

# Agenda

## Dearness Home Committee of Management

3rd Meeting of the Dearness Home Committee of Management

September 28, 2020, 11:00 AM

Virtual Meeting – during the COVID-19 Emergency

City Hall is open to the public, with reduced capacity and physical distancing requirements.

### Members

Councillors: E. Pelozza (Chair), A. Hopkins (Vice Chair), M. Cassidy, S. Hillier, and S. Lehman, and C. Saunders (Secretary).

The City of London is committed to making every effort to provide alternate formats and communication supports for Council, Standing or Advisory Committee meetings and information, upon request. To make a request for any City service, please contact [accessibility@london.ca](mailto:accessibility@london.ca) or 519-661-2489 ext. 2425.

To make a request specific to this meeting, please contact [abush@london.ca](mailto:abush@london.ca).

	Pages
<b>1. CALL TO ORDER</b>	
1.1. Disclosures of pecuniary interest(s), if applicable.	
<b>2. CONSENT ITEMS</b>	
2.1 2nd Report of the Dearness Home Committee of Management	2
2.2 Administrator's Report to the Committee of Management for the Period May 16, 2020 through August 15, 2020	4
<b>3. SCHEDULED ITEMS</b>	
<b>4. ITEMS FOR DISCUSSION</b>	
<b>5. DEFERRED MATTERS/ADDITIONAL BUSINESS</b>	
<b>6. CONFIDENTIAL</b>	
<b>7. NEXT SCHEDULED MEETING DATE</b>	
November 10, 2020, 10:30 AM	
<b>8. ADJOURNMENT</b>	

**MINUTES OF THE**  
**2ND MEETING OF THE**  
**DEARNESS HOME COMMITTEE OF MANAGEMENT**

Meeting held on Monday, June 15, 2020, commencing at 12:00 PM.

PRESENT: Councillors E. Peloza (Chair), M. Cassidy, S. Hillier, A. Hopkins, S. Lehman, and C. Saunders (Secretary).

ALSO PRESENT: K. Dickins, A. Hagan, L. Hancock, E. Marion Bellamare, L. Marshall., E.Skalaski and B. Somers.

It being noted that the following Members were in remote attendance: E. Peloza, M. Cassidy, S. Hillier, A. Hopkins, S. Lehman.

Also in remote attendance: K. Dickins, A. Hagan, L. Hancock, E. Marion Bellamare, L. Marshall, C. Saunders, E. Skalski and B. Somers.

1. Disclosures of Pecuniary Interest

None were disclosed.

2. Minutes of the 1st Meeting of the Dearness Home Committee of Management

HILLIER AND CASSIDY

That the Minutes of the 1st Meeting of the Dearness Home Committee of Management, from its meeting held on February 11, 2020, BE RECEIVED. CARRIED

3. Administrator's Report to the Committee of Management for the Period January 16, 2020 through May 15, 2020

CASSIDY AND HILLIER

That, on the recommendation of the Administrator, Dearness Home, with the concurrence of the Acting Managing Director, Housing, Social Services and Dearness Home, the report dated June 15, 2020, entitled "Administrator's Report to the Committee of Management for the Period January 16, 2020 through May 15, 2020", BE RECEIVED. CARRIED

4. COVID-19 – Verbal update by L. Hancock, Administrator Dearness Home

CASSIDY AND HILLIER

That the verbal report by L. Hancock, Administrator, Dearness Home, to the Committee of Management regarding COVID-19 updates, BE RECEIVED. CARRIED

5. Next Scheduled Meeting Date

That the next scheduled meeting of the Dearness Home Committee of Management be held on September 22, 2020, at 10:30 a.m., location to be determined.

LEHMAN AND HILLIER

That the meeting of the Dearness Home Committee of Management BE  
ADJOURNED. CARRIED.

The meeting adjourns at 12:59 PM.

---

E. Pelozza, Chair

---

C. Saunders, Secretary

<b>TO:</b>	<b>CHAIR AND MEMBERS DEARNESS HOME COMMITTEE OF MANAGEMENT MEETING ON SEPTEMBER 28, 2020</b>
<b>FROM:</b>	<b>LESLIE HANCOCK ADMINISTRATOR, DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>ADMINISTRATOR'S REPORT TO THE COMMITTEE OF MANAGEMENT FOR THE PERIOD MAY 16, 2020 TO AUGUST 15, 2020.</b>

**RECOMMENDATION**

That, on the recommendation of the Administrator, Dearness Home and with the concurrence of the Acting Managing Director, Housing, Social Services and Dearness Home, this report related to the Dearness Home **BE RECEIVED** for information.

