

Minutes

Long-Term Care Committee of Management

May 7, 2025

Present: Warden Matrosovs, Councillor Carleton, Councillor Hutchinson, Councillor Keaveney and Councillor Paterson

Regrets: Councillor Mackey and Councillor Nielsen

Call to Order

The Long-Term Care Committee of Management met electronically on the above date. The Vice Chair, Councillor Paterson, called the meeting to order at 1:00 p.m. with all members present with the exception of Councillors Mackey and Nielsen.

Staff Present: Randy Scherzer, CAO; Jennifer Cornell, Director of Long-Term Care and Seniors Services; Karen Kraus, Executive Director of Rockwood Terrace; Tolleen Parkin, Executive Director of Lee Manor; Shannon Cox, Executive Director of Grey Gables; Denna Leach, Clinical Specialist; Mary Lou Spicer, Director of Finance; Markus Hawco, Long-Term Care Finance Manager; Robert Hatten, Communications Manager; Tara Warder, Clerk; and Brittany Rier, Deputy Clerk.

Declaration of Interest

There were no declarations of interest.

Delegations

Items For Direction or Discussion

LTCR-CM-08-25 Long Term Care Directors Update March 1 - April 30, 2025

Director of Long-Term Care and Seniors Services, Jennifer Cornell, presented the Long-term Care Directors update for the period of March 1st to April 30th, 2025. She provided an overview of recent ministry updates including an announcement from the Ministry of Long-Term Care announcing they'll be utilizing remaining reserve funds to support the salary and benefits for Infection Prevention and Control (IPAC) Leads in long-term care

homes. The Ministry asked for feedback on their newly launched compliance assistance program where all three homes participated in the survey.

She shared that staff from Grey County attended the AdvantAge Ontario Convention last week and heard updates from the Ministry specifically about compliance assistance and the common goal of providing safe quality care for people living and working in long-term care. Director Cornell further shared that at the conference, Minister of Long-Term Care, Natalia Kusendova-Bashta, made remarks about getting the good news stories out to the public, offsetting the negative that can come from the media. Director Cornell is hopeful that everyone in long-term care will see these positive changes reflected in the future.

She shared that the Ministry also provided an update on funding for laboratory services where they will continue to provide funding for phlebotomy and related services until March of 2026, and staffing increase funding, also known as the direct care funding, advising that we as a province are almost at the four hour direct-care target. She shared that the PSW permanent wage enhancement funding and the fee per bed funding around pharmacy support and pharmacy services are continuing to be supported.

Director Cornell shared that the quarterly virtual family call was held recently which provides an opportunity to share updates and engage with families.

She shared that Public Health Ontario (PHO) has updated their website with new infection prevention and control resources for long-term care and congregate care settings. She emphasized that these have been implemented and embedded into the daily work at the three homes. With the recent measles activity happening across the province, she shared that management continues to support team members in helping them gather information on their vaccine status.

She shared that there will be a long-term care leadership day next week where all long-term care leaders across the three homes, and leaders in the partner departments, will gather at Sydenham Campus for a day of collaborating.

She shared that there is a lot of activity happening locally in terms of partnerships with the long-term care homes.

Lastly, Director Cornell announced that Grey County was awarded the Innovation and Excellence Workplace Quality Award for its “Colour It Coach” Program at the AdvantAge Ontario 2025 Convention.

CM11-25

Moved by: Councillor Carleton

Seconded by: Councillor Keaveney

That report LTCR-CM-08-25 regarding a Long-Term Care Director Update be received for information.

Carried

LTQR-CM-09-25 Long Term Care Operational Report February 15 - April 14, 2025

Director Jennifer Cornell presented the Long-Term Care Operational Report to the Committee. Director Cornell noted that the information in the report is already six months old, and since that time the numbers from the publicly reported indicators have seen a slight improvement since they were released back in November. She shared that the Long-Term Care homes are actively implementing the best practice clinical pathways for consistency across the three homes. Over the last six months since these numbers were gathered, an improvement will be seen. She noted that it will take some time to see a steady improvement in the indicators.

She shared that Grey County is transferring to a new interRAI Reporting System, the documentation system that is used to gather data that feeds to the Canadian Institute for Health Information. She shared that Lee Manor is actively in the training stages with the new system with a go-live date of July 1st, 2025 with Rockwood Terrace and Grey Gables following with a go-live date of January 1st, 2026. She noted that these indicators are important, but are one piece of the quality picture of the experience of the residents living in long-term care.

Denna Leach, Clinical Specialist, provided a clinical update for the quarter. She shared that the homes continue to benefit from the strong medical leads at each of the three homes. She highlighted that in 2024 there were some notable healthcare changes in the area, particularly the closure of the Durham hospital inpatient unit impacting physician coverage at Rockwood Terrace. She noted that support from Nurse Practitioners helped with care continuity being maintained. She shared that Lee Manor has and will continue to pilot a 24/7 on-call coverage model supporting resident care.

She provided some achievements within the report with a special mention of the groundbreaking ceremony at Rockwood Terrace, the implementation of the RNAO clinical pathways, Accreditation Canada success, and enhanced communications through secure conversations. Respiratory outbreaks were noted as a challenge in the last quarter, but it was also noted that they were well-managed amongst the homes.

She shared a number of skin and wound strategies that will strengthen care delivery at the homes including utilizing integrated technology solutions funding with a new Point Click Care application and noted two staff members that are receiving additional training to further their knowledge on skin and wound care to share with the long-term care team.

Karen Kraus, Executive Director of Rockwood Terrace, noted that this was the only home to receive a visit from the Ministry of Long-Term Care during the reporting period. She shared that they were on-site to conduct a review on a clinical incident where there were no findings of non-compliance.

She shared that the home is continuing to support a large volume of college and co-op students as well as a nutrition management student.

Tolleen Parkin, Executive Director of Lee Manor, highlighted some of the exciting events that were hosted at the homes during the past quarter bringing some laughter and joy to the residents.

Warden Matrosovs departed the meeting at 1:33 p.m.

Tolleen Parkin highlighted that a 97% occupancy rate needs to be maintained in order to optimize funding from the Ministry of Long-Term Care. She shared that outbreaks can impact these numbers which Lee Manor saw as a challenge in the last quarter.

Director Cornell emphasized that there was a significantly higher number of move-ins in the reporting period.

Shannon Cox, Executive Director of Grey Gables, provided an update on the Resident and Family Council where she shared there has been an increase in engagement and attendance at the meetings. One successful item that was noted was the attendance of departmental leaders contributing to open dialogue with the residents and family members.

Shannon Cox ended her update with a "Colour It" story from Rockwood Terrace where the Nutrition Manager took it upon herself to organize a dinner club event when a resident shared a recipe that she was eager to try. A special dining experience was created for the residents of the home and the feedback that was received from the attendees was extremely positive and thankful.

CM12-25

Moved by: Councillor Hutchinson

Seconded by: Councillor Carleton

That report LTCR-CM-09-25 regarding the Long-Term Care Operational Report dated February 15, 2025 to April 14, 2025, be received for information.

Carried

Closed Meeting Matters

There were no closed meeting matters.

Correspondence

There was no correspondence.

Other Business

There was no other business.

Next Meeting Date

July 3, 2025 at Rockwood Terrace.

Adjournment

On motion of Councillors Hutchinson and Carleton, the Long-Term Care Committee of Management adjourned at 1:38 p.m. to the call of the Chair.