



HEALTH COMMITTEE

Wednesday, June 10, 2020 – 9:30 a.m.
Electronic Meeting

AGENDA

1. Call to order.
2. Roll call.
3. Disclosure of pecuniary interest and general nature thereof.
4. Adoption of minutes of previous meeting held on March 11, 2020 (attached).

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5. Emergency Services Department Report.	2
6. Long-Term Care Report.	9
7. Administration Department Report (none at time of mailing).	
8. Board of Health Minutes (none at time of mailing).	
9. New Business.	
10. Closed Meeting – for the purpose of labour relations or employee negotiations.	
11. Date of next meeting (Wednesday, August 12, 2020) and adjournment.	

NOTE: (a) County Council: Wednesday, June 24, 2020.

(b) Submissions received from the public, either orally or in writing may become part of the public record.

**COUNTY OF RENFREW
EMERGENCY SERVICES REPORT**

TO: Health Committee

FROM: Michael Nolan
Director, Emergency Services
Chief, Paramedic Service

DATE: June 10, 2020

SUBJECT: Emergency Services Department

INFORMATION

1. COVID-19 Response Update

The Virtual Triage and Assessment Centre was developed as a ‘made in the County of Renfrew’ response to the COVID-19 pandemic in recognition of the rural nature of our communities, lack of public transportation and the increasing health demands of an ageing population. The VTAC has enabled medical professionals to assess and manage health concerns through phone/video appointments, in-home assessments, remote-monitoring and/or referral to other services, including mental health support, all depending upon the needs of the caller.

Several quotes regarding the RC VTAC have been included. “The RC VTAC has been the right solution to best manage the primary care needs of Renfrew County residents who would otherwise need to rely on an Emergency Department for non-emergency health concerns,” said Dr. Jonathan Fitzsimon, Chief of Medicine, Arnprior Regional Health, and RC VTAC Clinical Coordinator. “Our early results show that we are providing the right patients with the right care in the moments they need it.”

“Primary care teams from across Renfrew County shared the concern that the pandemic would amplify the issue of many residents not having access to a family physician,” said Karen Simpson, Executive Director, Arnprior and District Family Health Team and RC VTAC Administrative Lead. “In response, we came together as a health-care system across the county, with support from an impressive number of health-care providers and medical receptionists representing all areas in Renfrew County to ensure we can provide 24/7 care to all our residents.”

Kim Sell, a home care provider, was visiting a client in a Pembroke area retirement home and noticed the individual’s wound had deteriorated and required follow-up. Because her client does not have a family physician, Kim called RC VTAC to connect with a family physician, who was able to deal with the problem over the phone.

"My client avoided an unnecessary Emergency Department visit, two taxi rides and many hours in a waiting room," said Kim, Client Services Supervisor with Carefor Health and Community Services.

"Our goal remains ensuring our 911 Paramedic resources and Emergency Departments are being used for the most critical patients who are experiencing a life-threatening emergency," said Mike Nolan, Chief, County of Renfrew Paramedic Service. "The Renfrew County Virtual Triage & Assessment Centre has extended our existing Community Paramedic model by providing access to a primary care physician. This allows us to support and keep people safely at home for as long as possible through in-home assessments, point-of-care testing, virtual remote monitoring, and leave-behind wireless devices."

At County Council on May 28, 2020, support was given for the continuation of the VTAC beyond the immediate needs of the pandemic. Chief Nolan was directed to pursue sustainable operating and funding models for its continued operation.

A stakeholder engagement strategy is underway to ensure that key informants are being consulted regarding uninterrupted Virtual Triage and Assessment Centre function supporting residents of Renfrew County who do not have access to a family physician.

2. COVID-19 - Static Testing Sites

On Friday, May 22, 2020, a provincial mandate to increase testing was released. Static testing sites have been established throughout the County and teams consisting of Sierra Team members, administrative staff, Logistics staff, and a Commander will be assigned to each location. Attached as Appendix ES-I is the schedule that includes the time, location, and instruction for those who plan to attend each of the determined sites. Swabbing registration can be done on-line through VTAC to facilitate the process.