**PREVIOUS REPORTS PERTINENT TO THIS MATTER**

- February 1, 2020, Administrator's Report, October 16, 2019 to January 15, 2020
- June 15, 2020, Administrator's Report January 16, 2020 to May 15, 2020

**BACKGROUND**

**Service Provision Statistics:**

Occupancy Average January 1, 2020 to July 31, 2020	Number of Individuals on Waiting List as of August 21, 2020
97.88%	Basic – 337 Private - 85

**Compliance Report/Update:**

Critical Incidents – The Ministry of Health and Long Term Care (MOHLTC) has a Mandatory and Critical Incident Reporting process which requires reporting of all critical incidents in the Home.

The following critical incidents were reported to the MOHLTC during the reporting period:

**Mandatory and Critical Incident Reporting**

Incident Type and Number (n) of Incidents	Issues	Status
<b>An injury that results in a resident transfer to hospital:</b> <ul style="list-style-type: none"> <li>• <b>Fall with Injury (2)</b></li> </ul>	Fractures include one right hip fracture and one left hip fracture.	<u>Fall Statistics:</u> <ul style="list-style-type: none"> <li>• 9.4% of residents fell May 16 to May 30, 2020.</li> <li>• 14.8% of residents fell in June.</li> <li>• 17.6% of residents fell in July.</li> <li>• 14.8% of residents fell in August.</li> <li>• 14.5% of residents that fell were found on the floor (Unwitnessed).</li> <li>• 81.1% had no injury.</li> <li>• 18.9% had temporary</li> </ul>

		injury. <ul style="list-style-type: none"> <li>0.4% were transferred to hospital.</li> </ul>
<b>Abuse or neglect of a resident that resulted in harm or risk of harm:</b>  <b>Suspected Abuse (1):</b> <ul style="list-style-type: none"> <li><b>Visitor to Resident (1)</b></li> </ul>	Followed City of London/ Dearness Home process for Resident Abuse and Neglect Policy and internal process. Organization to assess and provide interventions to mitigate further harm/risk.	Investigation completed.  Recommended actions flowing from the completed investigation were implemented.

**Infection Control:**

The Home continues to have minimal outbreak days compared to previous years. There were no outbreaks during the reporting period.

The Home continues to have low infection rates related to urinary tract infections, wounds, MRSA and VRE.

The Home's hand hygiene compliance rate remains above 95%.

**COVID-19 Update:**

Daily contact with Public Health and strict observance of Public Health infection control measures continues. The Home continues to maintain a single entrance/exit to the Home and active screening is conducted for all staff and essential visitors, including temperature checks upon arrival and when leaving the Home. All staff are issued a surgical mask for each shift.

All nursing staff have been trained in Personal Protective Equipment (PPE), Point of Care Risk Assessments (PCRA) and Hand Hygiene. Training continues on an ongoing basis and is supported by Infection Control Committee members.

Covid-19 staff testing was completed for the months of May, June, July and August and all staff have tested negative. Residents at the Home continue to be tested for Covid-19 related symptoms and all have tested negative.

Covid-19 information sessions continues for staff. Information is also posted on the Covid-19 information board.

**Ministry Inspections/Visits:**

The Ministry of Health and Long Term Care did not visit the Home during the reporting period.

Public reports are posted by the MOHLTC at the following link: <http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=m514&tab=1>

Fire Inspections completed by the London Fire Department are current.

**Health and Safety:**

The Occupational Health and Safety (OHS) Committee continued to meet but in a modified form. May, June and July meetings were held but with physical distancing in place. The August meeting was held but not in person; the committee was asked to provide input via email and minutes were subsequently generated. Regular inspections were conducted during the reporting period. Safety procedures continue to be reviewed annually and the Committee remains on schedule with its annual review.

**General Updates:**

Highlights in the Recreation Department include:

- The main focus of the Community Life department is to ensure residents have connection with their loved ones through safe social distancing visits. Phone/face time, window visits, outdoor visits and indoor visits are all being offered to residents and families. The City of

London's Technology, Parks and Recreation, and Communications departments have assisted with many needed resources.

- The Home's Chaplain developed a Virtual Memorial Service to memorialize residents who have passed away since March, 2020.
- Resident and Family Councils were able to socially distance and meet in July; their first meeting since March. They reviewed the Satisfaction Survey outcomes and approved the Management Action Plan.
- Socially distanced recreation programs continue in small groups with the support of the Home's recreation coordinators and additional staff being deployed where volunteers would normally assist.
- Potted tropical plants were given to all men in the Home to celebrate Father's Day. Recreation staff collected messages from families to attach to the flowers so that each man could receive a personal message on Father's Day.
- The community continues to support our staff by providing donations to uplift both our residents and the staff during these challenging times.

