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TORONTO Seniors Services and Long-Term Care

2021 Annual Report



Message from the Chair and General Manager

Throughout 2021, we remained committed to using every resource available to support quality of life for residents in long-term care homes and seniors living in the community while we worked to prevent and mitigate the spread of COVID-19 and its variants of concern.

The many challenges and relentless pace of the pandemic has been

exhausting, yet a team of resilient professionals and countless partners ensured that all of the learning we have gained since the start of the pandemic was pooled and used to help keep long-term care residents and community seniors safe and engaged.

Despite the challenges, we've managed to set ourselves apart with our commitment to care and pursuit of excellence, which was acknowledged both inside and outside of the organization.

On behalf of the entire Seniors Services and Long-Term Care team and Members of the Advisory Committee on Seniors Services and Long-Term Care, we acknowledge all of the amazing residents, clients, families, essential caregivers, volunteers, and community, academic and healthcare partners, who support us.

We also acknowledge and thank those who make what we do possible. We receive strong support and funding from the Province of Ontario, Ministry of Long-Term Care, Home and Community Care, Resident/Client user fees and the City of Toronto.

Please enjoy the 2021 Annual Report, which shares and recognizes some of the past years' accomplishments.

Stay safe, we will get through this, together!



Dalia Hanna
Chair, Advisory Committee on
Seniors Services and Long-Term Care



Jennifer Dockery
General Manager
Seniors Services and Long-Term Care





Jan-Feb-Mar

Q1 Highlights

- Vaccine Availability
- Rapid Antigen Testing
- One Year Anniversary

Leading Technology

- Cummer Lodge
- True Davidson Acres
- Wesburn Manor

Highlights



We were at the forefront of the City's Immunization Task Force efforts and within days of vaccine availability had more than 90 per cent of long-term care residents vaccinated with their first dose. Vaccination has remained a priority focus in the fight against COVID-19 throughout the year, including mandatory vaccination for staff members and additional doses to confront the variants of concern.

While the province remained in lockdown, we enhanced screening and introduced new rapid antigen testing as part of our efforts to keep long-term care residents safe. At the outset, all staff, student placements, volunteers, essential visitors and essential caregivers participated in rapid test clinics, prior to entering resident home areas.



In mid-March, the flags at the City's 10 directly-operated long-term care homes were lowered and together we observed a moment of silence to commemorate one year since confirming the first case of COVID-19. In commemorating the one year anniversary, we honoured the lives lost and the lives changed by the pandemic, recognizing the sacrifices made by all residents, their loved ones, and the staff members and their loved ones.

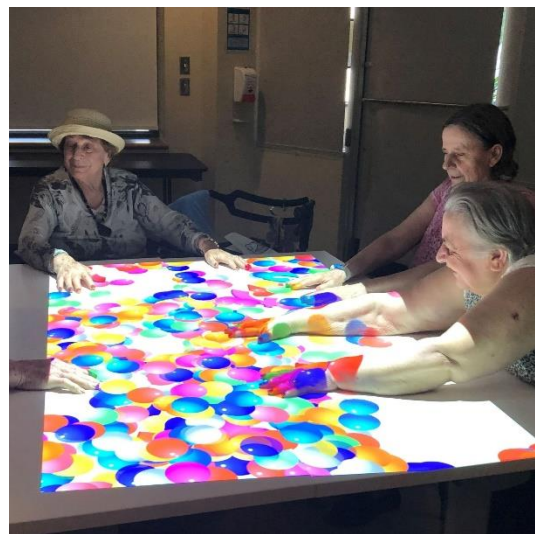


"I have never been happier in my life, I feel safe"

True Davidson Acres resident

Leading Technology

Cummer Lodge introduced Obie for Seniors, a virtual interactive gaming system. The technology allows residents to be immersed in virtual games with beautiful visuals, discover new adventures, master epic challenges and engage in activities that are therapeutic, cognitively stimulating, socially engaging, and promote physical movement.





True Davidson Acres used mobile smart televisions to bring resident programs like hallway bingo, music and trivia games to resident home areas when gathering was not possible. The technology allowed for staff members to set up programming in one area and broadcast it to residents in other areas, allowing all to safely participate and engage.

