

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 May 16, 2021 to August 15, 2021
Date: September 13, 2021

Recommendation

That, on the recommendation of the Director, Long Term Care, and with the concurrence of the Deputy City Manager, Social and Health Development, the report dated September 13, 2021, entitled "Director's Report to the Committee of Management for the Period May 16, 2021, to August 15, 2021", **BE RECEIVED.**

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:

- March 22, 2021, Administrator's Report, October 16, 2020 to February 15, 2021
- June 14, 2021, Director's Report, February 16, 2021 to May 15, 2021

2.0 Service Provision Statistics:

Occupancy Average May 16, 2021 to August 15, 2021	Number of Individuals on Waiting List as of August 16, 2021
95.81%	Basic – 403 Private - 177

3.0 Ministry Inspections/Visits:

There were no Ministry inspections during the reporting period.

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
Unexpected Death (1)	Incident originally reported as an unexpected death.	It was later determined an unexpected death did not occur.

5.0 Infection Control

5.1 Covid-19 Update:

- On July 23, 2021, the Ministry announced that testing and quarantine is no longer required for fully immunized residents who are being admitted, transferred or returning to the Home from an absence. Partially immunized or unimmunized individuals will require a PCR test at the time of admission/transfer and must be placed in quarantine until they receive a negative result from a second PCR test, which will be taken on day 8 of quarantine.
- Effective July 16, 2021, the Ministry announced that individuals (including staff and visitors) who are fully immunized would no longer be subject to surveillance testing requirements when attending a Long Term Care Home. For partially immunized or unimmunized staff/visitors, testing requirements remain in place.
- On May 31, 2021, the Ministry introduced a new directive requiring all homes to have a COVID-19 immunization policy in place by July 1, 2021. At minimum the policy requires staff, students, and volunteers to provide proof of COVID-19 vaccination or documented medical reason for not being vaccinated or participate in an education program. Dearness' policy has been in place since the July 1, 2021 and we are currently working through providing the education program to our unvaccinated staff. Dearness has opted to use the education video produced and provided by the Middlesex London Health Unit as the basis for our education program.

5.2 Infection Control Measures:

- Over the reporting period, the Home continued to have low infection rates related to urinary tract (8 cases) and gastric infections (0 cases). There have been no influenza infections. Personal protective equipment (PPE), mask and hand hygiene audits continue to be completed.
- As of August 18, 2021, 75% of our staff are fully vaccinated with 2 doses of COVID vaccine.

6.0 Health & Safety:

The Occupational Health and Safety (OHS) Committee continues to meet in a modified form that includes a physical distancing format. 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:

- The Home has experienced a significant increase in the number of registered essential caregivers from 225 since our last report, to just under 400 during the reporting period. This increase is due to the Ministry of Health and Long Term

Care removing the cap of 2 for this type of visit and the removal of rapid testing for those who are double vaccinated.

- A 'sun porch' room was created from a series of murals for the Oakdale home area as part of our sensory updates. Three additional rooms are almost completed; a retro laundry room with a nursery for therapeutic baby care/folding, a space for our busier residents who were caregivers in their earlier years, a retro living room space with built in sensory features for an interactive and soothing sitting area and a locomotive window where residents sit in what feels like coach seating in the box car and a screen with scenic travel destinations going by on the screen retrofitted to look like the train window. We are now investigating door murals for the Oakdale home area that will personalize each door for easier identification for our residents with dementia to find their room, as well as provide a more home-like feel.
- The Home's SEIU clerical staff are now reporting to the Manager Community Life. A new permanent part time Receptionist was hired and orientated to the main desk during the reporting period.
- Work to safely return our Volunteers to the Home has begun. A letter was sent to see who is willing to come back to the Home, ensuring masking and requesting proof of their double vaccination so we can resume supports in our socially distanced recreation programs. The recreation group-organized outings can only take place with volunteer assistance.
- In June, a Recreation Coordinator attended the Positive Space Champion virtual training.
- In July, the Recreation team received a live demonstration for a new Virtual System for Seniors (VR). More information is being gathered prior to purchasing this new program idea for our residents.
- In July when Ministry lifted the ban on singing, we were able to reinstate our Music Therapist. In addition we have started to bring in entertainers and our Art Therapist; residents are extremely happy to see these programs return.
- For Father's Day, personal notes from families were attached to a black baseball cap to over 60 male residents. All male residents received a friendly visit from Recreation staff with this small gift on this special day where all our Dearthness men are celebrated; not just Dads.
- Residents are permitted, where capable, to go into the community now. Recreation staff are organizing outings with the return of our volunteers.
- Further restrictions for essential caregivers were lifted to allow those with double vaccination to assist their loved one in the dining rooms as well as take them into the community.

