

Advisory Committee on Long-Term Care Homes and Services

Meeting No.	22	Contact	Betty Bushe
Meeting Date	Friday, January 23, 2009	Phone	416-396-7088
Start Time	9:30 AM	E-mail	bushe@toronto.ca
Location	Meeting Room 303, Metro Hall	Chair	Dr. Paul Gamble

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

Members of the Committee and Staff: Please keep this agenda and the accompanying material until the City Council meeting dealing with these matters has ended. **The City Clerk's Office will not provide additional copies.**

Special Assistance for Members of the Public: City staff can arrange for special assistance with some advance notice. If you need special assistance, please call 416-396-7088, TTY 416- 338-0889 or e-mail bushe@toronto.ca.

Closed Meeting Requirements: If the Advisory Committee on Long-Term Care Homes and Services wants to meet in closed session (privately), a member of the Committee must make a motion to do so and give the reason why the Committee has to meet privately. (City of Toronto Act, 2006)

Notice to people writing or making presentations to the Advisory Committee on Long-Term Care Homes and Services: The City of Toronto Act, 2006 and the City of Toronto Municipal Code authorize the City of Toronto to collect any personal information in your communication or presentation to City Council or its committees.

The City collects this information to enable it to make informed decisions on the relevant issue(s). If you are submitting letters, faxes, e-mails, presentations or other communications to the City, you should be aware that your name and the fact that you communicated with the City will become part of the public record and will appear on the City's website. The City will also make your communication and any personal information in it – such as your postal address, telephone number or e-mail address – available to the public, unless you expressly request the City to remove it.

If you want to learn more about why and how the City collects your information, write to the City Clerk's Office, Scarborough Civic Centre, 150 Borough Drive, Toronto, ON, M1P 4N7, or by calling 416-396-7088.

Declarations of Interest under the *Municipal Conflict of Interest Act*.**Confirmation of Minutes - November 28, 2008 and December 19, 2008.****Communications/Reports**

HA22.1	ACTION			Ward: All
--------	--------	--	--	-----------

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/2009/ha/bgrd/backgroundfile-18241.pdf>

HA22.2	ACTION			Ward: All
--------	--------	--	--	-----------

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/2009/ha/bgrd/backgroundfile-18236.pdf>

HA22.3	ACTION			Ward: All
--------	--------	--	--	-----------

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/2009/ha/bgrd/backgroundfile-18237.pdf>

HA22.4	ACTION			Ward: All
--------	--------	--	--	-----------

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/2009/ha/bgrd/backgroundfile-18238.pdf>

HA22.5	ACTION			Ward: All
--------	--------	--	--	-----------

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 2nd annual Residents' Councils Summit was held on October 27th at Cummer Lodge. This report provides a high-level overview of the proceedings of the 2nd 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/2009/ha/bgrd/backgroundfile-18239.pdf>)

HA22.6	ACTION			Ward: 24
--------	--------	--	--	----------

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/2009/ha/bgrd/backgroundfile-18240.pdf>)

HA22.7	Information			Ward: 24
--------	-------------	--	--	----------

Membership, Cummer Lodge Home Advisory Committee

Origin

(December 22, 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/2009/ha/bgrd/backgroundfile-18219.pdf>

HA22.8	Information			Ward: All
--------	-------------	--	--	-----------

Update Regarding Quality Improvement Work, 2008

Origin

(December 9, 2008) Report from General Manager, Long-Term Care Homes and Services

Summary

The integrated quality management framework for the Long Term-Care Homes and Services Division aligns mission, values, strategic planning, quality, risk, safety and resource utilization with the goals of creating a collaborative working environment and assisting to satisfy residents', clients', employees' and volunteers' needs, while achieving positive results.

The framework is anchored in the quality dimensions developed by Accreditation Canada of population focus, accessibility, safety, worklife, client-centred service, continuity of services, effectiveness and efficiency. The framework recognized the inter-relationships between risk, quality, safety and resource utilization and the requirement for a continuous improvement approach in all work on a day-to-day basis. The application of the framework creates a venue for sharing information, lessons learned and best practices.

Quality improvement work within the division can be classified as either a quality enhancement, quality initiative or quality improvement project. Each of the three levels of quality work has a different reporting format and expectations related to indicator measurement.

Quality improvement and the implementation of best or leading practices are necessary in order to meet resident/client needs in a responsive and effective manner and to ensure provision of the highest possible standard of care and service. The Long-Term Care Homes and Services Division encourages managers and staff in all homes and community programs to be knowledgeable about the principles of quality management and their application and to be members of internal/external committees involved in assessing and improving current care practices or models.

