

Dearness Home Committee of Management

To: Chair and Members
Dearness Home Committee of Management
From: Leslie Hancock, Administrator
Subject: Administrator's Report to the Committee of Management for the Period October 16, 2020 to February 15, 2021
Date: March 22, 2021

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.

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.

Analysis

1.0 Background Information:

1.1 Previous Reports Related to this Matter:

- November 17, 2020, Administrator's Report, August 16, 2020 to October 15, 2020

2.0 Service Provision Statistics:

Occupancy Average January 1, 2021 to January 31, 2021	Number of Individuals on Waiting List as of February 19, 2021
86.91%	Basic – 412 Private - 147

3.0 Ministry Inspections/Visits:

The Ministry of Health and Long Term Care visited the Home on February 18, 2021 to conduct an Infection Prevention and Control Audit and a Complaint Inspection focusing on staffing and resident nutrition. During the debrief meeting with the Ministry at the end of their visit, the Inspectors praised the high standards of care and services provided by the staff they observed. There were no findings.

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

Fire Inspections completed by the London Fire Department are current.

4.0 Mandatory and Critical Incident Reporting:

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:

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 (2) 	<p>The Covid-19 outbreak on the 1st and 3rd floors was declared on December 17, 2020 and resolved on January 2, 2021. There was minimal resident impact.</p> <p>The Covid-19 outbreak on 3 East, Poplar Green, was declared on February 13, 2021 and remains in outbreak. There is 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

5.1 Influenza:

In late December the Home submitted its Influenza Vaccine statistics to the Ministry of Health. Our staff immunization rate was 51.31% and our resident immunization rate was 84.54%. It was great to see that our resident rate was above the provincial average of 76.4%; however, disappointingly our staff rate was below the provincial average of 54.1%. We are not far off from the provincial average for staff, and we will strive for better next year.

5.2 Infection Control Measures:

A large number of hand hygiene and PPE audits were completed between December 2020 and Feb 2021 with over 200 staff being subject to these audits in the time frame noted. The audits look for appropriate use and the auditor provides on the spot education and training if or when an issue is noted.

5.3 Covid-19 Update:

- In mid-December, 2020 the Home experienced a COVID-19 outbreak on the third floor and the first floor Oakdale unit. One resident and 4 staff tested positive. The 4 staff cases were determined to be the result of community acquired infections. There were no deaths as a result of the outbreak.
- In February, the Home experienced a second outbreak of COVID-19 involving 1 staff member and 3 residents. This outbreak is ongoing at this time.
- On January 20, 2021 our residents received their first dose of the Pfizer COVID-19 vaccine and on Feb 10, they received their second dose. 96% of our residents are now vaccinated and are not experiencing serious side effects from the vaccine
- On December 22, 2020 the Home was informed by Public Health that our staff could begin scheduling their appointments to receive their COVID-19 vaccine. Our staff have steadily been attending the Agriplex for vaccination since that time with the exception of the pause in vaccination during the month of January. The goal is to reach 65% of staff vaccinated in order to reach the threshold for herd immunity within the Home.
- The Home has begun preparing for Rapid Antigen Screening for all persons who enter the Home, with the exception of emergency and palliative situations. The Ministry has set a full implementation date of March 15, 2021, however, as we are currently under outbreak status our implementation date will be pushed to 2-3 weeks after the outbreak is declared over.

6.0 Health & Safety:

The Occupational Health and Safety (OHS) Committee continues to meet in a modified form that includes a physical distancing format as well as outside support attending virtually. 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.

