

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 August 16, 2022 to November 15, 2022
Date: December 12, 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 report entitled Director's Report to the Committee of Management for the Period August 16, 2022 to November 15, 2022, **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:

- February 14, 2022, Director's Report, November 1, 2021 to January 15, 2022
- June 13, 2022, Director's Report, January 16, 2022 to May 15, 2022
- September 19, 2022, Director's Report, May 16, 2022 to August 15, 2022

2.0 Service Provision Statistics:

Occupancy Average January 1 2022 to October 30, 2022	Number of Individuals on Waiting List as of May 26, 2022
98.20%	Basic – 419 Private - 211

3.0 Ministry Inspections/Visits:

There were no visits from the MOHLTC 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 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
<p>An outbreak of a reportable Disease:</p> <ul style="list-style-type: none"> Covid-19 	<p>A Covid-19 outbreak on 5 East, Birch Walk was declared on October 27, 2022 and resolved on November 18, 2022.</p> <p>A Covid-19 outbreak on 4 West, Pine Grove, was declared on November 7, 2022 and remains in outbreak.</p>	<p>Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.</p>
<p>Fall with Injury (1)</p>	<p>Fractures include one right hip fracture.</p>	<p>Fall Statistics:</p> <ul style="list-style-type: none"> 24.2% of residents fell between August 16 and August 31, 2022. 32% of residents fell in September, 2022. 49.3% of residents fell in October, 2022. 23.4% of residents fell between November 1 and November 15, 2022. 28.5% of residents that fell were found on the floor. 78.3% had no injury. 21.7% had temporary injury. 2.4% were transferred to hospital.
<p>Missing Resident >= 3 Hours (1)</p>	<p>Followed Dearness Home internal process for Code Yellow.</p>	<p>Resident returned to the Home unharmed.</p>

5.0 Infection Control:

- To meet the requirements set out in the *new Fixing Long Term Care Act, 2021*, the Dearness Home officially welcomed a new full-time Infection Prevention and Control Coordinator (IPAC) in August, who has a wide knowledge of infection control and has many years of experience working in Infection Control in Long-Term Care.
- 120 infection control audits were completed during the reported period that included hand hygiene and Personal Protective Equipment (PPE) audits with

over 200 staff being subject to these audits. The audits look for appropriate use and the auditor provides on the spot education and training if or when an issue is noted.

- The Home continues to promote COVID vaccination to staff and residents. The Home has opted to continue to mandate a 3-dose series of the COVID vaccine for all staff. After the recent expansion of eligibility for health care workers to receive a fourth dose, 18 staff have now received a fourth dose, with 15 of those having received the Bivalent booster as their fourth dose. This number is expected to increase when clinics are held for staff at Dearness. Vaccine clinics have not been held yet as our efforts have been focused on resident vaccination of the Bivalent booster. The Bivalent booster offers additional protection as it is derived from both the original strain of COVID as well as the strain derived from the BA.5 omicron variant.
- As of November 15, 2022 we had a total of 241 residents in the Home. Less than 4% of residents cannot or have chosen not to be immunized against COVID-19.
- Initiatives have begun to deliver the Influenza vaccination to staff and residents.
- As part of our Continuous Quality Improvement initiatives, efforts are now being made to ensure a diagnosis is communicated between our physicians and nurses for each use of antibiotics in the Home. This will eventually help us to determine a way to prevent the most common infections in the Home.

6.0 Covid-19 Update:

An increase in COVID-19 cases has been seen at Dearness since August, 2022. Between August 15, 2022 and September 8, 2022, Dearness saw its largest COVID-19 outbreak since the start of the Pandemic with a total of 39 positive residents across four units.

On October 7, 2022 the Ministry of Long-Term Care released an update to their Pandemic Response Guidance documents with changes taking effect October 14, 2022. Several areas of the guidance were updated including changes in:

- **Screening:** COVID-19 symptom screening could be changed to Passive for staff and volunteers (meaning they could read and answer the questions on their own without the requirement of another person confirming their answers); however, must remain Active for visitors, residents returning to the Home, and all others entering the Home. Following this change, Dearness posted the screening questions at the front entrance of the Home, and at the newly reopened rear staff entrance.
- **Masking:** Masks remain required in all designated resident areas by all persons in the Home, with the exception of residents; however, the option was given to allow visitors to remove their masks once alone in a resident's room. At the recommendation of our Middlesex-London Health Unit and our Medical Director, Dearness chose to continue with our full masking policy and not to allow visitors to remove their mask at any time while in the Home.
- **Testing for residents:** Asymptomatic testing would no longer be required for residents following an absence or upon admission/transfer unless they were coming from an outbreak area. Further, all symptomatic residents would now require a multiplex panel in addition to a COVID test until further notice. At the recommendation of our Medical Director, Dearness continues to test asymptomatic residents following any absence greater than 24 hours, those who are identified as close contacts, and twice weekly testing for residents who frequently leave the home (i.e. dialysis patients).
- **Isolation:** Asymptomatic residents who are close contacts of a case or have been on an absence, would no longer be required to isolate pending their COVID test results. Dearness is strictly following this guidance from the Ministry of Long Term Care.
- **Surveillance Testing:** Surveillance testing for staff, caregivers, students and volunteers who are considered "up-to-date" with their COVID vaccines, would

remain at twice weekly; however, for those who are not “up-to-date” it would change to thrice weekly. The new definition given for “up-to-date” would change to mean having completed a primary series and received a COVID vaccine within the last 6 months. Given the difficulties in determining which staff have reached the 6 month mark since their last vaccine, Dearness moved to thrice weekly surveillance testing for all staff, students and volunteers. Contractors and visitors moved to testing each visit.