3. County of Renfrew Paramedic Service Communications Strategy

The County of Renfrew Paramedic Services' communications strategy outlines guidelines for quickly providing key messages and information to communicate to all parties during a pandemic. It is critical to provide timely and transparent communication to all frontline staff, the leadership team, county council, and the public with accurate, credible, and timely information. This assists to protect frontline staff, the health of the public, ensuring frontline and public safety and minimize social and economic disruption. The strategy integrates a broad range of methods to be used to communicate key messages to stakeholders. The goal of the strategy is to deliver timely consistent, effective, professional communications with frontline staff and internal and external stakeholders so that they are fully informed. This strategy provides key communications and advocacy strategies, as well as tools to help educate, and engage effectively. This allows for effective communication with frontline staff and the public in ways that build and maintain trust in formats that are accessible and tailored to audience needs and provided through multiple platforms. Collaboration between the Renfrew County and District

Health Unit (RCDHU) and the County of Renfrew Paramedic Service ensures consistency in messaging and shared best practices.

The Key Elements of the communication approach include:

- a. The health and wellbeing of all frontline staff and the public we serve is paramount. Individuals must have the information they need to protect themselves and others.
- b. Provide information that is guided by the latest available evidence. Information provided to the frontline staff and public must be accurate as it may be crucial to address misinformation and to enable people to protect themselves.
- c. Provide information in a timely manner. Timely communication can prevent the spread of infections, thus reducing the severity and duration of outbreaks.
- d. Communicate in a coordinated fashion. It is important that all partners who share responsibilities for public health align their efforts and ensure that the information they are providing to the public is consistent and appropriate.
- e. Protect patient confidentiality. Communication should comply with PHIPPA guidelines, which balance public health interests with the rights of the individual patient.
- f. Consider public perception of risk. Monitoring public perception, information needs, and concerns is an important role in the pandemic response as public risk perception is the strongest indicator of willingness to change behavior during a public health event.
- g. Potential risks will be articulated, and mitigation strategies developed and communicated appropriately.

4. Ministry of Health 2019 Ambulance Service Review

We are pleased to attach certification as Appendix ES-II, from the Ministry of Health, Emergency Health Regulatory and Accountability Branch, attesting to a successful certification process. The Service will be required to recertify in November 2022.

5. Public Access Defibrillator Program – Bill 141 AED Registry

The *Defibrillator Registration and Public Access Act, 2020* is enacted. The Act imposes certain requirements respecting the installation, maintenance, testing and availability of defibrillators on designated premises or public premises. The Act also requires defibrillators at such premises to be registered within specified time periods, and for the prescribed persons to be notified of the registrations. Regulations may be made under the Act setting out details relating to the requirements under the Act.

The County of Renfrew Public Access Defibrillator Program (PAD) complies with all requirements of the Act. All 351 active defibrillators in the County are registered with Central Ambulance Communications Centre, all signage is in place, with locations clearly marked, and maintenance is completed as per the manufacturer's recommendations. A registry of all active defibrillators within the County of Renfrew is maintained with pad and battery expiry dates. All sites are contacted when batteries and pads are set to expire, and a bulk purchasing plan has been developed through a supplier to cost effectively obtain products and equipment. The Public Access Defibrillator Program Coordinator replaces the pads and batteries when required and troubleshoots all defibrillator calls from the public. He is certified by the Heart & Stroke Foundation of Canada to provide First Aid, Cardio-Pulmonary Resuscitation (CPR) and Defibrillator training.

6. 2020/21 Universal Influenza Immunization Program (UIIP)

The Service has applied and been accepted to participate in the Universal Influenza Immunization Program for the 2020/21 influenza season. Once received, vaccine will be stored in specifically designated refrigerators that have been inspected by Public Health. The vaccine will be used to assist with surge capacity for the next influenza season.

COUNTY OF RENFREW
LONG-TERM CARE REPORT

TO: Health Committee

FROM: Shelley Sheedy, Director of Long-Term Care

DATE: June 10, 2020

SUBJECT: Department Report

INFORMATION

1. Bonnechere Manor Resident Statistics

Statistics	Mar 31, 2020	Apr 30, 2020	May 31, 2020
Population at end of Month	176	177	174
# of Female Residents	110	110	108
# of Male Residents	66	67	66
Vacant Beds at End of Month	2 LTC / 2 Respite	3	6
YTD Occupancy Rate: LTC Respite	99.18% 36.26%	99.68% *	98.55% *
Resident Deaths	6	2	3
Resident Discharges	0 LTC / 2 Respite	0	0
Resident Admissions	7 LTC / 2 Respite	3	0

2. Miramichi Lodge Resident Statistics

Statistics	Mar 31, 2020	Apr 30, 2020	May 31, 2020
Population at end of Month	162	160	155
# of Female Residents	116	114	109
# of Male Residents	46	46	46

Statistics	Mar 31, 2020	Apr 30, 2020	May 31, 2020
Vacant Beds at End of Month	2 LTC / 2 Respite	6	11
YTD Occupancy Rate: LTC Respite	99.05% 69.23%	98.95% *	98.48% *
Resident Deaths	7	2	5
Resident Discharges	0 LTC / 3 Respite	0	0
Resident Admissions	6 LTC / 3 Respite	0	0

*Committee is reminded that due to the COVID-19 Pandemic, a Ministry of Long-Term Care Directive stated that the Respite Program within long-term care would be temporarily placed on hold, converting the respite beds into long-term care beds.

