
Advisory Committee on Long-Term Care Homes and Services

Meeting No.	24	Contact	Colleen O'Neill, Committee Secretary
Meeting Date	Friday, May 22, 2009	Phone	416-392-5227
Start Time	9:30 AM	E-mail	coneill1@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 Councillor Janet Davis Moshe Greengarten	Jack Harmer Sandra Kerr 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 – February 27, 2009.

Communications/Reports

HA24.1	ACTION			Ward: 21
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2009 Night of Lights

Origin

(April 2, 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 event and budget for “Night of Lights”.

Summary

Staff, volunteers and family members at Castlview Wychwood Towers are embarking on a project to enhance the space adjacent to the cafeteria; plans are to create a safe, private and therapeutic environment in the form of a solarium.

Preliminary planning work has begun for “Night of Lights”, a fundraising evening to be held at Famous People Players on Thursday, October 22, 2009. The evening will include a silent auction, sit down dinner, hour long show by a professional black light theatre company featuring Diane Dupuy's developmentally challenged performers.

Financial Impact

There are no financial implications to the Long-Term Care Homes and Services operating budget arising from the “Night of Lights” fundraising event.

Background Information

2009 Night of Lights

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgnd/backgroundfile-20398.pdf>)

HA24.2	ACTION			Ward: All
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Toronto Challenge Prize Payment

Origin

(March 23, 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 request to compensate Aleksandr Kuternin in the amount of \$300.00 and Julia Kuternina in the amount of \$300.00 from the Toronto Challenge Donation Account to compensate for their unclaimable prizes.

Summary

The overall first place male and overall first place female in the Toronto Challenge 5k run on June 8, 2008 were awarded plaques and a weekend spa stay prize package certificates from NuPAD Suites on Yonge.

The prizes were awarded to Aleksandr Kuternin (male) and to Julia Kuternina (female) for finishing with the fastest times. However, they have been unable to claim their prizes and calls and visits to the company have not been returned.

Financial Impact

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

Background Information

Toronto Challenge Prize Payment

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20399.pdf>)

HA24.3	ACTION			Ward: 3
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Wesburn Manor – Request for Expenditure from Toronto Challenge Account

Origin

(April 3, 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 endorse the requested \$10,915.39 expenditure from the Toronto Challenge Donations Account at Wesburn Manor.

Summary

Each home has a variety of donations accounts and Toronto Long-Term Care Homes and Services has an overarching policy that requires any expenditure request from a donations

account to have the support and endorsement of both the Home Advisory Committee and the General Manager. Further, expenditure requests over the amount of \$7,500.00 also require the endorsement of the Advisory Committee on Long-Term Care Homes and Services.

The policy related to designated uses of the donations account states that expenditures shall not be made for the ordinary operation and maintenance of the home. The policy further states that the purpose of the donations accounts is to enrich or enhance the quality of life for residents.

The Wesburn Manor Home Advisory Committee reviewed and unanimously approved this expenditure request in the amount not to exceed \$10,000.00 at their meeting of May 13, 2008. This was submitted to the Advisory Committee on Long-Term Care Homes and Services in error in the amount of \$8,000.00. This request has been referred back to the Wesburn Manor Home Advisory Committee for approval of the increase in expenditure inclusive of GST/PST in the amount of \$10,915.39 and was approved at their meeting on March 31, 2009. This is being forwarded to the Advisory Committee on Long-Term Care Homes and Services for further consideration.

Financial Impact

There are no financial implications to Toronto Long-Term Care Homes and Services operating budget arising out of this report.

Background Information

Wesburn Manor - Request for Expenditure from Toronto Challenge Account
(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20400.pdf>)

HA24.4	Information			Ward: All
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Recession Strategy – Long-Term Care Homes and Services Division

Origin

(March 30, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

The City of Toronto offers many programs and services to help residents and businesses. These are even more important in times of economic uncertainty. In early 2009, Mayor Miller announced that the City would be improving services to help Torontonians, especially seniors, youth and people looking for work, in the face of the economic downturn.

This report provides a copy of the remarks made by Mayor Miller and provides a summary of the key initiatives being undertaken by the Long-Term Care Homes and Services Division.

