



STAFF REPORT INFORMATION ONLY

Achievement of 2009 Operating Objectives Established by Each LTC Home and Community Programs

Date:	January 21, 2010
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

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. Last year, the Division reviewed and updated the Strategic Plan for the period of 2009 – 2011. Based on the division's vision, goals and 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 2009 achievement reports for each of the ten homes and community programs.

Financial Impact

There are no financial implications arising from this report.

COMMENTS

In spite of substantive challenges faced by staff as a result of increasing acuity, cost constraints, policies and processes from both Ministry of Health and Long-Term Care (MOHLTC) and Ministry of Labour (MoL), each home/site has achieved the majority of the desired outcomes.

The continued advancement of the division in the area of resident care, the expansion of specialty services, the expanded community partnerships, and the homes' desire to meet the expectations of clients and families are all noteworthy. The 2009 achievement report

demonstrates the staff's continued commitment to provide quality care and services to residents and clients.

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SIGNATURE

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ATTACHMENTS

1. Achievement of 2009 Operating Objectives for the 10 LTC Homes
2. Achievement of 2009 Operating Objectives for Community Programs