3. Champlain Local Health Integration Network Home & Community Care Client Waitlist Information

Renfrew County Long-Term Care Homes	Feb 2020	Mar 2020	Apr 2020
Bonnechere Manor	191	194	202
Caressant Care Cobden	95	100	99
Deep River & District Hospital – The Four Seasons Lodge	50	52	52
Grove (The) Arnprior & District Nursing Home	134	131	135
Groves Park Lodge	152	153	163
Marianhill Inc.	189	195	193
Miramichi Lodge	338	343	339
North Renfrew Long-Term Care Services Inc.	86	87	87
Valley Manor Inc.	67	71	72
Totals	1302	1326	1342

4. COVID -19 Pandemic Update – Long-Term Care

I will provide an update on the COVID-19 status at each of Bonnechere Manor and Miramichi Lodge at today's meeting.

- On June 1, 2020 Ontario Ombudsman Paul Dubé launched an [investigation](#) into the oversight of long-term care homes (LTCHs) by the Ministry of Long-Term Care (MOLTC) and the Ministry of Health (MOH) during the ongoing COVID-19 pandemic. The MOH's Patient Ombudsman handles complaints about the quality and functioning of LTCHs, and the MOLTC's Inspections Branch takes complaints about individual homes and whether they are in compliance with standards. The Ontario Ombudsman oversees both ministries, including these bodies.

The key highlights are as follows:

- The investigation will focus on whether the oversight of LTCHs by those ministries during the coronavirus crisis is adequate to ensure the safety of residents and staff.
- Investigators with the Special Ombudsman Response Team, which handles the Ombudsman's large-scale systemic investigations, will review the ministries' standards and policies for LTCHs during the pandemic, as well as the adequacy of oversight mechanisms to ensure compliance including complaint handling, inspections carried out by the MOLTC, emergency planning, steps taken to support LTC homes during the COVID-19 crisis, collection of data on coronavirus cases, rates of infection and deaths in long-term care (LTC), and communication with LTC residents, staff and the public. There is no set timeframe yet.
- On May 31, 2020, the province advised that it will require continued surveillance testing of long-term care homes (LTCHs) staff effective immediately. It is intended that all LTCH staff be tested, at reasonable intervals, a minimum twice in the month of June.
- We have developed an outdoor visiting process based on the known transmission risks of COVID-19 that the Renfrew County & District Health Unit has reviewed and supports including:
 - Residents and visitors wearing masks
 - Visits limited to two (2) visitors from same household
 - Physical distancing maintained to 2 meters or greater

- Visits limited to 20 minutes in length
 - Staff supervision to ensure compliance
- However, we will not implement if the Home is in suspect outbreak/outbreak. On May 29, 2020, the province released the document attached as Appendix LTC-I, containing the following statement: “We continue to monitor and test in long-term care homes and are exploring visitor policies to reconnect residents with their loved ones while ensuring resident, staff and visitor safety.” To this end, staff are considering how we could facilitate indoor visits but will not implement until province has directed.
 - On May 26, 2020, the Canadian Armed Forces released a [report](#) documenting their findings on five long-term care homes (LTCHs) at which the military was assisting.) The government subsequently issued a [media release](#) and the Premier has called on the federal government and the Canadian Armed Forces to extend their current mission for at least an additional 30 days. He also announced that one of the deaths has been referred to the Office of the Chief Coroner for investigation. The report details serious concerns around infection prevention, safety, staffing and level of care. The contents are very disturbing and upsetting. While there is no doubt this pandemic has magnified and compounded the challenges in long-term care; the sector and its supporters, including the County of Renfrew/City of Pembroke, have long been calling for changes to address chronic provincial underfunding.
 - On May 27, 2020, the Ontario government announced additional immediate action at high-risk LTCHs, following the disturbing allegations outlined by the Canadian Armed Forces (CAF): the Ministry of Long-Term Care (MOLTC) has deployed long-term care inspection teams to conduct comprehensive, detailed inspections at high-risk LTCHs over the next 21 days. At the same time, the MOLTC has started the process of appointing temporary management at Eatonville Care Centre, Hawthorne Place Care Centre, Altamont Care Community, Orchard Villa, and Camilla Care Community. Further, the recently announced independent commission into Ontario's long-term care system will now begin its work in July 2020. The full [press release](#) is posted.