Financial Impact

There is no financial impact beyond what has already been approved in the 2009 operating budget.

Background Information

Recession Strategy - Long-Term Care Homes and Services Division

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20401.pdf>)

HA24.5	Information			Ward: 24
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Canada Blooms Donation

Origin

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

Summary

For the second year in a row, Canada Blooms donated plants and flowers to seniors after their annual four-day gardening festival. The donated blooms made their way to Toronto's seniors, living in a variety of long-term care homes, St. John's Rehabilitation Hospital and individuals living in the community, through the Canada Blooms event at Cummer Lodge.

On Monday, March 23, 2009, over 500 flowers, potted plants, trees and shrubs were transported to Cummer Lodge for distribution to residents and community clients. Invitations were also extended to Carefree Lodge, Extendicare Bayview, St. John's Rehabilitation Hospital and Willowdale Manor, so that seniors living in these locations could also receive a fresh, colourful bloom to brighten their day and living environment. In addition, blooms were delivered to a number of community clients served by Cummer Lodge' adult day program, meals-on-wheels program and the City's supportive housing and homemakers and nurses services program.

Canada Blooms also donated bags of spring bulbs, which will be shared amongst the City's long-term care homes to enhance the homes' spring gardens.

This report summarizes the Cummer Lodge event.

Financial Impact

There are no financial implications arising from this report.

Background Information

Canada Blooms Donation

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20402.pdf>)

HA24.6	Information			Ward: All
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Youth Summit Wrap-Up

Origin

(April 1, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

The second annual Volunteer Youth Summit was held on Friday, February 13, 2009 at Toronto City Hall. Twenty-five youth volunteers representing eight City-operated long-term care homes attended the half-day session designed around peer discussion and program development.

The Volunteer Youth Summit supports the direct divisional work underway and complements the Mayor's initiatives to expand opportunities for Toronto's youth.

Financial Impact

There are no financial implications arising from this report.

Background Information

Youth Summit Wrap-Up

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20403.pdf>)

HA24.7	Information			Ward: All
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Volunteerism in 2008

Origin

(March 30, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

In 2008, approximately 2,000 volunteers contributed over 125,000 hours within the division providing almost 50 hours of volunteer time per resident.

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 fundraising.

Financial Impact

There are no financial implications arising from this report.

Background Information

Volunteerism in 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20404.pdf>)

HA24.8	Information			Ward: 6
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New Member, Lakeshore Lodge Home Advisory Committee

Origin

(March 27, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

The Administrator of Lakeshore Lodge advises that there is a potential new member of the Home Advisory Committee.

In view of the recent retirement of a representative from Humber Institute of Technology and Advanced Learning (Humber College), the Chair of the Home Advisory Committee and the Administrator considered possible replacement representatives from this organization, a neighbour of Lakeshore Lodge.

Financial Impact

There are no financial implications arising out of this report.

Background Information

New Member, Lakeshore Lodge Home Advisory Committee
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20405.pdf>

HA24.9	Information			Ward: All
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“Your Opinion Counts” Survey – January 1 to December 31, 2008

Origin

(March 30, 2009) Report from General Manager, Long-Term Care Homes and Services

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, 2008.

Financial Impact

There are no financial implications arising from this report.

Background Information

"Your Opinion Counts" Survey - January 1 to December 31, 2008
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20406.pdf>
 "Your Opinion Counts" Homes 2008
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20407.pdf>

HA24.10	Information			Ward: All
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Homemakers and Nurses Services “Your Opinion Counts” Survey – January 1 to December 31, 2008

Origin

(March 30, 2009) Report from General Manager, Long-Term Care Homes and Services

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 fourth quarter of 2008.

Financial Impact

There are no financial implications arising from this report.

Background Information

Homemakers and Nurses Services "Your Opinion Counts" Survey - January 1 to December 31, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20408.pdf>)

"Your Opinion Counts" - Homemakers & Nurses Service 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20409.pdf>)

HA24.11	Information			Ward: All
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Supportive Housing “Your Opinion Counts” Survey – January 1 to September 30, 2008

Origin

(April 1, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Supportive Housing Program for the third quarter of 2008.