Wesburn Manor introduced drone technology creating an innovative resident recreation program, engaging cognitive residents with a mini UFO. Through simple arm movements, residents can manipulate the drone's sensors and change its flying pattern, moving it from one resident to another.



"I'm appreciative of the phone calls from staff informing me of any problems health wise that the resident has and the measures being taken"

Cummer Lodge family member

Apr-May-Jun

Q2 Highlights

Outdoor Living

- Mayor's Report on Pandemic
- New General Manager
- Accreditation Survey
- Castleview Wychwood Towers
- Fudger House
- Kipling Acres

Highlights

A [report](#) summarizing the actions taken to protect the health, safety and wellness of residents and staff members during the second wave of the pandemic, acknowledged the extreme challenges faced across the sector but recognized that the collaboration throughout the Toronto Public Service was key to successfully lowering positivity rates and high stakeholder satisfaction for our response to the pandemic.



Jennifer Dockery began her tenure as General Manager drawing on her years of healthcare system leadership and experience as a systems thinker with a strong commitment to excellence and a passion for improving health equity, resident outcomes and the quality of life for individuals. Jennifer has been clear that her vision is for us to become a centre for excellence in seniors' services and long-term care and has

proactively engaged all stakeholders in the processes to get us there, together.



ACCREDITATION AGRÉMENT CANADA

Better Quality. Better Health.
Meilleure qualité. Meilleure santé.

In June, Accreditation Canada's supplemental survey was successfully completed after a review of 22 relevant required organizational practices (ROPs) to meet national standards of excellence. When sharing the findings, surveyors praised frontline staff members and leadership teams, highlighting exceptional results and stellar leading practices in achieving 100 per cent while praising very strong Infection, Prevention and Control (IPAC) practices.

"Excellent care by all staff"

Kipling Acres family member

Outdoor Living

Castleview Wychwood Towers began a dramatic restoration of the gardens, making it fully accessible, adding raised flower beds and low-maintenance plants, giving residents and their loved ones space to relax, meet and enjoy the outdoors.



Fudger House added a large shade structure awning in the courtyard so that residents can enjoy more time outdoors in the space that was further beautified by a colourful mural, created in partnership with Vibe Arts.

Kipling Acres held a grand opening of the intergenerational courtyard, a space for long-term care residents and children in the Early Learning Centre to interact and participate in outdoor activities.



"My mother is happy and she accepts this place as her home. When we take her out by the end of the stay she is asking us to take her home"

Wesburn Manor family member

Jul-Aug-Sep

Q3 Highlights

- Award's Season
- Seniors & Caregivers Directory
- Learning from Frontline Staff

Safe Environments

- Carefree Lodge
- Community-Based Programs
- Seven Oaks

Highlights



Evelyn Virly, a Personal Support Worker at Castlview Wychwood Towers, with 39 years of service, received the City's Lifetime Achievement Award.



Partial Designation under the *French Language Services Act* for Pavillon Omer Deslauriers, a 37-bed French language services section at Bendale Acres, successfully passed.



The City Manager's Award of Excellence, Innovation Category was presented to the electronic Healthcare Record project as a

demonstration of the excellence the City is striving for through modernizing processes, streamlining operations and supporting staff members with state of the art technology.



The AdvantAge Ontario Supporting Seniors Award acknowledged the Infection Prevention and Control (IPAC) Innovative Practices COVID-19 and Beyond program. This province-wide award recognizes the integral role staff members play in finding solutions, testing, implementing and sustaining IPAC practices.

Received City of Toronto's Health & Safety Domenic Mele Award for outstanding contribution to improving health and safety awareness and culture, working conditions, promoting a strong and healthy environment, and a zero injuries workplace.



Castleview Wychwood Towers received the General Manager's Award of Excellence for 100 Days & Beyond COVID-19 Prevention.