Each home and community programs have site-specific Quality Councils to oversee quality work. In addition, the division has a divisional Quality Council to provide leadership, education, coordination and monitoring of division-wide quality work. The divisional Quality Council is also active in researching and incorporating leading practices in evidence-based care into the division's processes and work routines.

The Advisory Committee on Long-Term Care Homes and Services works with the General Manager to promote ongoing quality improvement and has an oversight role in providing advice to the General Manager about priorities and results in quality improvement and performance measurement. The Advisory Committee on Long-Term Care Homes and Services has historically received individual reports related to specific program innovations/quality work and interim/final achievement of goals and objectives. This report provides a summary of key quality projects completed in 2008.

Financial Impact

There are no financial implications arising from this report.

Background Information

Update Regarding Quality Improvement Work, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18216.pdf>)

HA22.9	ACTION			Ward: All
--------	--------	--	--	-----------

2009 Volunteer Youth Summit

Origin

(January 7, 2009) 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 request for up to \$500.00 expenditure from the General Donation Account to provide refreshments to the participants and an honourarium to the Volunteer Toronto presenter.

Summary

Youth are an important part of the volunteer team within Long-Term Care Homes and Services. At present, one in four of our active volunteers are under the age of 18 years.

Community involvement is a high school requirement and volunteering with Toronto Long-Term Care Homes and Services is a rewarding way for students to earn community service hours. We encourage young people to give their time and talents and will hold the second annual Volunteer Youth Summit on Friday, February 13, 2009.

Financial Impact

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

Background Information

2009 Volunteer Youth Summit

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18217.pdf>)

HA22.10	Information			Ward: All
---------	-------------	--	--	-----------

Long-Term Care System Challenges and Opportunities for the City of Toronto

Origin

(January 7, 2009) 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 January 12, 2009 meeting.

Background Information

Long-Term Care System Challenges and Opportunities for the City of Toronto

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18218.pdf>)

HA22.11	Information			Ward: 2, 6, 21, 24, 28, 31, 38
---------	-------------	--	--	-----------------------------------

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 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:

Advisory Committee on Long-Term Care Homes and Services – January 23, 2009 Agenda

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 Castlevue Wychwood Towers Home Advisory Committee (September 11, 2008)
4. (December 1, 2008) Minutes of Castlevue Wychwood Towers Home Advisory Committee (October 16, 2008)
5. (December 1, 2008) Minutes of Cummer Lodge Home Advisory Committee (November 3, 2008)
6. (January 8, 2009) Minutes of Cummer Lodge Home Advisory Committee (December 1, 2008)
7. (December 2, 2008) Minutes of Fudger House Home Advisory Committee (September 10, 2008)
8. (December 2, 2008) Minutes of Fudger House Home Advisory Committee (October 8, 2008)
9. (December 1, 2008) Minutes of Kipling Acres Home Advisory Committee (September 23, 2008)
10. (December 1, 2008) Minutes of Kipling Acres Home Advisory Committee (October 28, 2008)
11. (December 2, 2008) Minutes of Kipling Acres Home Advisory Committee (November 25, 2008)
12. (January 6, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (November 20, 2008)
13. (January 7, 2008) Minutes of Lakeshore Lodge Home Advisory Committee (December 18, 2008)
14. (December 2, 2008) Minutes of True Davidson Acres Home Advisory Committee (November 20, 2008)
15. (January 6, 2008) Minutes of True Davidson Acres Home Advisory Committee (December 18, 2008)

Background Information

Bendale Acres - October 1, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18220.pdf>)

Carefree Lodge - November 25, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18221.pdf>)

Castleview Wychwood Towers - September 11, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18222.pdf>)

Castleview Wychwood Towers - October 16, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18223.pdf>)

Cummer Lodge Home - November 3, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18224.pdf>)

Cummer Lodge - December 1, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18231.pdf>)

Fudger House - September 10, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18225.pdf>)

Fudger House - October 8, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18226.pdf>)

Kipling Acres - September 23, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18227.pdf>)

Kipling Acres - October 28, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18228.pdf>)

Kipling Acres - November 25, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18229.pdf>)

Lakeshore Lodge - November 20, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18232.pdf>)

Lakeshore Lodge - December 18, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18233.pdf>)

True Davidson Acres - November 20, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18230.pdf>)

True Davidson - December 18, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18234.pdf>)