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

<b>Meeting No.</b>	23	<b>Contact</b>	Betty Bushe
<b>Meeting Date</b>	Friday, February 27, 2009	<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 303, Metro Hall	<b>Chair</b>	Dr. Paul Gamble

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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 Janet Davis Linda Legault 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 - January 23, 2009.****Communications/Reports**

HA23.1	ACTION			Ward: All
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**Appointment to Fill vacancy on the Advisory Committee on Long-Term Care Homes and Services****Confidential Attachment - Personal matters about an identifiable individual, including municipal or local board employees****Origin**

(February 12, 2009) Report from General Manager, Long-Term Care Homes and Services

**Recommendations**

The General Manager, Long-Term Care Homes and Services recommends that the Advisory Committee on Long-Term Care Homes and Services consider and recommend to Community Development and Recreation Committee and City Council the appointment of:

1. The selected individual listed in confidential report (February 12, 2009) from the General Manager, Long-Term Care Homes and Services, for a period of four (4) years, with the provision for an extension of an additional term, as outlined in the terms of reference.
2. That the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.
3. Council authorize the City Clerk to make the appointee's name public once appointed by Council.

**Summary**

The General Manager, Long-Term Care Homes and Services has advised that as a result of a resignation, there is opportunity to appoint a new member to the Advisory Committee.

**Financial Impact**

There are no financial implications arising out of this report.

HA23.2	ACTION			Ward: All
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## Request for Expenditure – Education Donation Account

### Origin

(February 12, 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 this expenditure from the divisional Education Donation Account in an amount not to exceed \$400.00.

### Summary

The Long-Term Care Homes and Services Division has a variety of donation accounts, including a divisional Education Donations account. Divisional practice is for any expenditure request from the Education Donation account to have the support of the General Manager and the Advisory Committee on Long-Term Care Homes and Services.

The Ontario Gerontology Association (OGA) is hosting their 28<sup>th</sup> Annual OGA Conference in Toronto on April 30<sup>th</sup> – May 1<sup>st</sup>, 2009. The theme of the conference is “Age-Friendly Communities: Supporting Aging at Homes and Across the Continuum of Care”. Invitations have been extended to both the Minister of Health and Long-Term Care and the Minister of Culture and Minister Responsible for Seniors to make opening remarks on each of the two days of the conference. The conference proceedings include a variety of concurrent sessions, all focused on leading practices in aging issues and the creation of more age-friendly responses/environments. The plenary session in the afternoon of May 1<sup>st</sup> provides an update on the World Health Organization’s (WHO) Age-Friendly Cities initiative and the progress made in various Canadian communities.

The division is working with the WHO Age-Friendly Cities approach in current policy work and intends to send two (2) senior staff to the conference. In addition, there is merit in sponsoring two (2) members of the Advisory Committee on Long-Term Care Homes and Services to the conference. The General Manager has verified that Jack Harmer and Patricia Prentice would be willing to attend the conference as representatives of the Advisory Committee on Long-Term Care Homes and Services, contingent upon expenditure approval.

### Financial Impact

There are no financial implications arising out of this report.

### Background Information

Request for Expenditure - Education Donation Account  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18979.pdf>

HA23.3	ACTION			Ward: All
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## 2009 Toronto Challenge Presenting Sponsor and Budget

### Origin

(February 11, 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 2009 Toronto Challenge event budget.

### Summary

The 18<sup>th</sup> annual Toronto Challenge will be held on Sunday, June 14, 2009 with the presenting sponsorship support of MonsterMortgage.ca and the returning sponsorship and in-kind support of dozens of corporate partners. Funds contributed by the presenting sponsor of the Toronto Challenge pay for promotional materials, race day logistical costs, and printed materials associated with staging the 5k run, 5k walk and 1k walk.

With strong sponsorship support and a controlled event budget, the Toronto Challenge is a significant fund and awareness raising event for Toronto Long-Term Care Homes and Services (LTC) and for dozens of other community organizations serving Toronto seniors. As of this date, there are eight (8) new community partners, thirty (30) returning organizations plus the directly-operated LTC divisional sites that will benefit from the funds raised at this year's event.

### Financial Impact

There are no financial implications to the Long-Term Care Homes and Services operating budget arising from the 2009 Toronto Challenge.