Released in collaboration with multiple partners, a new [Directory](#) of Services for Seniors and Caregivers in Toronto contains a wide range of City, community and government supports - such as caregiver supports, health, housing, pets, food access, legal, elder abuse, employment, recreation, volunteering and more. And, with the support of organizational partners serving Black, Indigenous, Francophone, newcomers, Veteran and 2SLGBTQ+ seniors, there are also chapters about specialized supports available for these communities.



Directory of Services for Seniors and Caregivers

in Toronto



Call 3-1-1



A Day in the Life job shadowing initiative was launched as part of Toronto Public Service (TPS) Week celebrations, providing managers with on-the-job exposure to the scope of work, tasks and responsibilities of frontline staff members. Pairs noted increased engagement and empathy were gained through the networking and knowledge-sharing opportunity.

"Keep up the standards for COVID-19 protocol. Staff are diligent in responding to the pandemic and following the rules"

Castleview Wychwood Towers family member

Safe & Interesting Environments



Carefree Lodge introduced a portable Snoezelen cart, bringing a multi-sensory environment to the resident, offering a relaxed atmosphere with soothing sounds, tactile experiences, massage, vibration and gentle movement. The light effects allow the resident to self-regulate and choose sensations and can be enjoyed in solitude or through interaction and engagement with other residents and staff members.

The Supportive Housing program was instrumental in alerting Toronto Public Health (TPH) of the high number of COVID-19 cases at one site and then collaborated with TPH, Toronto Community Housing and other community agencies to organize a testing campaign for tenants of the building.



Seven Oaks' residents painted wooden butterfly and bird cut-outs which are featured in a Vibe Arts mural that has helped transform the inner courtyard and memorial garden project.

"I worry about my friend, she lives alone by herself. I hope she can move into Fudger House too"

Fudger House resident

Oct-Nov-Dec

Q4 Highlights

Leading Innovations

- Truth and Reconciliation
- Toronto Seniors Strategy
- CareTO
- Bendale Acres
- Lakeshore Lodge
- Seniors Services

Highlights



On the National Day for Truth and Reconciliation, we acknowledged Canada's dark history of the residential school system, mourning the thousands of children lost and provided opportunities for residents, loved ones and staff members to reflect on the current cultural genocide Indigenous Canadians continue to experience.



The Toronto Seniors Strategy is advancing the important work to create an age-friendly, age-equitable and age-inclusive city. The Annual Progress [report](#) provides updates on the 27 high-impact recommendations to improve the well-being of seniors and to support older adults to age in place.

CareTO

TO is synonymous with the City of Toronto, so we are branding the made-in-Toronto emotion-centred approach to care for long-term care residents as *CareTO*. *CareTO* emphasizes the emotional needs of residents and encourages the development of positive relationships amongst residents, families, staff, and community partners, adding staff and educational resources to guide the transition to a social model of living.

"Homemakers Services is a great help for seniors, especially like me 97 years old and wife 91 who live independently. We have the privilege for services from homemakers for many years and during the pandemic you realize the problems we face without a homemaker. We will never forget your kindness of sending in a very short time a good homemaker to assist us."

HMNS clients

Leading Practices & Innovations



Bendale Acres was chosen to be a Champion in a Canada-wide initiative led by the Institute for Safe Medication Practices (ISMP) to Strengthen Medication Safety in long-term care. The initiative will help address recommendations in the Gillese Report, established following the Wettlaufer Inquiry, to strengthen medication management to deter and detect intentional and unintentional harm in LTC homes.



Lakeshore Lodge is the pilot site for the City's new emotion-emotion centre, relationship-focused *CareTO* approach, introducing peer-selected Care Coaches and education modules to support staff meet resident needs and improve outcomes within a safe, flexible and supportive social environment.



Two-Spirit, lesbian, gay, bisexual, transgender, and queer (2SLGBTQ+) individual supports are available in all of the City's long-term care homes. First published in 2008, a Tool Kit for Creating Culturally Competent Care was groundbreaking in supporting and caring for residents in long-term care. Updated in 2017, it is being refreshed again to address homophobia and transphobia affecting seniors.

"Thank you for the services provided which enables me to live independently in my apartment for as long as possible"

Cliffwood Manor Supportive Housing client

toronto.ca/seniors toronto.ca/ltc



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