- In the [Ottawa Citizen article](#), Ms. Payne states that “the COVID-19 crisis has shone a devastating light on one of Ontario’s worst-kept secrets: The province’s system of caring for the elderly is underfunded, inadequately staffed and badly designed”. Committee is reminded of the government’s own 2008 Sharkey Report, now twelve years old that called for four hours of care/resident/day – resident care needs have only increased since then.
- Equally disturbing is an [article](#) that alleges that the long-term care system is broken from the inside.

5. June 1, 2020 - Accommodation Co-payment Resident Rate Increases

On June 1, 2020 the Ontario government announced that due to the COVID-19 pandemic, the annual increase for long-term care resident co-payment rates will be deferred from July 1, 2020 until January 1, 2021.

The Ontario government will ensure that long-term care homes will not lose any revenue resulting from this deferral. The government will fully fund the level of care increases that would have been collected from basic accommodation co-payments. In addition, the government will compensate for the preferred accommodation premium increases that would have been applicable during the deferral period.

6. 2020 Capital Projects

The 2020 Capital Projects schedule was reviewed with the applicable Environmental Services Supervisors at each Home. As the table details below, project completion dates have been revised/placed on hold due to visitor restrictions with the COVID-19 Pandemic.

Bonnechere Manor Capital Projects	REVISED Completion Date
Purchase resident tubs	Completed
HVAC Upgrades: phase 2 to include automation of heat/humidity alerts	On track: September 30, 2020

Bonnechere Manor Capital Projects	REVISED Completion Date
Replace sections of the flat rubber roof	On track: September 30, 2020
Parking lot repaving	On track: October 31, 2020
Elevator & Lift motors/hydraulic seals	On track: October 31, 2020
Upgrades to Fire Alarm system	On hold
Replace resident room flooring	On hold
Butterfly Approach Project – Architect Design	On hold

Miramichi Lodge Capital Projects	REVISED Completion Date
20 Ceiling Tracks - installed	Completed
Replace 3 Spa Tubs	Completed
Front Parking Lot & Driveway repaved	On track: June 2020
Telephone PBX replacement	On track: June 2020
Replace C- block carpet with ceramic tile - started	On hold
HVAC controls upgrade –started for consultant	On hold
Laundry - Dryer	On hold
HVAC – Humidifier (project postponed – September 2021)	On track: RFP September 2020
Front Sliding Doors	On track: October 2020
Fire Panel upgrade	On hold

Miramichi Lodge Capital Projects	REVISED Completion Date
Community Centre Multi Media System Upgrade	On hold

7. Bargaining Update – Miramichi Lodge and Canadian Union of Public Employees (CUPE) Local 3586

As Committee will recall, the Miramichi Lodge bargaining team comprised of Mike Blackmore, Administrator, Jennifer White, Director of Care, Jill Eady, Administration Supervisor, Shelley Sheedy, Director of Long-Term Care and led by Bruce Beakley, Director of Human Resources met with the Canadian Union of Public Employees (CUPE) Local 3586 bargaining committee and National representative Paul Edwards for bargaining on February 6, 2020 and found themselves so far apart in proposal expectations that the Employer took the position that conciliation was seen as the only option to move the talks forward. As the union's proposals were both cost prohibitive and unreasonable given the current economy and therefore current climate of fiscal constraint as well as our local budget realities.

I wish to advise Committee that on May 28, 2020 the same team participated in conciliation with CUPE Local 3586 and Conciliator Serge Gagnon, Ministry of Labour. On May 29, 2020 the Conciliator advised the Employer that the Union requested a No-board report be issued and therefore there will be no further conciliation and the parties will go to arbitration. Due to the confidentiality requirements of contract negotiations, I will provide details in a closed session at today's meeting.

Negotiations with Bonnechere Manor CUPE Local 1508 were scheduled for March 18, 2020 but postponed related to COVID-19.

8. Seniors' Housing Strategy Assessment Consultant

Further to the 2020 budget approval to issue a Request for Proposal (RFP) for a Seniors' Housing Strategy Assessment Consultant, Committee is advised that

this RFP is being advertised with the submission of the Consultant's report deadline scheduled for September 30, 2020.

