

Dearness Home Committee of Management

To: Chair and Members
Dearness Home Committee of Management
From: Leslie Hancock, Director of Long-Term Care
Subject: Director's Report to the Committee of Management for the Period
August 16, 2023, to November 1, 2023
Date: November 21, 2023

Recommendation

That on the recommendation of the Director, Long Term Care and with the concurrence of the Deputy City Manager, Social and Health Development, this Director's Report to the Committee of Management for the period August 16, 2023, to November 1, 2023, related to the Dearness Home **BE RECEIVED** for information.

Linkage to the Corporate Strategic Plan

Dearness Home works toward the goal of Leading in Public Service by always seeking to improve services for the residents and their families.

The City of London is committed to working in partnership with the community to identify solutions that will drive a strong, deep and inclusive community recovery for London as we move out of and beyond the global COVID-19 pandemic.

Analysis

1.0 Background Information:

1.1 Previous Reports Related to this Matter:

- June 20, 2023, Director's Report, November 16, 2022, to May 15, 2023
- September 19, 2023, Director's Report, May 16, 2023, to August 15, 2023

2.0 Service Provision Statistics:

Occupancy Average August 1, 2023, to October 31, 2023	Number of Individuals on Waiting List as of October 31, 2023
98.10 %	Basic – 143 Private - 400

3.0 Ministry Inspections/Visits:

The Ministry of Labour, Immigration, Training and Skills Development visited the Dearness Home on October 25, 2023, to conduct a Covid Outbreak Inspection due to positive test results for our staff. There were no findings of non-compliance.

There were no visits by the Ministry of Long Term Care during the reporting period.

Public reports are posted by the MOLTC at the following link: [Link to MOHLTC Public Reports](#)

An Inspector from The London Fire Department conducted a Fire Safety Inspection on September 27, 2023 and issued an order under s.21 of the Fire Protection and Prevention Act. There was one order received related to record keeping, sprinkler system maintenance, temporary wiring, combustibles, automatic doors and sprinkler piping. The Home is taking steps to resolve the items by the compliance date.

4.0 Mandatory and Critical Incident Reporting:

The Ministry of Long-Term Care (MOLTC) 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 MOLTC during the reporting period:

Incident Type and Number (n) of Incidents	Issues	Status
<p>An outbreak of a reportable Disease:</p> <ul style="list-style-type: none"> • Covid-19 	<p>A Covid-19 outbreak on 2 East, Maple Place was declared on August 19, 2023, and resolved on August 28, 2023. There was minimal resident impact.</p> <p>A Covid-19 outbreak on 4 East, Willow Way was declared on September 7, 2023, and resolved on September 25, 2023. There was minimal resident impact.</p> <p>A Covid-19 outbreak on 1 East, Oakdale was declared on September 25, 2023, and resolved on October 1, 2023. There was minimal resident impact.</p> <p>A Covid-19 outbreak on 3 East, Poplar Green and 5 East, Birch Walk was declared on October 8, 2023, and resolved on October 28, 2023. There was minimal resident impact.</p> <p>A Covid-19 outbreak on 4 West, Pin Grove was declared on October 11, 2023, and resolved on October 21, 2023. There was minimal resident impact.</p>	<p>Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.</p>

5.0 Infection Control:

- The Home continues to have both a full time and part time Infection Prevention and Control (IPAC) Coordinator; both continue to work during the week supporting the Home with any IPAC concerns as well as completing audits and analysis. These audits are reviewed in addition to applying current

- best practice guidelines in providing care. The Home's expectation is continuing to have more coverage in assisting frontline staff in planning, implementation and evaluation of infection control policies and procedures.
- Over 350 infection control audits were completed during the reported period. This includes hand hygiene, personal protective equipment (PPE), COVID-19: self- assessment audit tools for Long Term Care (LTC) and Retirement homes, kitchen, housekeeping, hairdressing, and wound care audits. Over 200 staff were subjects in these audits. The audits look for appropriate use/procedure and the auditors provide on the spot education and training if or when an issue is identified. The auditors also identify gaps in knowledge and then plan and implement education accordingly.
 - The Home has continued to review and develop policies and procedures with a best practice focus. Public Health Ontario developed modules surrounding environmental cleaning in LTC (Infection Prevention and Control for Environmental Cleaning in Health Care online learning modules). Both IPAC leads as well as the environmental manager have reviewed these modules and implemented any changes needed.
 - The Home has begun the COVID and Flu vaccine clinics for the 2023/2024 respiratory season. The COVID vaccine administered was the XBB vaccine. This vaccine was created with the hope that individuals will only need it once a year during the respiratory season. It was emphasized that you no longer need to have the "booster" doses before receiving this vaccine.
 - As of Oct 31, 2023, halfway through the flu/COVID clinics, 50% of residents have received the XBB vaccines.
 - As of Oct 31, 2023, halfway through the flu/COVID clinics, 67% of residents have received their flu vaccine.
 - As we embark into the respiratory season, uptake for flu vaccines for staff has almost doubled from last year. In fact, the Home is sitting at 43% vaccinated. At the end of the last respiratory season the Home had only been able to vaccinate 23%. This result has been attributed to less vaccine fatigue, increased education, initiatives such as prizes and candy, and extending Flu clinic hours to accommodate afterhours staff.
 - The home continues to wait for the release of the Respiratory Syncytial Virus (RSV) vaccine which will be administered to consenting residents over the age of 65. This vaccine is strongly recommended to both residents in LTC as well as the general public. Residents in LTC do not have to pay for this vaccine.
 - The Homes IPAC Coordinators have attended 2 education sessions, one held by the Middlesex London Health Unit and the other by IPAC Canada-Southwest Ontario. In these sessions, a review of how to break the chain of transmission, routine practices, additional precautions, surveillance, cleaning, outbreaks and Healthcare design & construction in health care settings were provided. In the second education session, there was a review of the key considerations regarding vaccinations for this respiratory session, IPAC and outbreak management as well as completed tabletop exercises surrounding isolation vs suspected outbreak vs confirmed outbreak cases and when to contact Public Health.
 - The Home's IPAC Coordinators completed education with front line staff regarding Point of Care Risk Assessments (PCRA's). These assessments are designed to protect the staff as well as the resident from infections, physical outburst and/or harm to oneself.