7.0 General Updates:

7.1 Highlights in the Recreation Department:

- Construction of the auditorium that will permit enhanced services for our residents is planned to begin later this year. Toward that end, a report will be submitted to the Community and Protective Services Committee (CPSC) on March 30, 2021 to recommend an architect as a prime consultant for this project.
- Over 155 essential caregivers are now part of the Home's visiting program. Each caregiver receives a one hour training session that includes infection control measures while they are in resident's rooms, visitation rules, restrictions and guidelines to ensure the safety of all during the pandemic. The Training module has been updated and provided to all of our essential caregivers for their 3 month required review.
- Family Council's virtual meetings have been very effective.
- Socially distanced recreation programs continue in small groups as well as one to one during the outbreaks in December and February. Door to door programs have proven effective in keeping social distancing yet have what feel most 'group-like' according to our residents.
- In October we were able to reinstate the Music Therapist (when not in outbreak) in an addition to our programs for our readers in the Home.
- In November, home wide wheelchair cleaning and disinfection was completed.
- November hosted a 2-day virtual training with Dementia Specialist Teepa Snow for the Recreation and Behavioural Support Team. This engaging opportunity educates staff in focusing on changing the norm of dementia care culture.
- November released our first Memorial Publication to honour those we have lost in the last year. This was developed by our Chaplain in partnership with Graphic Design Specialist to ensure we reflect and provide a meaningful remembrance for our residents during the time of the pandemic when we were unable to gather for a service. This was incredibly well received and our second publication is ready to go in February.
- Plans have been updated for our Dementia Home Area that encourages interaction and reminiscence. We believe it will create a meaningful sensory experience as we continually strive to understand the sensory processing in people of differing abilities.
- The Holidays last year at the Home were very different with the pandemic, yet the community rallied together and their generosity overwhelmed us with Giving Tree gifts, cards, donations, toiletries, videos, etc., to encourage our residents during the pandemic. Holiday treats were abundant and our City of London partners lavished Dearness with support and deep appreciation.
- Drop Box hours were extended for the Holiday season to enable the copious amounts of gifts family and friends were sending for their loved ones. Everyone received a delivery on Christmas Day.
- Our Special event, the Dearness Virtual Bazaar was provided by our Recreation Team in partnership with our virtual Fanshawe recreation and leisure students. It was a big hit and great fun for all. This event created great anticipation and included over 250 donated gifts that enabled every resident to engage in the program. The generosity of our staff and community was phenomenal.
- The Home's contracted service Lifemark has been updated to include an Occupational Therapy (OT) Assistant to enhance the Occupational Therapy needs of the Home. This has enabled more OT supports for mainly seating

and mobility adaptations as well as an opportunity to have more access to OT services (an additional 2 days of coverage).

- In January, the Home's electronic annual Satisfaction Survey has been distributed after both Family and Resident Councils reviewed for their recommendations.

7.2 Highlights in the Dietary Department:

- The Dietary department recruited a new Production Supervisor and a temporary Clinical Supervisor to fill a temporary leave during the reporting period.
- The Dietary Department continues to provide cake and ice cream to celebrate resident birthdays throughout the Home.
- Christmas dinner was provided for all staff and residents.
- New Year's Eve and Valentine's Day dinners were provided for all residents.
- Approval from the I.T. Steering Committee was given for implementation of the Menu Stream Software program.
- Resident Food Council meetings were held in November and January.

7.3 Highlights in the Nursing Department Include:

- In late November the Home instituted a Resident Support Assistant Role. This role was created as part of our alternate staffing contingency plan during the pandemic. The role is filled by non-nursing department staff. In mid-November, 14 of our staff were able to attend a virtual training session with Teepa Snow which focused on supportive communication, understanding symptoms and situations of dementia, communication strategies while using PPE, and developing meaningful activities for people living with dementia.
- Dearness welcomed a new permanent full-time Social Worker to the Home in early January who has her Masters of Social Work from the University of Windsor and is fluent in the Serbian Croatian language. She is highly experienced and has spent the majority of her career working with residents in a large long term care facility in the Windsor area.

7.4 Highlights in the Environmental Department Include:

- Dearness has modified part of the Adult Day Program area to become the area for Covid-19 testing for staff. The other areas of the Adult Day Program remain as staff break areas allowing physical distancing to be maintained. The temporary area that was created is not being used as a separated break area and will not at this time be used as a temporary Covid-19 area.
- The Home's Housekeeping Department continues to provide additional cleaning and disinfecting of the Home, as well as stocking and distributing isolation bins that provide staff with PPE.
- Close monitoring and inventory tracking of all PPE continues to be tracked using the Covid-19 Critical Supplies and Equipment (CSE) Survey; this is completed weekly on Mondays and Thursdays. This tracking process will continue until further notice.
- Dearness was able to create and maintain an 8 week supply of PPE through vendors and the Health Care Materials Management Services (HMMS). The Home accessed this supply during the outbreak in December, and again in February. The supply will be replenished as we track consumption rates.

Submitted by: Leslie Hancock, Administrator, Dearness Home
Recommended by: Kevin Dickins, Acting Managing Director, Housing, Social Services and Dearness Home

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