### Background Information

2009 Toronto Challenge Presenting Sponsor and Budget

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18980.pdf>

HA23.4	Information			Ward: All
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## Nominations for Mary Ellen Glover Award

### Origin

(February 11, 2009) Report from General Manager, Long-Term Care Homes and Services

### Summary

Members of the Advisory Committee on Long-Term Care Homes and Services will receive under separate confidential cover, a copy of the criteria and nominations received from Toronto

Long-Term Care Homes and Services. Members will use that information to select the Mary Ellen Glover Award recipient.

### **Financial Impact**

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

### **Background Information**

Nominations for Mary Ellen Glover Award

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18981.pdf>)

HA23.5	Information			Ward: 21, 28
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### **Emergency Mobile Pilot Project**

#### **Origin**

(February 11, 2009) Report from General Manager, Long-Term Care Homes and Services

#### **Summary**

On September 29, 2008, the Long-Term Care Homes and Services Division began a pilot project in collaboration with the University Health Network (UHN) and the Toronto Western Hospital (TWH) entitled the 'Emergency Mobile Pilot Project'. This project is fully funded by the Ministry of Health and Long-Term Care through the provincial Nursing Secretariat. As per the current project mandate, funding is secured only until March 31, 2009, after which the decision for continued funding will be assessed by the Nursing Secretariat based on performance results. The pilot involves two of the division's long-term care homes, namely Castleview Wychwood Towers (CWT) and Fudger House (FH), in addition to five (5) other long-term care homes in the catchment area.

The Emergency Mobile Pilot Project is based on the premise that there are distinct advantages for residents to be treated for non-urgent issues in the long-term care home rather than transfer to hospital emergency departments and that the consultation, assessment and treatment needed for these non-urgent issues could be best managed through an Advanced Practice Emergency Department Outreach Team. Use of an Outreach Team eliminates the stresses for residents associated with transfer to hospital and eliminates unnecessary use of Toronto Emergency Medical Services (EMS) and Emergency Department (ED) resources. The Outreach Team approach also has the potential to reduce overall healthcare costs.

The Outreach Team concept is based on "providing the right care at the right time and place through the right mix of healthcare professionals" and the hypothesis that more timely consultation, assessment and treatment will improve health outcomes and reduce hospital length of stay when admission to hospital does become necessary. This report provides a summary of activities and successes to date and describes the current status of funding from the Nursing Secretariat.

**Financial Impact**

There is no financial impact arising from this report in the 2008 operating budget.

**Background Information**

Emergency Mobile Pilot Project

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18982.pdf>)

HA23.6	Information			Ward: All
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**Contenance Care Satisfaction Survey****Origin**

(February 12, 2009) Report from General Manager, Long-Term Care Homes and Services

**Summary**

As a component of the Ministry of Health and Long-Term Care (MOHLTC) compliance program, the MOHLTC requires each long-term care home in Ontario to conduct an annual survey of resident and family satisfaction with continence care products.

The division's nursing staff designed the initial survey in 2006 and revised it in 2007. The current questions capture opinions related to: (i) satisfaction with the education provided to residents and families about the products and how to use them; (ii) effectiveness of the products in keeping the resident's skin dry; (iii) effectiveness of the products in reducing odours; (iv) ease of use in applying and re-applying; (v) effectiveness of the products in preserving dignity; (vi) fit of the products for promotion of mobility and involvement in activities; (vii) fit of the products to control leakage; and (viii) fit of the products for comfort.

The results of the continence care satisfaction surveys are used as input to the homes' quality management plans and used to guide opportunities for ongoing quality improvement work.

The results of the 2008 surveys have been tabulated and are summarized in this report, with a comparison to 2007 results.

**Financial Impact**

There is no financial impact arising from this report

**Background Information**

Contenance Care Satisfaction Survey

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18983.pdf>)

HA23.7	Information			Ward: All
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## **Final Report of the Lesbian, Gay, Bisexual and Transgender (LGBT) Steering Committee**

### **Origin**

(February 6, 2009) Report from General Manager, Long-Term Care Homes and Services

### **Summary**

This report provides a summary regarding the activities and accomplishments of the Lesbian, Gay, Bisexual and Transgender (LGBT) Steering Committee and builds on the September 4, 2007 report to the Advisory on Long-Term Care Homes and Services.