The RFP is advertising for the services of a qualified consultant to undertake a comprehensive review of senior services to conduct a "Seniors' Housing Strategy" intended to assist the County of Renfrew in strategic decision making and policy development regarding seniors' housing options not limited to "brick and mortar" and including:

- Assisted living;
- Supportive housing;
- Long-Term Care (LTC) / Community Paramedic Partnership in the client's home/virtual care; and/or
- Additional Long-Term Care Beds.

Committee will kept apprised of this project.

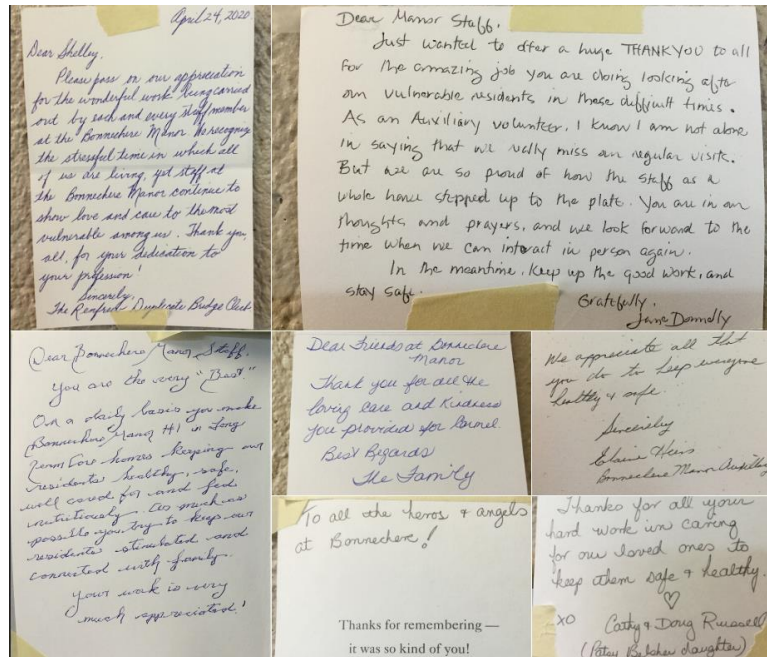
9. Bonnechere Manor Seniors Care without Walls

Following the declaration of the COVID-19 pandemic, Committee will recall that Bonnechere Manor had to pause its Adult Day Program related to transportation. The Adult Day Program staff have continued to touch base with the clients by telephone and starting June 1, 2020 the program launched 'Senior Centres without Walls'. This new initiative facilitates group conversations and events through the phone and will continue to support Adult Day Program clients to stay connected to others during the COVID-19 Pandemic. This new service is fully funded as an extension of The Good Companions *Seniors Centre without Walls* program, which receives the support of the City of Ottawa, United Way East Ontario, the Ontario Ministry for Seniors and Accessibility, and the Older Adult Centres Association of Ontario. The goal is to ensure that agencies in Champlain region and across the province are able to deliver this option to clients affected by COVID-19 disruptions. For more information contact Erin Wilson, Client Programs Supervisor 613-433-8308 or ewilson@countyofrenfrew.on.ca.

