



STAFF REPORT ACTION REQUIRED

LTCHS Division – Request for Expenditure from Education Donations Account for Management Team Development for Kipling Acres

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| Date: | November 3, 2009 |
| To: | Advisory Committee on Long-Term Care Homes and Services |
| From: | General Manager, Long-Term Care Homes and Services |
| Wards: | Ward 2 |
| Reference Number: | |

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 this Education Donation account to have the support of the General Manager and the Advisory Committee on Long-Term Care Homes and Services.

Kipling Acres (KA) is undergoing a significant period of change management at present, following a number of changes in key management staff, including a new Administrator and the start of planning for the possible capital redevelopment of the home. “Change management” is a process during which changes in a system are implemented in a controlled manner with a pre-defined framework or model. In order to support the KA team in managing both expected and unexpected changes that will arise out of day-to-day operations and capital redevelopment, the Administrator has requested the opportunity for the team to work with an expert in change management, with the goal of more fully understanding the dynamics of change management, building team cohesiveness and building team capacity to be anticipative and proactive in change management processes. The Administrator and the division’s Coordinator of Staff Education collaborated to develop a plan that provides the management team with a series of three (3) one-day workshops. Steve Mathew is a recognized facilitator in team building. He has previously been a presenter in the successful “Managing Your Career” program, has facilitated a number of management teams in the division and is a former Psychogeriatric Resource Consultant (PRC) working closely with homes’ staff.

This report requests approval to utilize the divisional Education Donations account to support this educational endeavour.

RECOMMENDATIONS

The General Manager recommends that the Advisory Committee on Long-Term Care Homes and Services endorse the requested expenditure for \$4,500.00 plus GST and expenses from the divisional Education Donations Account.

Financial Impact

There is no impact on the 2009 operating budget.

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

COMMENTS

Simply defined, change management is a process of supporting a team from the current state to a desired future state. Regardless of the framework or model used, it includes “building blocks” to build awareness, knowledge, skill and capacity to implement and sustain desired changes. It requires thoughtful planning and sensitive implementation, with the involvement of those affected by the changes. For these reasons, the division wishes to support the KA team in exploring the principles that underpin successful change with an expert facilitator. The Coordinator of Staff Education has worked with Steve Mathew in the past, has reviewed his proposal with the Administrator and recommends him as the right facilitator for the KA team and this topic. The “Leadership Challenge and Change” program will be a 3-day program, employing a variety of adult learning methods including didactic teaching, individual and group exercise and role play. Participants will be encouraged to draw on their real life experiences in the workplace and gain practical skills and knowledge in a fun and interactive learning environment. A breakdown of each workshop day is as follows:

1. Day 1: Becoming the Change Agent – Enabling Yourself and Empowering Others;
2. Day 2: Managing for Success – Teambuilding and Conflict Resolution Skills; and
3. Day 3: The ACT of Change Management – Challenging the Culture.

The total cost for the educational series is \$4,500.00 plus GST, from the divisional Education Donations account. The expenditure request is in accordance for the criteria for use of this fund and is strongly supported by the home’s Administrator and senior staff of the Long-Term Care Homes and Services Division.

This educational endeavour is seen as a progressive step, with the goal of achieving a cohesive management team dedicated to improving care and services for residents, managing day-to-day operations effectively and managing a major capital redevelopment project. The management team of Kipling Acres supports the plan, for what it can accomplish for the workplace.

CONTACT

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SIGNATURE

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