

Minutes

Long-Term Care Committee of Management

July 3, 2025

Tour of New Rockwood Terrace Site (9:00 a.m.)

The Committee had a tour of the new site, prior to the meeting.

Call to Order

The Long-Term Care Committee of Management met at Rockwood Terrace on the above date. The Chair called the meeting to order at 10:20 a.m. with all members present.

Present: Councillors Carleton, Hutchinson, Keaveney, Mackey, Nielsen, Paterson, Warden Matrosovs

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

Declaration of Interest

There were no declarations of interest.

Delegations

Items For Direction or Discussion

LTCCR-CM-10-25 Long Term Care Director's Update May 1 - June 30, 2025

Director of Long-Term Care and Seniors Services, Jennifer Cornell, highlighted some of the recent changes from the Ministry of Long-Term Care (MLTC). She shared that the new Support for Seniors and Caregivers Act's goal is to provide support for caregivers, residents and families, enhancing social connections and improved dementia care. The More Convenient Care Act is another that is being re-introduced. The MLTC outlined the

Amendments to Infection Prevention and Control (IPAC) on lead certification requirements. IPAC managers will need to complete training to meet this new requirement.

Manager of Long Term Care Finance, Markus Hawco provided a financial update for May 1st to June 30th. He shared that the MLTC provided their annual accommodation rate increases effective July 1st. The increases amount to a \$1.61 per day increase and the semi-private and private accommodation rate will increase by 2.4%. He noted that this will provide \$185,000 in additional revenue on an annual basis. Residents were notified of these increases on May 24th. He also noted that Ontario Health shared their Operation Direction and that their priorities for the spring/summer included maintaining 97% occupancy.

In continuation of the Personal Support Worker Permanent Wage Enhancement, the MLTC will provide retroactive payment and the funding will continue into March 2026.

He shared that based on the Level of Care funding summary, the MLTC is providing a 2.1% increase over the 2025-2026 funding year which is higher than the historical increase.

The Committee sought clarification on the provincial contribution to the resident's monthly cost. Staff noted that rate reductions are dependent on what the client is receiving currently from the government, such as CPP, and that this is calculated specific to each resident based off of their most recent tax return.

Staff noted that the team is embarking on a transition to the new documentation system Inter-Rai, with Lee Manor having gone live yesterday and Grey Gables and Rockwood Terrace to follow in the new year. The new system will provide quicker updates to the province.

The County held their quarterly family call on July 2nd where residents and families were provided with an update on Grey County Long-Term Care's approach to Measles. The Silver Fox Pharmacy team who was recently awarded as the County's new pharmacy in the recent RFP process also joined the call and summarized their services.

In terms of staffing and training, the homes are continuing to recruit. The homes welcomed back a number of students going to school for RN and RPN designations. Director Cornell noted that the LTC leadership team recently spent a day at Sydenham campus for a training day listening to leadership coach speaker Penny Paucha and participating in a workshop.

On May 14, the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) partnered with Grey County to renew the Personal Support Worker Education Fund offering enhanced skills training for PSW's across Grey Bruce where six education options will be available to the team.

Director Cornell shared that the Colour It Coach program will continue into 2026 offering a positive environment for students to receive mentorship. She also shared that Karen Kraus has accepted a new role as Project Lead for Operational Readiness for the Rockwood Terrace Redevelopment where she will help with the County and residents in

the transition to the new location. Recruitment to backfill her position as Executive Director is currently ongoing.

CM13-25

Moved by: Councillor Keaveney

Seconded by: Councillor Hutchinson

That report LTCR-CM-10-25 regarding a Long-Term Care Director Update be received for information.

Carried

LTCR-CM-11-25 LTC Operational Report April 15 - June 14, 2025

Director Cornell noted that the Quality Indicator Charts that are typically included in the report aren't included as the information is the same as the last operational update.

Denna Leach, Clinical Specialist, noted that the homes are enhancing end-of-life and palliative practices for residents also noting the distinct difference between the two. She shared that palliative care relates to early identification and effective pain and symptom management whereas end-of-life care relates to the last days and hours of life. She shared that team members from all three homes attended a workshop in Toronto offering staff valuable opportunities to learn, connect and grow in related to palliative and end-of-life care. She noted that new assessment tools will be used to better support residents on their palliative and end-of-life journeys.

It was noted that Denna Leach is representing all the LTC homes in Grey Bruce on the Grey Bruce Ontario Health Team Palliative Care Steering Committee. She encouraged everyone to start discussions early in regards to end of life decisions.

The Committee asked if it is a requirement to have a will before moving into Long-Term Care where staff confirmed it is not a requirement.

