback and a complete review of the event, the 2008 Toronto Challenge was very successful. Run participation was up 7 percent over the previous year and a remarkable 15 percent more youth runners and walkers took part in the events this year. Funds raised through pledges by the Homes were up 13 percent over the previous year.

Under the inclusive campaign theme “Join the Team ... Take the Challenge” a special effort was made to get more youth involved by working in cooperation with the Toronto Catholic District School Board and the Toronto District School Boards. Family pricing and post-race activities continued, while the event maintained a strong competitive run and an enjoyable walk for the majority of the participants.

Fifty-four (54) fundraising partners worked together in a celebration of physical activity and community spirit, raising funds to help improve the quality of life for Toronto seniors.

Background Information

2008 Toronto Challenge

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15540.pdf>)

HA18.2	Information	Received		
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Long-Term Care Homes and Services Website

(August 25, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 25, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications arising from this report.

Summary

The divisional website debuted in June 2004. Precipitated by the June 1, 2008 name change to Long-Term Care Homes and Services, a formal review was conducted; content, updates and improvements were made and have been posted at www.toronto.ca/ltc. In the first 60 days, over 4,600 visits to the site were recorded.

Background Information

LTCHS Website

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15543.pdf>)

HA18.3	Information	Received		Ward: All
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HealthForceOntario Inter-Professional Care Education Fund

(August 25, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 25, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications arising from this report.

Summary

HealthForceOntario is the province's multi-year Health Human Resources strategy, led by the Ministry of Health and Long-Term Care, in collaboration with the Ministry of Training, Colleges and Universities. HealthForceOntario aims to ensure that the people of Ontario have the right number and type of appropriately educated health care professionals when and where needed and to recognize and support health care workers as the most important resource of the health system.

HealthForceOntario has an Inter-Professional Care/Education Fund, intended to be a source of funding for innovative inter-professional care/educational programs. In response to a call for proposals released by HealthForceOntario in the early 2007, the Long-Term Care Homes and Services Division and Sherbourne Health Centre collaborated with the Michener Institute of Applied Health Sciences (TMI) to establish a Chiropody teaching program on-site in a long-term care home (Fudger House) and a community agency serving seniors (Sherbourne Health Centre).

The proposal was submitted as a health education project, with the intent of developing an inter-professional education program in chiropody that would also improve health outcomes for seniors in the geographic area in primary care, community care and long-term care sectors. TMI is the only comprehensive chiropody educational program in Canada. TMI is developing a culture of life-long learning through its inter-professional curriculum, which emphasizes the principles and competencies of inter-professional collaboration and allows adult learners to have immediate opportunities to practice.

In July 2008, the Ministry of Health and Long-Term Care notified TMI that the proposal for collaborative inter-professional chiropody education at TMI, Sherbourne Health Centre and Fudger House was approved by the Ministry of Health and Long-Term Care for funding. This report will update the Advisory Committee on Long-Term Care Homes and Services regarding the plan.

Background Information

HealthForceOntario Inter-professional Care Education Fund
<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15553.pdf>

HA18.4	ACTION	Adopted		Ward: All
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LTCHS Division – Request for Expenditure from Staff Education Donations Account – Preventing Bullying in the Workplace

(July 17, 2008) Report from General Manager, Long-Term Care Homes and Services

Committee Recommendations

The Advisory Committee on Long-Term Care Homes and Services:

1. Endorsed the requested expenditure for \$53,250.00 plus GST and expenses, at an amount not to exceed \$58,500.00 from the Staff Education Donations Account for the pilot project for Wesburn Manor headed “Preventing Workplace Bullying”.

Financial Impact

There is no impact on the 2008 operating budget.

Summary

In February 2008, the Advisory Committee endorsed a recommendation regarding expenditure for an educational pilot project for Wesburn Manor entitled “Preventing Workplace Bullying”. After exploring external contracted consultants, Wesburn Manor enlisted the expertise of Denise Koster, of Koster Consulting and Associates to conduct this education. Educational sessions were offered for staff at all levels within the home, including management and front-line staff and covered the topics of respect in the workplace, harassment and workplace bullying.

Managers attended a one-day workshop and sixty (60) front-line staff attended two ½-day sessions. Evaluations were completed for both management and front-line staff sessions, with 100 percent of the attendees indicating that they learned from the education. Participants were asked to rank value and learning associated with this educational initiative. Respondents ranked their learning between 82 percent and 92 percent in the category of “valued/learned a

lot”. All comments reflected that this educational experience was beneficial and respondents indicated an interest in further learning and skill development in this area.

The prevention of workplace violence is a priority for both the City of Toronto and the Ministry of Labour. Recent events in health care have resulted in the Ministry of Labour placing a greater emphasis on the prevention of workplace violence, including the prevention of workplace bullying. As a result, the scheduling of prevention of workplace bullying education in all work locations throughout the division is viewed as a proactive and appropriate step.