Formed in 2006, the LGBT Steering Committee was comprised of individuals from LGBT agencies, the Ontario Association of Residents' Council, Concerned Friends and City staff and volunteers. The Committee was formed after the division became aware that many LGBT seniors did not consistently feel safe in disclosing their sexual identity or orientation to mainstream healthcare providers due to fear of discrimination. This affected their sense of personal well-being. Staff set out to remove this barrier within long-term care, working with the Committee to more fully understand needs and create a culture and model in which all residents' histories and traditions are honoured.

Building on early successes in LGBT-positive care at Fudger House, the division extended the model to Kipling Acres and True Davidson Acres and collaborated with the LGBT Steering Committee to create a "toolkit" to further guide culturally competent care. This resource guide contains resources, training plans, programs and activities to enhance understanding, sensitivity and responsiveness to LGBT issues, educate staff and to become LGBT-positive, inclusive and welcoming in care and service design. Although initially designed for Toronto's homes, the toolkit is available to other long-term care organizations in their journeys to become LGBT-positive. The toolkit was launched at Fudger House on February 6, 2009 as the final task of the Committee.

This report describes the activities, journey and outcomes of the LGBT Steering Committee in producing the LGBT-positive model and resource guide.

### **Financial Impact**

There are no financial implications arising from this report.

### **Background Information**

Final Report of the Lesbian, Gay, Bisexual and Transgender (LGBT) Steering Committee (<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18984.pdf>)

HA23.8	Information			Ward: All
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## Recommended 2009 Operating Budget, Long-Term Care Homes and Services Division

### Origin

(February 6, 2009) Report from General Manager, Long-Term Care Homes and Services

### Summary

The Long-Term Care Homes and Services Division has a strong commitment to integrated quality management and to the consistent provision of high quality and safe care, service and environments that address residents' and clients' needs for security, safety, dignity, comfort and satisfaction, while continuously implementing innovations and efficiencies. The division's high standards provide a qualitative comparator in the long-term care system and have indirectly served to positively influence overall system quality. Our system of public accountability and public vigilance are crucial elements in maintaining consumer confidence.

As noted in the December 15, 2008 report entitled "Long-Term Care System Challenges and Opportunities for the City of Toronto", the division is currently faced with a number of key challenges, including a changing long-term care environment; the introduction of new legislation; provincial funding limitations and a growing demand for long-term care.

This report summarizes key facts related to the recommended 2009 operating budget. The recommended 2009 gross expenditure of \$213.5 million is a 2.9 percent increase over the 2008 approved operating budget. This includes a projected increase in provincial subsidy of \$5.2 million (4.4 percent) and a municipal net increase of \$0.764 million (1.8 percent). Staffing levels are recommended to increase from 2,167 FTEs to 2,218 FTEs, primarily related to an increase in registered nursing staff that is fully funded by the Ministry of Health and Long-Term Care.

### Financial Impact

There are no financial implications arising from this report.

### Background Information

2009 Operating Budget

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18985.pdf>

HA23.9	Information			Ward: All
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## Residents' Interest Reserve Fund – 2009 Budget

### Origin

(February 2, 2009) Report from General Manager, Long-Term Care Homes and Services



## Summary

The Residents' Interest Reserve Fund is used for the general benefit of the residents of the 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. Due to lower rates of return on investments in 2008, funds available for distribution in 2009 are \$64,294.00 and represent a decrease of 25 percent or \$21,669.00 from the 2008 allocation. The fund balance as at December 31, 2008 is \$1,899,395.89.

## Financial Impact

There are no financial implications arising from this report.

## Background Information

Residents' Interest Reserve Fund 2009 Budget

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18986.pdf>)

Allocation Schedule 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18987.pdf>)

Allocations of Funds - 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18988.pdf>)

HA23.10	Information			Ward: All
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## Achievement of 2008 Operating Objectives Established by Each LTC Home and Community Programs

### Origin

(February 9, 2009) Report from General Manager, Long-Term Care Homes and Services

### Summary

Toronto Long Term Care Homes and Services develops long term goals and annual operating objectives that are consistent with the strategic direction and vision of the division and the mission and values of the City. In addition to the division-wide annual operating objectives, each home and the community services program establishes annual operating objectives to assist and guide the achievement of these goals. Each objective is monitored throughout the year, and a final report is prepared at year-end. This report provides copies of the 2008 achievement reports for each of the ten homes and community programs.