#### Dietary:

Highlights in the Dietary Department include:

- The Dietary Department recruited one cook and two dietary aids during the reporting period.
- The Dietary Department provided ice cream to celebrate Mother's Day, Father's Day and Canada Day to all residents and staff.
- The Annual Canada Day BBQ was cancelled due to COVID-19, however, we provided indoor BBQ meals from May through August.
- The Dietary Department provided additional food items for the vending machines to compensate for the temporary closure of the Home's Tuck Shop.
- The Dietary Department provided cake and ice cream to celebrate resident birthdays throughout the Home.
- Additional soft drinks and snacks have been stocked to provide to residents who are unable to access stores in the community.
- The Spring/Summer Menu was successfully implemented using Synergy on Demand Menus that were adjusted to resident preference.
- The Resident Food Council was cancelled due to COVID-19. The Home's Production Supervisor held individual meetings with residents to ensure lines of communication remain open.

#### Nursing:

Highlights in the Nursing Department include:

- In response to the threat of COVID-19, throughout the months of May, June and July, members of the Home's Infection Control Committee continued point of care training on proper donning and doffing of personal protective equipment for the floor staff. This training was held as a supplement to the regular annual training the staff undergoes. This peer-to-peer style of training was well received by the staff and the Home plans to continue with this system going forward.
- In June, the Home reverted back to using ePens after using the Pharmacy's WRITI system for processing orders. After a five month trial with the WRITI system the staff and management team felt the ePen system had more safeguards in place and was more user-friendly. The Pharmacy provided the Home with new ePens and the transition back to the system went smoothly and without incident.
- In June and July the Home's nursing management team, in consultation with our Pharmacist and Medical Director, completed the Institute for Safe Medication Practices (ISMP) Self-Assessment for Long Term Care. The ISMP is an independent national non-profit agency committed to the advancement of medication safety in all healthcare settings. Overall the Home did very well with this quality improvement initiative and as a result of the assessment, instituted changes to improve upon our already strong medication safety practices. Firstly, the Home requested our pharmacy immediately begin labelling all short and long acting insulins with different coloured stickers to assist with making them more easily identifiable, thereby preventing a possible medication incident. Secondly, the Home instituted the practice of double signing for all intravenous medications, regardless of their ISMP identified alert status. Previously, the Home had

implemented a double signing for all ISMP identified high alert injectable medications. This addition to the list of medications requiring double signatures will further decrease the risk of possible medication incidents in the Home.

- In part due to the restrictions in place limiting Healthcare Workers to a single workplace, recruitment has increasingly become a challenge throughout the pandemic. The Home relies heavily on part-time and casual staff to replace sick calls, leaves, and vacation time; however, understandably, a number of our part-time and casual staff chose to work at their other full-time employer for the duration of the pandemic. Further, potential candidates are apprehensive during these uncertain times to leave their permanent employer to take a casual position at the Dearness Home. As such, the Home has been focusing recruitment on candidates from other regions that are looking to relocate to the London area. We have had some success with this, with the majority of our new recruits relocating from the Toronto area. The management team is working closely with our Human Resources and Communications team partners to refine our recruitment strategy to address the challenges presented by COVID-19.
- In June, the Director of Care received training on the TalentLink system. This new system implemented by the Human Resources Department will now be used by the Dearness Home to manage job applicant information for recruitment. The system has successfully streamlined the process for reviewing and handling resumes and applicant information thereby allowing the Home to be more competitive in the recruitment process.

Environmental:

Highlights in the Environmental Department include:

- The nurse call replacement plan is moving forward and should be out for tender in the Fall.
- The Home's staffroom, café, and half of the Adult Day Program areas have been converted to allow staff breaks to occur with physical distancing in place. The remaining half of the Adult Day Program has been converted into 3 separate visiting stations that allow family and residents to visit.
- The Adult Day Program courtyard has been fully modified to allow for outside visiting areas. A temporary sidewalk has been installed to allow visitors to gain access to this area.
- The Housekeeping Department has taken on additional cleaning and disinfecting duties, as well as, stocking and distributing isolation bins that provide staff with personal protective equipment.
- Close monitoring and inventory tracking of all personal protective equipment continues by completing the COVID-19 Critical Supplies and Equipment (CSE) Survey on a daily basis for May and June, then reduced to twice a week for July and August. This process will continue until further notice.

RECOMMENDED BY	CONCURRED BY:
<b>LESLIE HANCOCK</b> <b>ADMINISTRATOR, DEARNESS HOME</b>	<b>KEVIN DICKINS</b> <b>ACTING MANAGING DIRECTOR</b> <b>HOUSING, SOCIAL SERVICES AND</b> <b>DEARNESS HOME</b>

- cc:
- L. Livingstone, City Manager
  - B. Baar, Senior Financial Business Administrator
  - J. Brown, Financial Business Administrator
  - L. Marshall, Solicitor
  - A. Hagan, Manager, Labour Relations
  - K. Cook, Human Resources Advisor