Karen Kraus, Executive Director of Rockwood Terrace, gave an update on Ministry inspections for the reporting period. She noted that all three homes had visits during the reporting period. Grey Gables received a written notification to follow up on a critical incident regarding infection prevention and control specific to documentation where corrective actions were implemented. Lee Manor received a written notification to follow up on reporting certain matters to the Director where corrective actions were implemented.

A Proactive Compliance Inspection was conducted at Rockwood Terrace. Two inspectors stayed for 12 days where they spoke to staff and residents as well as family members about the home. The inspectors noted the conversations were positive around resident care received and all staff-to-resident interactions were positive. Staff noted that they have not yet received a public report to share with the Committee. Areas of non compliance are being addressed.

Councillor Keaveney left the meeting at 11:16 a.m.

Shannon Cox, Executive Director of Grey Gables, noted that both Rockwood Terrace and Grey Gables had emergencies within the reporting period. Grey Gables had an electrical fire which resulted in the use of a fire extinguisher. All residents and staff were removed safely. The fire department came and gave the all clear for residents and staff to return to the building. As an extra precaution, residents were kept out of area for the weekend to have service master come in and set up an air scrubber.

At Rockwood Terrace, staff could smell an electrical smell but the incident did not trip the fire alarm. Staff evacuated the entire second floor while waiting for the fire department and maintenance to arrive.

Warden Matrosovs left the meeting at 11:20 a.m.

Tolleen Parkin, Executive Director of Lee Manor shared a Colour-It story of making a new resident of another Country comfortable in their transition into the home. The resident lost their English skills overtime, but staff stepped up learning words in the residents native language and had a team member who was familiar in this language chat with the employee during their transition.

CM14-25

Moved by: Councillor Carleton

Seconded by: Councillor Paterson

That Report LTCR-CM-11-25 regarding the Long-Term Care Operational Report dated April 15 to June 14, 2025, be received for information.

Carried

LTCR-CM-12-25 Long-Term Care Financial Update as of April 30, 2025

Markus Hawco advised to the Committee that the department doesn't have a year end projection in April as it's too early in the year. He noted that 85% of the total operating budget is based on salaries and benefits and that the department will have a better idea of the position the homes are in around the end of the summer when a majority of the budget has been used with respect to vacation. He noted that Case Mix Index adjustments have been made based on this information.

He shared that the Long-Term Care administration costing flows through to each of the three homes and is applied to residents as an administrative charge. The department is expected to be on budget at the end of the year.

He shared that Grey Gables presents to be over budget by approximately \$122,000, noting that the home is over budget with snow removal due to the harsh winter season. \$5000 of the total annual budget is left for November and December. PSW agency staff usage for the first quarter was higher than anticipated at \$92,000.

The Committee asked staff to confirm if snow removal is done for Grey Highlands and the daycare. Staff advised that a portion of rent is allocated for snow removal and the Municipality is not billed for this directly.

The Committee asked staff to elaborate on staffing at Grey Gables where Shannon Cox, Executive Director of Grey Gables, noted this is an ongoing issue. She confirmed to the Committee that all staffing lines are currently full and the agency is only used when the homes can't get County staff to cover unanticipated vacancies such as sick days or leaves of absences.

Markus Hawco advised that Lee Manor is currently under budget by \$86,800 due to higher revenue and vacancies in positions for short periods. Rockwood Terrace is currently under budget by \$185,800 due to higher revenue and vacancies in positions for short periods. He also noted the current Collective Agreement expired January 31st of this year contributing to a further supplement at the home. The new Rockwood Terrace project remains on budget and on time.

CM15-25

Moved by: Councillor Nielsen

Seconded by: Councillor Hutchinson

That report titled LTCR-CM-12-25 Long Term Care Financial Update as of April 30, 2025, be received for information.

Carried

Closed Meeting Matters

The meeting took a brief recess from 11:38 a.m. to 11:40 a.m.

The Committee proceeded into closed session at 11:40 a.m.

The Committee returned to open session at 12:03 p.m.

Moved by: Councillor Nielsen

Seconded by: Councillor Paterson

That the Long-Term Care Committee of Management does now go into closed session pursuant to Section 239 (2) of the Municipal Act, 2001, as amended, to discuss a staff matter:

- i. **Personal matters about an identifiable individual, including municipal or local board employees.**
- ii. **Labour relations or employee negotiations**

Carried

Correspondence

There was no correspondence.

Other Business

There was no other business.

Next Meeting Date

Thursday, September 18, 2025, at 9:00 a.m.

Adjournment

On motion of Councillors Paterson and Hutchinson, the Long-Term Care Committee of Management adjourned at 12:06 p.m. to the call of the Chair.