7.2 Highlights in the Dietary Department:

- A celebration of Damian Warner's Gold medal win occurred on August 11, 2021.
- The dietary department recruited a new full time Food Service Supervisor as well as a temporary contracted Food Service Supervisor during the reporting period.
- The Dietary Department provided Canada Day goodies as well as a barbeque for the residents.
- We Celebrated Father's day with special meals and placemats.

7.3 Highlights in the Nursing Department Include:

- On Monday, June 21, Dearthness Home celebrated the unique heritage, diverse cultures, and outstanding achievements of Indigenous peoples in Canada by observing National Indigenous Peoples Solidarity Day. Staff adorned a number of trees on the property with ribbons in the colours of the medicine wheel, were encouraged to wear orange shirts in the spirit of reconciliation, honouring, and healing, and enjoyed a traditional meal of corn soup, 3 sister's soup, fry bread and strawberry drink. A 4 Sacred Medicines education table was set up in the lobby for staff, residents, and families to visit and learn from some of our Indigenous staff. A smudge demonstration was held in the resident court yard

and residents were offered a strawberry drink and snack. Excerpts of various pow-wow dancers and teachings related to Indigenous culture were played on the Dearness TV tour. The day was very well received by staff, families, and residents. Our Director of Care will be working with the Indigenous Employee Resource Group to plan for next year's events which will include participation in events from other areas of the Corporation.

- The nursing department hired a new full time Assistant Director of Care (ADOC). The incumbent has been an RN at the Home since 2018 and also has experience working in Veterans Complex and Continuing Care.
- Given the increase in mental health conditions as the primary admitting diagnoses for many residents into the Home, we have partnered with the Canadian Mental Health Association to provide specialized focused training for our staff in Non-Violent Crisis Intervention. This will be coupled with education on the most common mental health conditions we are seeing in the Home to ensure the staff have the knowledge and skills to manage these particular residents. The plan is to begin this training in mid-September.
- In order to increase our knowledge and improve upon our infection control practices, one of our ADOCs and one of our RNs have enrolled in the Infection Prevention and Control (IPAC) Canada Essentials in Infection Prevention and Control Accelerated Program. The course provides participants with foundational IPAC knowledge for preventing the transmission of organisms and outbreak management in congregate settings.

7.4 Highlights in the Environmental Department Include:

- 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 personal protective equipment (PPE).
- Chemicals and their appropriate usage have been reviewed. Policies continue to be reviewed and amended to provide specific information.
- 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 continues to remain stable in PPE supply, with a 15 day back up supply.
- The laundry department hired one permanent part-time position.
- A time study for the laundry department was completed by the Manager. Changes to the laundry department schedule were implemented.
- The Environment Services Manager started an introduction of Health and Safety talks during staff meetings.
- Sun shade sails were installed at the beginning of July in the main courtyard.

Recommended by: Leslie Hancock, Director, Long Term Care
Concurred by: Kevin Dickins, Deputy City Manager, Social and Health Development

CC: L. Livingstone, City Manager
J. Millman, Financial Business Administrator
M. Liu, Senior Financial Business Administrator
L. Marshall, Solicitor
A. Hagan, Manager, Labour Relations
K. Cook, Human Resources Advisor