The division met with CUPE Local 79 to jointly evaluate the outcomes from the Wesburn Manor pilot and to discuss the potential of expanding education to all homes. CUPE Local 79 is supportive of the division rolling out training to other work locations within the division, noting that the Wesburn Manor team clearly benefited from the educational experience.

This report advises of the division’s desire to extend this educational program to the other nine (9) homes and head office staff as a means of building knowledge and skills about the prevention of workplace violence, including bullying and as a means to ensure that our work environments are free from harassment, bullying, intimidation, abuse or other intrusive behaviours.

Background Information

Preventing Bullying

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15535.pdf>

HA18.5	Information	Received		Ward: All
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Municipal Delivery of Long-Term Care Services

(August 25, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (July 17, 2008) from the General Manager, Long-Term Care Homes and Services.
2. Requested the General Manager, Long-Term Care Homes and Services, to forward a copy of the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) brochure headed “Municipal Delivery of Long Term Care Services” to the Community Development and Recreation Committee and to the Mayor and Members of Council, for information.

Financial Impact

There are no financial implications arising from this report.

Summary

The Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) is the provincial long-term care association representing not-for-profit long-term care homes and community services. Membership consists of municipal long-term care homes, charitable long-term care homes, not-for-profit nursing homes, not-for-profit seniors' housing and not-for-profit community services for seniors. OANHSS member organizations operate over 27,000 long-term care beds and 5,000 seniors' housing units across the province.

OANHSS recognizes the unique and essential role that municipalities have played in the delivery of services for seniors. The attached brochure is a recent publication of OANHSS detailing key facts about the context and challenges of municipal involvement.

Background Information

Municipal Delivery of Long-Term Care Services

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15536.pdf>)

O.A.N.H.S.S. Municipal Brief

HA18.6	Information	Received		Ward: All
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Donation Account Review

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

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (September 3, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications to the operating budget arising from this report.

Summary

Long-Term Care Homes and Services fundraising activities are immensely successful and the donation accounts have grown as a result of actively pursuing donations through various events and by fortuitous circumstances (bequests and estate fund redirection). As at June 30, 2008, the balance of Home donation accounts totalled \$1,926,263.00. Funds in the donation accounts are to be used to enhance the quality of life for residents.

Reviews of donation account receipts and expenditures are conducted regularly. In mid- 2007, a more focused review was undertaken specifically to seek opportunities for consolidation and

for development of a priority setting forum for expenditures, and to re-assess the financial spending authority limits.

Background Information

Donation Account Review

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15538.pdf>)

HA18.7	Information	Received		Ward: 6, 21, 28, 31
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LTC Neighbourhood Beautification Projects

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

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (September 4, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications arising from this report.

Summary

Since 2004, residents have participated in making Toronto a Clean and Beautiful city by undertaking neighbourhood clean-ups, plantings and community art projects. In 2008, grants up to \$4,000.00 per City ward are available. Long-Term Care Homes and Services made eight (8) separate applications and thus far have been notified that four (4) will be funded through the Neighbourhood Beautification Program.

Background Information

Neighbourhood Beautification Projects

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15539.pdf>)

HA18.8	Information	Received		Ward: All
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Public Sector Quality Fair

(August 26, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 26, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications arising from this report.

Summary

The Public Sector Quality Fair (PSQF) is an annual event of the Public Sector Quality Council of Ontario. The council is a public sector committee that promotes awareness, application of quality principles, and practices in public services within Ontario.

The PSQF provides public sector organizations with an opportunity to submit their quality initiatives to a committee that then evaluates each submission against a pre set criteria. The process provides the public sector with a venue to participate, showcase their achievements, and learn from the experience of quality leaders.

The National Quality Institute's Canadian Quality Criteria for Public Sector Excellence is applied as the model for describing and evaluating applications.

The organizing committee includes:

Government of Canada <ul style="list-style-type: none"> • Ontario Federal Council 	Joan Woodrow, Monika Deeg D'Amato
Ontario Government <ul style="list-style-type: none"> • Ontario Ministry of Government Services 	Claude André, Adam Braun, Tania Hinchcliff, Linda Lane
Toronto District School Board	Christopher Bishop, Tonis Kilp, David McGill
City of Toronto	Anne Walsh
Region of Peel	Joyce Neilsen

The assessment team includes:

Federal Government <ul style="list-style-type: none"> • Environment Canada • Health Canada • Industry Canada 	Diane Johnston Geeta Kissoon Shaun O'Reilly
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Province of Ontario <ul style="list-style-type: none"> Ministry of Government Services 	Claude André, Charles Barnes, Brenda Darby, Jeffrey Herrle, Tania Hinchcliff, Anela Jadunandan, Jim Proietti, Cathie Salyn, Yvonne Schiks
Municipal Governments <ul style="list-style-type: none"> City of Toronto Town of Markham 	Lan Nguyen Sara Tam
Toronto District School Board	Christopher Bishop, Brenda Daniels, Tonis Kilp, David McGill
Other Organizations <ul style="list-style-type: none"> National Quality Institute 	Bob Knox

Background Information

Public Sector Quality Fair

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15541.pdf>)

HA18.9	Information	Received		Ward: All
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2008 Pride Celebrations

(August 25, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

- Received the report (August 25, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications arising from this report.