6.0 Covid-19 Update

COVID-19 cases within the LTC care setting have doubled since August of this year:

- 30 Confirmed outbreaks in August 2023
- 60 Confirmed COVID outbreaks in October 2023
- Information provided from MLHU.

Due to the increase of outbreaks identified in the community, the Home implemented a new masking policy for all staff, contractors, and volunteers while on resident home areas. This policy was created in early October, 2023.

Masking

- All staff, contractors and volunteers are required to wear a surgical mask when on a resident home area. Staff, contractors, and volunteers must also consider wearing a mask when a resident is in their immediate environment (within 6 feet) for greater than 15 minutes.
- Masks will be placed at every entrance to a resident home area with signs stating when a mask is required, and one is not required. These signs are on green paper. Staff are not required but encouraged to wear a mask in the nursing report area with the door closed, in the breezeway by the service elevator as well as in the common areas of the home.

Visitors:

- Visitors are strongly encouraged to wear a surgical mask when visiting their loved ones.

7.0 Health and Safety

The Occupational Health and Safety (OHS) Committee is back to meeting in person. 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. The Home's Environmental Services Manager has taken the role of Management Co-Chair. Members will be attending the JHSC Day Away December 1, 2023.

8.0 General Updates

8.1 Highlights in the Recreation Department:

- Limited classes are being offered for the essential caregiver training for visitors to continue to visit their loved ones in a Covid-19 outbreak.
- Residents enjoyed the reopening of the weekly Dearness Pub night in September.
- Quotes for Audio/Visual needs for our new Friendship Centre area have been received.
- 1 new Casual Recreation Coordinator was hired during the reporting period.
- Our Volunteer Coordinator recruited 15 new volunteers with amazing skills. Volunteer students are being welcomed back from high school and university since the Covid shut down.
- Residents have loved having the Intergenerational Program with our Community Children; this program has now expanded to partner with the South London Neighbourhood Resource Centre (Family Centre Westminster) once a month.
- The first Resident's Choice - Oscar Movie Night was held in our new Auditorium in October.
- 3 Recreation Coordinators participated in the certification program called 'Roots in Nature' to facilitate horticulture therapy-based programming for our residents.
- During the week of September 18, all staff and volunteers were celebrated with Care-Partner Week!

8.2 Highlights in the Dietary Department:

- The Dietary Department has hired a second Registered Dietitian who will work 2 days per week covering the Oakdale and 4th floor units for clinical issues.
- MenuStream software launched on 5 West with the assistance from the Food Service Supervisors and the Personal Support Worker (PSW) Auditors.
- Two new casual Dietary Aides were hired during the reporting period.

- The Dietary team wrapped up our summer BBQ season with a BBQ for all residents in August and September.
- A Thanksgiving meal was provided to all residents.

8.3 Highlights in the Nursing Department Include:

- On September 27, 2023, our Director of Care (DOC) participated in a Job Fair event at Fanshawe college. During the event our Director of Care met with a number of internationally trained nurses and provided information on how to transfer their nursing license to start working in Ontario. It is hoped these efforts will result in local newly licensed foreign trained nurses moving their way into the field and possibly into employment with the Dearness Home.
- On October 18, 2023 the Home's Positive Culture Committee, which is co-chaired by the Director of Care and the Unifor Union Chair, hosted a *Personality Differences in the Workplace* Workshop. The workshop was presented by a Clinical Psychologist through Achieve Centre for Leadership. The workshop focused on helping participants better understand personality styles that may be different from their own and learn strategies for communicating more effectively based on their own personality strengths and the personality-based preferences of others. It was very well received. A combination of 30 staff and managers attended the workshop - many more were interested in attending; however, due to capacity limits, we were unable to accommodate all who wanted to attend. The Positive Culture Committee looks forward to hosting similar workshops in the new year and will ensure those unable to attend the previous workshops are given priority to attend.
- On September 22, 2023 Dearness hosted a Pop-Up Orange Shirt sales day in partnership with Atlohosa Family Healing Services. Proceeds of the orange shirt sales go to support Atlohosa Family Healing Services' Mino Bimaadiziwin program supporting children, youth and their caregivers who have experienced violence and unhealthy relationships in the home or community.
- In late October the Home sent out the annual mandatory training packages to all staff. Prior to COVID, this training was held via in-person sessions at the Dearness Home; however, given the persistence of health and safety concerns related to not only COVID, but influenza and RSV as well, we are still unable to hold large group in-person training this year. This training covers all topics required under the new *Fixing Long Term Care Homes Act, 2021*. All staff in the Home must complete this training by December 1st, 2023.

8.4 Highlights in the Environmental Department Include:

- The laundry department is recruiting for 1 vacant position.
- The Housekeeping department is recruiting for 1 vacant position.
- The maintenance department is fully staffed with no vacant positions.
- The Home's annual fire inspection and evacuation was completed.
- The Environmental Services Manager attended the Long Term Care Emergency Planning session along with other LTC homes and first responders.

Submitted by: Leslie Hancock, Director, Long Term Care

Recommended by: Kevin Dickins, Deputy City Manager, Social and Health Development

CC: L. Livingstone, City Manager
 S. Arcese, Financial Business Administrator
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 L. Marshall, Solicitor
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