Financial Impact

There are no financial implications arising from this report.

Background Information

Supportive Housing "Your Opinion Counts" Survey - January 1 to September 30, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20410.pdf>)

"Your Opinion Counts" - Supportive Housing 3rd Quarter

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20411.pdf>)

HA24.12	Information			Ward: All
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Supportive Housing “Your Opinion Counts” Survey – January 1 to December 31, 2008

Origin

(April 1, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

This report provides information and analysis of the results of the “Your Opinion Counts” survey for the Supportive Housing Program for the fourth quarter of 2008.

Financial Impact

There are no financial implications arising from this report.

Background Information

Supportive Housing "Your Opinion Counts" Survey - January 1 to December 31, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20412.pdf>)

"Your Opinion Counts" - Supportive Housing 4th Quarter 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20413.pdf>)

HA24.13	Information			Ward: 2, 3, 6, 24, 31, 38, 43
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Minutes of Home Advisory Committees

Origin

(April 2, 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. (April 2, 2009) Minutes of Bendale Acres Home Advisory Committee (January 28, 2009)
2. (April 3, 2009) Minutes of Bendale Acres Home Advisory Committee (February 25, 2009)
3. (May 7, 2009) Minutes of Bendale Acres Home Advisory Committee (March 25, 2009)
4. (May 7, 2009) Minutes of Carefree Lodge Home Advisory Committee (March 24, 2009)

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5. (May 7, 2009) Minutes of Castleview Wychwood Towers Home Advisory Committee (February 12, 2009)
6. (May 7, 2009) Minutes of Castleview Wychwood Towers Home Advisory Committee (March 19, 2009)
7. (April 2, 2009) Minutes of Cummer Lodge Home Advisory Committee (February 2, 2009)
8. (May 7, 2009) Minutes of Cummer Lodge Home Advisory Committee (March 2, 2009)
9. (May 7, 2009) Minutes of Cummer Lodge Home Advisory Committee (April 6, 2009)
10. (May 7, 2009) Minutes of Fudger House Home Advisory Committee (January 14, 2009)
11. (May 7, 2009) Minutes of Fudger House Home Advisory Committee (February 11, 2009)
12. (May 7, 2009) Minutes of Fudger House Home Advisory Committee (March 11, 2009)
13. (April 3, 2009) Minutes of Kipling Acres Home Advisory Committee (February 24, 2009)
14. (May 7, 2009) Minutes of Kipling Acres Home Advisory Committee (March 24, 2009)
15. (April 3, 2009) Minutes of Lakeshore Lodge Home Advisory Committee (February 26, 2009)
16. (May 8, 2009) Minutes of Lakeshore Lodge Home Advisory Committee (March 26, 2009)
17. (May 8, 2009) Minutes of Lakeshore Lodge Home Advisory Committee (April 23, 2009)
18. (April 8, 2009) Minutes of Seven Oaks Home Advisory Committee (March 10, 2009)
19. (May 7, 2009) Minutes of Seven Oaks Home Advisory Committee (April 14, 2009)
20. (April 1, 2009) Minutes of True Davidson Acres Home Advisory Committee (February 19, 2009)
21. (April 1, 2009) Minutes of True Davidson Acres Home Advisory Committee (March 19, 2009)

22. (May 7, 2009) Minutes of True Davidson Acres Home Advisory Committee (April 16, 2009)
23. (April 3, 2009) Minutes of Wesburn Manor Home Advisory Committee (December 16, 2008)
24. (April 3, 2009) Minutes of Wesburn Manor Home Advisory Committee (March 31, 2009)

Background Information

Bendale Acres - January 28, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20414.pdf>)

Bendale Acres - February 25, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20415.pdf>)

Bendale Acres - March 25, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21152.pdf>)

Carefree Lodge - March 24, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21153.pdf>)

Castleview Wychwood Towers - February 12, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21154.pdf>)

Castleview Wychwood Towers

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21155.pdf>)

Cummer Lodge - February 2, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20416.pdf>)

Cummer Lodge - March 2, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21156.pdf>)

Cummer Lodge - April 6, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21157.pdf>)

Fudger House - January 14, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21158.pdf>)