- **Visitors:** The ministry lifted its requirement of only 4 visitors at a time with any resident; however, would still require social distancing be maintained during a visit between all parties in the room. As such, due to the layout and size of our rooms, Dearness continues with the 4 person per resident per visit practice.
- **Self-Monitoring:** We were required to provide information to staff regarding self-monitoring for symptoms prior to their arrival to the workplace. Documents were issued to all staff, which included the screening questions and direction on what to do if they had any of the symptoms listed.

7.0 Health and Safety:

The Occupational Health and Safety (OHS) Committee continues to meet in a modified form that includes virtual attendance via Microsoft Teams. All Committee members can attend through this method, which also reduces the risk of transmitting any undetected infection. 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.

8.0 General Updates:

8.1 Highlights in the Recreation Department:

- The Home continues to welcome over 600 essential caregivers. The general visitor program also continues to allow other fully vaccinated visitors to schedule an indoor visit with their loved one, and we continue to schedule 40 to 50 visits per week.
- A new Resident Council Vice President was voted in place for the next annual term.
- The recreation department successfully recruited a casual Recreation Coordinator during the reporting period.
- Gentle Persuasive Approach (GPA) training has been reinstated at the Dearness Home. The education plan pre-pandemic was for all staff to train every two years. Seven classes have been scheduled at the BMO centre due to social distancing and space requirements.
- We have successfully recruited a new Volunteer Coordinator and will welcome this individual to the Dearness Home in November.
- A considerable amount of ongoing work has been completed for the Home's Accreditation survey on December 5, 6 and 7, 2022.
- Dearness Home hosted the Municipal Election for residents on October 24, 2022 enabling all residents who desired to participate.
- The Home hosted a Remembrance Day service, honouring the Home's current Veterans.
- All Dearness staff were recognized during Care Partner Week from October 3 to 7, with prizes and treats to help boost morale for our incredible staff and their ongoing commitment; especially during the pandemic.
- The Manager of Community Life attended From Incident to Recovery training as well as OHS & the Law Due Diligence as part of ongoing health and safety training.
- The Community Life team welcomed a student from Fanshawe College's Social Service Worker program.

8.2 Highlights in the Dietary Department:

- The Home's 3rd floor started using the Menustream program as our pilot test area for home-wide use.
- Menustream screens were installed in the kitchen for use by the cooks.
- The Home's Fall and Winter menu was created and deployed October 31, 2022.
- The dietary department provided the residents with Labour Day, Thanksgiving and Remembrance Day holiday meals as well as seasonal treats. The Summer BBQ series continued into August and September.
- Food Service Supervisors attended the Sysco food show and seminars.

8.3 Highlights in the Nursing Department Include:

- In November the nursing management team began recruiting for a Temporary Assistant Director of Care due to an extended leave. We were very successful in our recruitment and should have the candidate in place by the first week of December.
- On August 30th the Ministry of Long-Term Care announced plans to begin reopening short stay program beds. As part of the process, each home was required to complete a survey and await notification by Ontario Health as to whether or not their short stay/respite beds would be reopened between August 26th and Dec 31, 2022. Dearness was contacted in early September and informed that our 2 respite beds at Dearness would remain as Long-Stay beds until further notice.
- On October 17th the Home sent out the annual mandatory training packages to all staff. Prior to COVID this training was held via in-person sessions at the Dearness Home; however, due to restrictions on large group gatherings, we are still unable to hold in person training this year. This training covers all topics required under the new *Fixing Long Term Care Act, 2021*. All staff in the Home must complete this training by December 1st, 2022.

8.4 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).
- Close monitoring and inventory tracking of all PPE continues using the Covid-19 Critical Supplies and Equipment (CSE) Survey which is completed weekly on Mondays and Thursdays. This tracking process will continue until further notice.
- Ergonomic assessments and a time study were completed in the environment department.
- The Environmental Department is in the process of hiring additional casual staff to ensure continuity of service.
- The Maintenance Department is currently training a staff member from the Dietary Department to assist on an emergency basis with basic coverage.
- The nurse call system replacement project is well under way following a pause due to equipment supply shortages. The nurse call system is a key resident safety and service system, required in legislation that allows residents to alert staff remotely of their need for assistance. This is achieved by pressing on a button attached to the call system in resident bedrooms and other resident areas. Replacement was necessary to improve functionality and because the original system is obsolete, with parts increasingly hard to find.
- The replacement of the facility door control system is being planned for completion in the spring of 2023. This system ensures some facility doors can only be accessed by using either a programmable card or a keypad where controlled access is necessary for resident safety and building security. This project will replace both the control hardware on the doors and the outdated control system software.
- Resident drawer project replacement is complete. Our residents have built-in cabinetry in their rooms. Some drawers, and drawer faces were not in

optimal condition due to the age of the building. Several hundred faces and drawers were purchased and replaced.

- Off-site storage is ongoing to ensure safe storage of items not needed for immediate use.
- The Home increased security measures by having Garda staff patrol the grounds in the early morning. Lighting was also increased in the smoking patio area.

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