

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 November 1, 2021 to January 15, 2022
Date: February 22, 2022

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 November 1, 2021 to January 15, 2022, 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:

- September 13, 2021, Director's Report, May 16, 2021 to August 15, 2021
- December 6, 2021, Director's Report, August 16, 2021 to October 31, 2021

2.0 Service Provision Statistics:

Occupancy Average August 16, 2021 to October 31, 2021	Number of Individuals on Waiting List as of October 18, 2021
96%	Basic – 421 Private - 177

3.0 Ministry Inspections/Visits:

The Ministry of Long Term Care visited the Dearness Home on December 1, 2, 3, 6, 7 and 8, 2021 to conduct a Critical Incident Inspection. There was one written notification (WN) and one Voluntary Plan of Correction (VPC) received related to infection control. The Home has prepared a written plan of correction as set out in the Inspection Report of December 13, 2021. A copy of the Public Report can be found attached as Appendix A.

The Ministry of Long Term Care visited the Dearness Home on December 1, 2, 3, 6, 7 and 8, 2021 to conduct a Complaint Inspection. There were two written notifications and one Voluntary Plan of Correction received related to restraints and reporting. The Home has prepared a written plan of correction as set out in the Inspection Report of December 13, 2021. A copy of the Public Report can be found attached as Appendix B.

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 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
An outbreak of a reportable Disease: <ul style="list-style-type: none"> • Covid-19 	A Covid-19 outbreak on 5 East, Birch Walk, 5 West, Ash Acres, 4 East, Willow Way, 2 East, Maple Place and 1 East, Oakdale was declared on December 29, 2021. There was minimal resident impact.	Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.
Medication Incident - adverse reaction that alters a resident's health status (1)	Followed Dearness Home internal process for medication incidents.	All required documentation was completed.
Fall with Injury (2)	Fractures includes one right elbow and one right ankle.	Fall Statistics: <ul style="list-style-type: none"> • 41.1% of residents fell in November. • 48.5% of residents fell in December. • 36.2% of residents fell between January 1 and January 15, 2022. • 36.7% of residents that fell were found on the floor. • 87.3% had no injury. • 12.7% had temporary injury. • 1.2% were transferred to hospital.

5.0 Infection Control:

The Occupational Health and Safety (OHS) Committee continues to meet in a modified form that includes the use of Teams. All Committee members are able to attend through this method. 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.

6.0 General Updates:

6.1 Highlights in the Recreation Department:

- The Home has experienced an increase in the number of registered Essential Caregivers from 520 during the reporting period. 25% have submitted proof of their 3rd dose of the Covid-19 vaccine. Those who do not provide their proof of vaccination status cannot visit the Home.
- The Home's Auxiliary sponsored our annual Plum Pudding Party and donated a \$10 gift to each resident.
- The Home's application for Accreditation was submitted in December to the Commission of Accreditation of Rehabilitation Facilities (CARF) for our 2022 Survey. An extension was granted from June to November, 2022 to ensure preparation time is adequate due to the pandemic and the Home's renovations for the new auditorium.
- The Giving Tree provided 70 envelopes to our residents. The Giving tree allows the giver to take an envelope and fulfill the 'gift list' provided in the envelope which represents an anonymous resident who is in need of financial supports or who do not have any family support. This provides the resident with something special to open on December 25th. Many staff, volunteers, City of London workers and community stakeholders take an envelope. Staff are assigned to assist with the gift distribution and opening on December 25,
- The Dearness Virtual Bazaar took place on December 14. Every resident received a small gift that was donated by community members along with a treat cart and Seasonal music to brighten the residents' day. Residents are unable to have shopping outings at this time so they can keep the gift or pass it on to someone.
- The Recreation Department is recruiting temporary Chaplain.
- A new permanent full time Recreation Coordinator has been hired for the 2nd floor.

6.2 Highlights in the Dietary Department:

- Work continues to bring MenuStream software into the Home.
- The dietary department provided the residents with Christmas Eve, Christmas Day and New Year's Day meals as well as seasonal treats.
- In keeping tradition within the Home, staff were provided a meal on Christmas Day.
- Staff appreciation events were held that provided staff with a subway lunch and a food truck.
- The Dietary department hired a new casual staff member.
- The Dietary department developed a new procedure for meal service during outbreaks in anticipation of staffing shortages. Serveries will be closed on outbreak units and the meals will be served directly from the kitchen. This reduces staff exposure and allows the department to function with fewer staff if required.

6.3 Highlights in the Nursing Department Include:

- In late December, the Ministry of Health announced that residents of Long Term Care Homes will be eligible for a fourth dose of an mRNA vaccine if at least three months have passed since their third dose. Any mRNA vaccine product is acceptable as a fourth dose, although data suggests that the Moderna COVID-19 vaccine may provide a more robust immune response. As such, Dearness is focusing its efforts on securing Moderna doses for our residents. The Dearness nursing team has started the administration of these 4th doses to our residents.
- In an effort to ensure adequate staffing with RPNs, the Home has temporarily paused its Restorative Care and Behaviour Support Ontario Programs. We are

hoping this pause is short lived as the Province and region works through this 4th wave.

- In response to the funding announcement from the Ministry of Health in October, 2021 regarding increasing direct care time for residents, the Home posted 30 new FTE (30 part time and 30 full time) PSW positions in November, 2021. The new positions started on January 9, 2022 with the aim to have 4 personal support workers (PSWs) on day shift per unit, 3 PSWs on evening shift per unit, and 2 PSWs on night shift per unit.
- On December 1, 2021 we introduced a new Medical Director who has experience working as an Attending Physician at the Dearness Home and will be assisted in her transition by our outgoing Medical Director. The Home's outgoing Medical Director will be staying on with the Home as an Attending Physician.
- Mandatory training as legislated by the (MOLTC) was completed in December 2021 with all Dearness Home staff and managers trained.
- In early November, 2021 the Ministry announced details regarding the new Long Term Care Proactive Inspections Program. The new program will double the number of inspectors in Ontario, providing a ratio of one inspector per every two homes. This new program will be phased in over 2 years and will focus on quality improvement.
- On November 15 and 19, 2021 ProResp completed a train the trainer program on safe handling and use of oxygen equipment. They trained 2 of our own PSWs who subsequently trained 67 of our staff over the months of November and December. As a result of the pandemic, our ProResp partners have not been able to provide the level of in-person training sessions as they did prior to 2020. With our staff now trained as trainers we will be able to continue to provide the necessary training.

6.4 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 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 continues to remain stable in PPE supply, with a 6 week back up supply.
- The full time and part time vacancies in the laundry department have been awarded.
- The Housekeeping department has received assistance through our City supports. Six City staff have been deployed to assist us with our staffing shortages on a temporary and limited basis. Two staff were also hired as temporary casuals.

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, Employee Relations Advisor