Summary

This year, the City of Toronto marked the 28th annual Pride Week with celebrations and festivities that were heralded the world over. In his proclamation of Pride Week, Mayor David Miller noted that “Toronto’s strong, vibrant and proud queer community plays an important part in the rich fabric of our diversity”. This richness and strength was clearly evident throughout the many special events and venues that were celebrated throughout the week-long festivities across the city and culminating in the Pride Parade on Sunday, June 29, 2008.

The theme of this year's Pride Week was Unified, which enthusiastically symbolizes and reflects the significant achievements and accomplishments that have been collectively achieved within the lesbian, gay, bisexual and transgender (LGBT) communities, not only here in Toronto, but across the country.

In 2008, Toronto Long-Term Care Homes and Services continued in the tradition of celebrating Pride Week with the City. This included special Pre-Pride celebrations at Fudger House, Kipling Acres and True Davidson Acres and the much anticipated participation in the Pride Parade by all three (3) homes. Given the responses by many of the residents, family, friends, volunteers and staff of this year's celebrations at either the Pre-Pride celebrations or at the Pride Parade itself, Toronto Long-Term Care Homes and Services has solidly established a tradition of celebrating Pride along with the City of Toronto.

Background Information

2008 Pride Celebrations

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15542.pdf>

HA18.10	Information	Received		Ward: All
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Homemakers and Nurses Services "Your Opinion Counts" Survey – January 1 to June 30, 2008

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

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 27, 2008) from the 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 second quarter of 2008.

Background Information

Homemakers & Nurses Services - Report

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15546.pdf>

Homemakers & Nurses Services - Survey

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15547.pdf>)

HA18.11	Information	Received		Ward: All
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Staff Attendance at U-First Training

(August 28, 2008) Report from General Manager, Long-Term Care Homes and Services

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 28, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There is no financial impact to the division.

Summary

Long-term care homes care for a significant and growing number of individuals with dementia who exhibit significant responsive behaviours. Caring for these individuals effectively requires skilled assessment and the ability of the care team to create and maintain individualized interventions. It also requires staff education, mentoring and coaching. Recently, 121 staff attended a one-day training program entitled “U-First”, offered by Psychogeriatric Resource Consultants. This program supports the training regularly offered in the Division and the implementation of the LTC-Mental Health Framework being introduced in the Toronto Region.

Background Information

U-First Training

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15544.pdf>)

HA18.12	Information	Received		Ward: All
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Residents’ Interest Reserve Fund – 2008 Second Quarter Report

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

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 27, 2008) from the General Manager, Long-Term Care Homes and Services.

Financial Impact

There are no financial implications arising from this report.

Summary

The Residents' Interest Reserve Fund is used for the general benefit of the residents in the ten Long-Term Care Homes to enhance their quality of life through social and recreational activities. Annual expenditures are based on 90 percent of all interest recorded in the fund in the previous year. The fund balance as at June 30, 2008 is \$1,919,712.80.

Background Information

Resident's Interest Reserve Fund - 2008 Second Quarter

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15545.pdf>

Resident's Interest Reserve Fund - Expenditure Report

<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15548.pdf>

HA18.13	Information	Received		Ward: All
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Supportive Housing “Your Opinion Counts” Survey – January 1 to June 30, 2008

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

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (August 27, 2008) from the 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 second quarter of 2008.

Background Information

Supportive Housing - Report

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15549.pdf>)

Supportive Housing - Survey

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15550.pdf>)

HA18.14	Information	Received		Ward: 6, 43
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Minutes of Home Advisory Committees

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

Decision Advice and Other Information

The Advisory Committee on Long-Term Care Homes and Services:

1. Received the report (September 2, 2008) from the General Manager, Long-Term Care Homes and Services, forwarding the Minutes (June 26, 2008) from the Lakeshore Lodge Home Advisory Committee.
2. Received the report (September 5, 2008) from the General Manager, Long-Term Care Homes and Services, forwarding the Minutes (June 10, 2008) from the Seven Oaks Home Advisory Committee.

Summary

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

1. (September 2, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (June 26, 2008)
2. (September 5, 2008) Minutes of Seven Oaks Home Advisory Committee (June 10, 2008)

Background Information

Minutes - Lakeshore Lodge

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15551.pdf>)

Minutes - Seven Oaks

(<http://www.toronto.ca/legdocs/mmis/2008/ha/bgrd/backgroundfile-15552.pdf>)

Meeting Sessions

Session Date	Session Type	Start Time	End Time	Public or Closed Session
2008-09-19	Morning	9:35 AM	11:10 AM	Public