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<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON MAY 25, 2016</b>
<b>FROM:</b>	<b>SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>ACHIEVA HEALTH INCREASE IN CONTRACT VALUE</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, the following actions **BE TAKEN** with respect to amendment of the contract with Achieva Health for the provision of physiotherapy and occupational therapy services at the Dearness Home:

- (a) The existing contract with Achieva Health, 355 Eglinton Avenue East, Toronto, Ontario, M4P 1M5 **BE INCREASED** by \$23,952 per annum, to a revised annual total of \$237,444 in accordance with section 20.3 (e) of the Procurement of Goods and Services Policy;
- (b) The Civic Administration **BE AUTHORIZED** to undertake all the administrative acts that are necessary in connection with this contract;
- (c) **IT BE NOTED** that the contract with Achieva Health is a 3 year contract starting in February 2014 and ending in January 2017 with the option of two (2) - one (1) year renewals; and
- (d) **IT BE NOTED** that the original contract with Achieva Health in the amount of \$206,202 per annum was previously amended effective April 1, 2014 by \$3,645 per annum and April 1, 2015 by \$3,645 per annum in accordance with section 20.3 (d) of the Procurement of Goods and Services Policy to incorporate increases in Ministry of Health and Long Term Care funding for physiotherapy services.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- December 9, 2013 – RFP 13-34 to Provide Physiotherapy & Occupational Therapy Services at the Dearness Home.

<b>BACKGROUND</b>
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**Purpose**

The purpose of this report is to increase the physiotherapy and occupational therapy contract with Achieva Health in order to be able to purchase one (1) additional day of occupational therapy services per week.

**Background**

In 2014, through an RFP process a contract was awarded to Achieva Health for the provision of physiotherapy and occupational therapy services at the Dearness Home. The original contract amount included physiotherapy services of \$182,250 per year and occupational therapy services of \$23,952 per year. The Ministry of Health and Long Term Care (MOHLTC) directly funds



physiotherapy services through a separate funding envelope. Occupational therapy services are funded through the Dearness Home budget.

In the fall of 2014 and again in 2015 the Ministry of Health announced funding increases of \$15 per bed per year for physiotherapy services retroactive to April 1<sup>st</sup> of each year. As per section 20.3 (d) (ii) of the City's Procurement of Goods and Services Policy the contract with Achieva Health was amended by \$3,645 for each of these years cumulative to the end of the contract. For these contract increases the Dearness Home received additional physiotherapy services from Achieva.

### **Discussion**

Dearness Home's current contract with Achieva Health provides all required physiotherapy services to the residents of the Dearness Home in accordance with all applicable laws and regulations, policies and standards of the Dearness Home. This contract currently includes an Occupational Therapist who provides therapy services eight (8) hours per week on-site.

This amendment request addresses the need to increase therapy services from the Occupational Therapist from eight (8) hours per week on-site to sixteen (16) hours per week on-site. Approval of this contract amendment is being requested in accordance with section 20.3 (e) of the Corporation's Procurement of Goods and Services Policy.

The role of the Occupational Therapist is to assess all resident needs for seating, mobility devices and related restorative aids and work with residents, families, staff, external suppliers and other third-parties to ensure the timely provisions of the appropriate seating, mobility and adaptive devices for the residents. This important role identifies the seating, mobility and related assistive devices to provide greater independence to our residents in completing the activities of daily life.

It has become apparent that the current time allotted to this role is not enough to cover the diverse and increasing needs of the Dearness Home residents. Due to the ongoing increased acuity of our residents, mobility needs are ever increasing both in volume and complexity. Proper seating is key for many issues that surround our residents; it increases comfort while decreasing agitation, improves the safety of our residents, increases independence so they can access programs in the Home and the community, and decreases health issues such as pressure wounds and responsive behaviours.

There is a need to address an increasing number of residents with power mobility devices. This issue comes with increased risks and our mitigation techniques are thorough yet lengthy with indoor driving assessments, outdoor driving assessments, time for trials, family conferences and agreements that capture driving rules and regulations in order for a resident to operate a power mobility device at the Dearness Home. All of these mitigating steps include the expertise of the Occupational Therapist. Some of our residents have had to wait for over three (3) months after admission to use their power mobility device while the safe and proper processes are completed. This can create increased frustration for those whose independence is limited while the process is completed. This time-consuming process, along with the numerous seating assessments, fittings, vendor provision of equipment, and applications for the Assisted Devices Program for a Home of 243 residents makes it a challenge for one Occupational Therapist to provide these services within the available eight (8) hours per week.

The Dearness Home has also recently commenced our Restorative Care Program. This Ministry of Health and Long Term Care (MOHLTC) funded program will enhance the lives of residents who meet the requirements of the program. The Occupational Therapist will have a role in the success of this program with duties assigned around assessing and prescribing adaptive devices for these residents so they can maintain their independence. The need for this role is ever-increasing.

The role of the Occupational Therapist as part of the Dearness Home interdisciplinary team is also key. This increase of eight (8) hours per week allocated to the Occupational Therapist position will help to enable the Dearness Home to improve the time it takes to serve its residents, increase resident mobility interventions, as well as provide an enhanced customer service experience.

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<b>FINANCIAL IMPACT</b>
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The cost of \$23,952 per year to increase occupational therapy services by one day per week is included in the 2016 -19 approved operating budget for Dearness Home.

This report was prepared with the assistance of Janice Brown, Financial Business Administrator.

<b>PREPARED BY:</b>	
<b>CHERYL GILMOUR MANAGER OF COMMUNITY LIFE DEARNESS HOME</b>	
<b>REVIEWED BY:</b>	<b>RECOMMENDED BY:</b>
<b>ANGIE HEINZ ADMINISTRATOR, DEARNESS HOME</b>	<b>SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES and DEARNESS HOME</b>

- cc: J. Freeman, Manager, Purchasing and Supply  
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