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TO:	CHAIR AND MEMBERS DEARNESS HOME COMMITTEE OF MANAGEMENT MEETING ON SEPTEMBER 9, 2013
FROM:	SANDRA DATARS BERE, MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	REPORTING MECHANISMS FOR THE DEARNESS HOME COMMITTEE OF MANAGEMENT

RECOMMENDATION

That, on the recommendation of Managing Director, Housing, Social Services and Dearness Home, and with the concurrence of the City Manager (Licensee for Dearness Home) that Civic Administration **BE DIRECTED** to implement reporting mechanisms to the Dearness Home Committee of Management that are as set out in paragraphs numbered 1, 2 and 3 in this report.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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N/A

BACKGROUND

At the April 5, 2013 meeting of the Dearness Home Committee of Management, the Committee directed the development of recommended reporting mechanisms between the Committee and the Dearness Home Licensee. The purpose of this report is to provide the Committee of Management with an update on related activities, present proposed reporting mechanisms and gain Committee approval for the mechanisms and their formal implementation.

Development of Proposed Reporting Mechanisms

Under the Long Term Care Homes Act (LTCHA), the Corporation of the City of London is the Licensee for the Dearness Home and is required to ensure compliance with the Act. By by-law, City Council has delegated the powers and duties of the Licensee to the City Manager (but these duties are the joint responsibility of the City Manager and Corporation). The Committee of Management is a mandatory creature of statute, created under the LTCHA. The role of this oversight body is to ensure that the delivery of services at the Dearness Home complies with the Act. Given the legislative responsibilities maintained by both parties, it is essential to ensure that formal reporting mechanisms are developed and implemented between them.

At present, the City of London maintains a contractual relationship with Extendicare (Canada) Inc., to provide management consulting services and a qualified Administrator to supervise the operations at the Dearness Home. Under the direction of the City Manager (Licensee), the Managing Director of Housing, Social Services and Dearness Home acts as the conduit between Extendicare and the City, managing the consulting contract, overseeing the delivery of services and advising the Licensee of operational issues and/ or compliance concerns.

Over the last few months, the Managing Director has worked with the Administrator and other Extendicare representatives to develop recommended formal reporting mechanisms as follows:

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1. Reporting at Dearness Home Committee of Management Meetings

A schedule of meetings of the Committee of Management has been established. During these meetings, the Administrator will provide a formal report on the operations of the home, update on compliance and risk issues, staffing updates and other service related activities. These meetings and the reports presented at them will provide an opportunity for Committee members to obtain information, ask questions and seek clarity on any issues related to operation of the home and services to residents.

2. Reporting of Urgent/ Critical Issues:

A formal process exists within the home for the reporting of critical incidents to the Ministry of Health and Long Term Care (MOHLTC), as per ministry requirements. Civic Administration (Managing Director, Risk Management and Human Resources) are advised of all critical incidents and follow up on outstanding issues is managed with the Administrator.

Although significant and on-going efforts are made to reduce their occurrences, these incidents (which include resident falls and injuries, difficult resident interactions or other concerns) do occur and are managed through normal operations. However, incidents of a more serious nature (resident injury or death through concerning circumstances) and/ or that attract other stakeholder attention (Ministry, family, media) occur periodically and require additional and more urgent reporting process. In this event, the following formal reporting protocol is recommended to be implemented:

- Critical Incident will be completed and submitted as per MOHLTC requirements
- Concurrently, Administrator will contact Managing Director to provide advance notice of the incident, outlining the nature of the event, additional details, any outstanding issues/ concerns, action plan for issues management and media involvement (if any)
- Managing Director will contact City Manager (Licensee) and (on behalf of the Licensee) the Chair, Committee of Management to advise of incident and provide information related to status, management and communications.
- Chair will advise members of the Committee and other Council stakeholders as deemed appropriate.
- Administrator (with support of Managing Director) will contact city Communications, Risk Management and Security staff (as needed) to support incident management and issues resolution.
- Administrator will provide all necessary follow up to Managing Director which will be shared with Licensee and Chair

Over the last several months, activities consistent with this recommended reporting mechanism have been informally implemented and successfully managed.

3. Other reporting

Periodically, there may be a need to share information on activities at Dearness Home (events, resident activities, social gatherings). The Administrator will use existing protocols (formal invitations, emails through Clerk's office/ Managing Director) to share this information.

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Recommendation:

The Managing Director, Housing, Social Services and Dearness Home, with the concurrence of the Licensee (City Manager), recommends that Civic Administration BE DIRECTED to implement reporting mechanisms to the Dearness Home Committee of Management that are as set out in paragraphs numbered 1, 2 and 3 in this report.

RECOMMENDED BY	REVIEWED AND CONCURRED BY:
SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES & DEARNESS HOME	ART ZUIDEMA CITY MANAGER

cc.

C. Sheppard, Administrator

T. Talabis, Regional Director, Extending Assist

C. Saunders, City Clerk

L. Marshall, Solicitor II, City of London

V. McAlea Major, Managing Director, Corporate Services and Chief Human Resources Officer