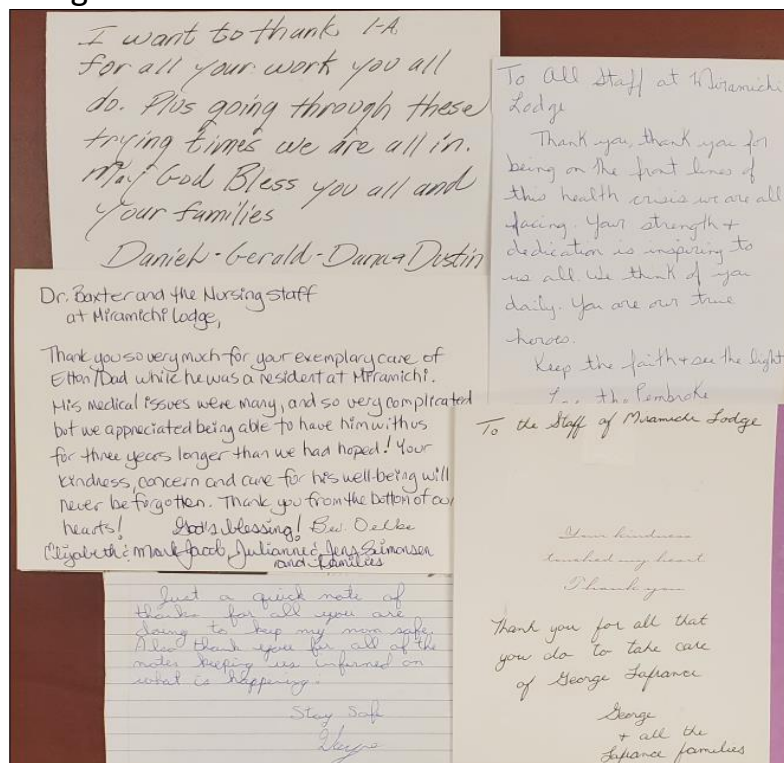
10. Expressions of Gratitude

Both Bonnechere Manor and Miramichi Lodge have received incredible community support and recognition as captured in the collages below:

Bonnechere Manor



Miramichi Lodge



11.Fundraising

- a) We are pleased to advise that the Bonnechere Manor fundraising initiative 'Strides for Smiles', where 99 year old, Bonnechere Manor resident Mr. Harold Irving walked 2 to 3 times per week in May 2020 has raised over \$5,200. Thank you to Mr. Irving, his family and to all those that supported this fundraising event.
- b) The County of Renfrew Long-Term Care Homes has launched the newest fundraising project to support the implementation of the Butterfly Approach Project: A Butterfly Garden. A floral garden design will cover a wall adjacent to the Butterfly Home Area in each Home and glass butterflies designed by local artist Janet Springer representing project donors of \$100 will adorn the garden. For more information please see the Media Release attached as Appendix LTC-II.
- c) Miramichi Lodge residents are being encouraged to participate in a virtual journey across Canada during the month of June, with the option of family and community members sponsoring a resident during their journey. Any donations will be provided to the Miramichi Lodge Foundation. Collectively their goal is to travel across Canada in celebration of Seniors Month.

For more information regarding these fundraising projects for either Bonnechere Manor or Miramichi Lodge please contact Ms. Lainy Boldt-Johnson, Fundraising Coordinator at lboldtjohnson@countyofrenfrew.on.ca, or 1-343-369-4259.

RESOLUTIONS

12.Unbudgeted Capital Equipment Purchase – Miramichi Lodge Carpet Extractor

Recommendation: That Health Committee recommend that County Council approve the approximately \$18,000 in savings from the PBX Phone System

Replacement Capital project to fund the unbudgeted replacement of a carpet extractor. Further, that the Finance and Administration Committee be so advised.

Background

The carpet extractor is the primary piece of equipment used to clean and maintain all carpeted flooring throughout Miramichi Lodge including all resident home area hallways, resident rooms, lounges, common areas and offices. The machine has been in service for 15 years and has been repaired several times over this period. The machine has been discontinued resulting in prohibitive repairs costs where assuming the required part is available. The recommendation is made to purchase a new carpet extractor consistent with the Corporate Procurement Policy, utilizing savings achieved through the PBX Phone System Replacement Capital project.

The 2020 PBX Phone System Replacement budgeted at \$70,000 was purchased for approximately \$30,000. The unexpected savings were achieved upon determination that integration of our existing Panasonic phone system was viable. To note, approximately \$22,000 of these \$40,000 savings were approved to be utilized to replace the unanticipated and unbudgeted costs to the main dishwasher, as noted in Mr. Moreau's May 2020 report to County Council.

BY-LAWS

13. Champlain Local Health Integration Network – Service Accountability Agreements

Recommendation: That Health Committee recommend that County Council adopt a By-law authorizing the Warden and the Chief Administrative Officer/Clerk to sign the "Extending Letter" for the extension of the Service Accountability Agreements from June 30, 2020 to March 31, 2021 between the Champlain Local Health Integration Network and the Corporation of the County of Renfrew, Bonnechere Manor and Miramichi Lodge for compliance with the Local Health System Integration Act, 2006 for submission by the deadline of June 26, 2020.

Background

On May 22, 2020, the Champlain Local Health Integration Network (CLHIN) provided notice that the 2019/20 Service Accountability Agreements (SAAs) extended from April 1 to June 30, 2020 is further extended until March 31, 2021.

On June 2, 2020, the CLHIN requested the SAA “Extending Letter” to be signed and returned by the deadline of June 26, 2020. This will amend each and every SAA (Multi-Sector Service Accountability Agreement, Long-Term Care Service Accountability Agreement) entered into with the CLHIN as applicable, extending the current Service Accountability Agreement to March 31, 2021. The “Extending Letter” and draft By-law is attached as Appendix LTC-III.