Fudger House - February 11, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21159.pdf>)

Fudger House - March 11, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21160.pdf>)

Kipling Acres - February 24, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20417.pdf>)

Kipling Acres - March 24, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21162.pdf>)

Lakeshore Lodge - February 26, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20418.pdf>)

Lakeshore Lodge - March 26, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21163.pdf>)

Lakeshore Lodge - April 23, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21164.pdf>)

Seven Oaks - March 10, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20419.pdf>)

Seven Oaks - April 14, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21165.pdf>)

True Davidson - February 19, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20420.pdf>)

True Davidson - March 19, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20421.pdf>)

True Davidson - April 16, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21166.pdf>)

Wesburn Manor - December 16, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20422.pdf>)

Wesburn Manor - March 31, 2009

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-20423.pdf>)

HA24.14	ACTION			Ward: All
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Resident's Interest Trust Fund - 2008 Draft Financial Statements

Origin

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

Recommendations

The General Manager, Long-Term Care Homes and Services recommends that the draft 2008 audited financial statements for the City of Toronto Long-Term Care Homes and Services Residents' Interest Trust Fund be approved.

Summary

Ernst & Young has completed the annual audit of the City of Toronto Long-Term Care Homes and Services Residents' Interest Trust Fund and has prepared a draft report for the Advisory Committee on Long-Term Care Homes and Services.

Once the draft audited Financial statements have been approved, a final copy will be issued.

Financial Impact

There are no financial implications arising from this report.

Background Information

Resident's Interest Trust Fund - 2008 Draft Financial Statements

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21139.pdf>)

City of Toronto Long-Term Care Homes and Services Residents' - Interest Trust Fund

- Audit Results - December 31, 2008

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21140.pdf>)

City of Toronto Long-Term Care Homes and Services Residents Interest Trust Fund

- Financial Statements

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21141.pdf>)

City of Toronto Long-Term Care Homes and Services Residents Interest Trust Fund

- Balance Sheet

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21142.pdf>)

HA24.15	ACTION			Ward: 24
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Carefree Lodge - Request for Expenditure from Donations Account

Origin

(May 6, 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 endorse the requested \$7,350.52 plus taxes expenditure from the Donations Account at Carefree Lodge.

Summary

Each home has a variety of donations accounts and Toronto Long-Term Care Homes and Services has an overarching policy that requires any expenditure request from a donations account to have the support and endorsement of both the Home Advisory Committee and the General Manager. Further, expenditure requests over the amount of \$7,500.00 also require the endorsement of the Advisory Committee on Long-Term Care Homes and Services.

The policy related to designated uses of the donations account states that expenditures shall not be made for the ordinary operation and maintenance of the home. The policy further states that the purpose of the donations accounts is to enrich or enhance the quality of life for residents.

The Carefree Lodge main dining room needs new drapery. The current draperies are approximately twenty five years of age and need replacing. Due to the glare, the Home would like to purchase and install sunshades.

Financial Impact

There are no financial implications to Toronto Long-Term Care Homes and Services operating budget arising out of this report.

Background Information

Carefree Lodge - Request for Expenditure from Donations Account
<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21117.pdf>

HA24.16	Information			Ward: 31
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Toronto Intergenerational Partnerships Award

Origin

(May 1, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

Toronto Intergenerational Partnerships (TIGP) is a not-for-profit charitable organization whose mission is to contribute to a society that values, supports and welcomes the contributions of all

individuals throughout the life course, engaging people of all ages, backgrounds and experiences in intergenerational activities. TIGP is focused on enriching the lives of all participants and developing meaningful relationships when partnerships are formed.

TIGP first came into existence in 1981 as a working group in Toronto's Riverdale community, responding to the needs of two distinct groups: youth and older persons. A survey of area schools and local community agencies and organizations serving seniors showed the need for social contact for isolated seniors, as well as the need for youth to have regular contact and access to the skills and talents of seniors living in the community.

Based on this community needs assessment, TIGP became a key participant, taking a lead role in coordinating and developing intergenerational support through a variety of activities and programs. TIGP's work has been an important volunteer and programming resource in mobilizing and bringing value to the contributions of youth and seniors.