### Financial Impact

There are no financial implications arising from this report.

### Background Information

Achievement of 2008 Operating Objectives Established by Each LTC Home and Community Programs

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19049.pdf>)

2008 Achievement - Bendale Acres

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19050.pdf>)

- 2008 Achievement - Carefree Lodge  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19051.pdf>
- 2008 Achievement - Castleview Wychwood Towers  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19052.pdf>
- 2008 Achievement - Cummer Lodge  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19053.pdf>
- 2008 Achievement - Fudger House  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19054.pdf>
- 2008 Achievement - Kipling Acres  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19055.pdf>
- 2008 Achievement - Lakeshore Lodge  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19056.pdf>
- 2008 Achievement - Seven Oaks  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19057.pdf>
- 2008 Achievement - True Davidson Acres  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19058.pdf>
- 2008 Achievement - Wesburn Manor  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19059.pdf>
- 2008 Achievement - Community Programs  
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19060.pdf>

HA23.11	Information			Ward: All
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## **Achievement of 2008 Operating Objectives Established by the Toronto Long-Term Care Homes and Services Division**

### **Origin**

(February 9, 2009) Report from General Manager, Long-Term Care Homes and Services

### **Summary**

The strategic planning process in the Long-Term Care Homes and Services Division includes the development of long range goals and a process to establish annual operating objectives to guide the achievement of the goals. In 2008, the long range goals focused on a number of elements that support the division's strategic plan, and included: Governance, Proactive and Supportive Organization, Resident Care and Resident and Client Services. The annual objectives addressed specific priorities related to each of these elements.

This report provides a summary of the achievement of each of the annual objectives established by the Long-Term Care Homes and Services Division's management team for 2008.

### **Financial Impact**

There are no financial implications arising from this report.

### **Background Information**

Achievement of 2008 Operating Objectives Established by the Toronto Long-Term Care Homes and Services Division

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18989.pdf>

LTCHS Objectives 2008 - Divisional

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-18990.pdf>

HA23.12	Information			Ward: All
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## Residents' Interest Reserve Fund – 2008 Fourth Quarter Report

### Origin

(February 2, 2009) Report from General Manager, Long-Term Care Homes and Services

### 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 December 31, 2008 is \$1,899,395.89.

### Financial Impact

There are no financial implications arising from this report.

### Background Information

Residents' Interest Reserve Fund - 2008 Fourth Quarter Report

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19061.pdf>

RIRF Expenditure - 2008 4th Quarter

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19062.pdf>

HA23.13	Information			Ward: 2, 21, 24, 28, 38, 43
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## Minutes of Home Advisory Committees

### Origin

(February 6, 2009) 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:

1. (February 9, 2009) Minutes of Bendale Acres Home Advisory Committee (October 22, 2008)
2. (February 6, 2009) Minutes of Carefree Lodge Home Advisory Committee (January 27, 2009)

3. (February 9, 2009) Minutes of Castleview Wychwood Towers Home Advisory Committee (November 13, 2008)
4. (February 6, 2009) Minutes of Cummer Lodge Home Advisory Committee (January 5, 2009)
5. (February 5, 2009) Minutes of Fudger House Home Advisory Committee (November 12, 2008)
6. (February 10, 2009) Minutes of Kipling Acres home Advisory Committee (January 27, 2009)
7. (February 9, 2009) Minutes of Seven Oaks Home Advisory Committee (December 9, 2008)
8. (February 9, 2009) Minutes of Seven Oaks Home Advisory Committee (January 13, 2009)

### **Background Information**

Bendale Acres - October 22, 2008

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19063.pdf>

Carefree Lodge - January 27, 2009

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19064.pdf>

Castleview Wychwood Towers - November 13, 2008

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19065.pdf>

Cummer Lodge - January 5, 2009

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19066.pdf>

Fudger House - November 12, 2008

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19067.pdf>

Kipling Acres - January 27, 2009

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19068.pdf>

Seven Oaks - December 9, 2008

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19069.pdf>

Seven Oaks - January 13, 2009

<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-19070.pdf>