TIGP has an Awards Program, established to recognize individual and collective efforts that promote intergenerational harmony and life-long learning through volunteer spirit and community partnerships within Toronto. True Davidson Acres (TDA) has been selected to receive the 2009 Community Partnership Award. This report provides background and context.

Financial Impact

There is no financial impact arising from this report.

Background Information

Toronto Intergenerational Partnerships Award

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21144.pdf>)

HA24.17	Information			Ward: All
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Excellence in Volunteering Awards

Origin

(April 24, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

During National Volunteer Week, a special recognition ceremony was held at City Hall honouring volunteers from Toronto Long-Term Care Homes and Services. Plaques were presented to groups and individuals from each Home, a divisional recipient and to a resident volunteer.

Financial Impact

There are no financial implications arising from the Excellence in Volunteering Awards.

Background Information

Excellence in Volunteering Awards

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21145.pdf>)

HA24.18	Information			Ward: All
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Seniors' Month

Origin

(May 8, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

June is Seniors' Month and 2009 marks the 25th anniversary of the celebratory tradition in which the contributions of seniors are acknowledged and honoured. The Toronto Seniors' Forum will be holding a special event and Toronto Long-Term Care Homes and Services will be actively involved in their "Seniors Living in Diversity" celebration.

Financial Impact

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

Background Information

Seniors' Month

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21146.pdf>)

HA24.19	Information			Ward: All
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Quality Council

Origin

(May 7, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

The evolution and support of quality improvement within the Long-Term Care Homes and Services Division is integral to the role of the division's Quality Council. In addition to the division's Quality Council, there are Quality Councils in each home and community program. The division-wide Quality Council has membership from all homes, community programs and head office. Its mandate is to provide visible direction, co-ordination and ongoing development of the quality improvement systems based on the vision, strategic directions and goals of the division. Quality Council sponsors and/or conducts educational sessions, researches and provides advice related to best and/or leading practices to guide improvements, coaches and mentors members of the various Quality Councils about QI tools and techniques and provides oversight to quality improvement work within the division.

The division-wide Quality Council is also responsible for reviewing and analyzing trends in "Your Opinion Counts" surveys, various indicators reports and Ministry of Health and Long-Term Care (MOHLTC) and/or Accreditation Canada reports, providing advice to individual homes/community programs on issues related to quality and making recommendations and/or decisions for divisional quality improvement work.

In support of the role to research best/leading practices, Quality Council is a member of the Quality Healthcare Network and is involved in work with the Ontario Health Quality Council.

This report summarizes key 2008 activities and achievements of the division-wide Quality Council.

Financial Impact

There are no financial implications arising from this report.

Background Information

Quality Council

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21147.pdf>)

HA24.20	Information			Ward: All
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2008 Residents' Councils Survey

Origin

(April 30, 2009) Report from General Manager, Long-Term Care Homes and Services

Summary

In 2005, the division initiated a process of conducting annual Residents' Council surveys and using the results to measure success and guide ongoing improvement.

The framework for the survey is based on six (6) categories or dimensions that are consistent with the guidelines for the functioning of Residents' Councils. These are:

- Residents' forum;
- Residents' voice;
- Effective 2-way communication;
- Support to Residents' Council;
- Informed about the long-term care system; and
- Residents' quality of life.

This report provides a high level overview on the results of the 2008 Residents' Council survey and trends since 2005. In total, this represents feedback and input from five-hundred and eleven (511) participants in the surveys over the course of the last four (4) years.

Financial Impact

There are no financial implications arising from this report.

Background Information

2008 Residents' Councils Survey

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21148.pdf>)

HA24.21	Information			Ward: All
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Residents' Interest Reserve Fund – 2009 First Quarter Report

Origin

(May 7, 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 March 31, 2009 is \$1,893,187.92.

Financial Impact

There are no financial implications arising from this report.

Background Information

Residents' Interest Reserve Fund - 2009 First Quarter Report

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21149.pdf>)

Residents' Interest Reserve Fund - Expenditures

(<http://www.toronto.ca/legdocs/mmis/2009/ha/bgrd/backgroundfile-21150.pdf>)