



AGENDA

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- NOTE: County Council: Wednesday, August 26, 2020.**

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: August 12, 2020

SUBJECT: Emergency Services Department

INFORMATION

1. COVID-19 Update

COVID-19 has impacted many aspects of paramedic services' delivery. Logistically, equipment sourcing and stocking now take more time and many hours are needed to manage inventory and data. Over the past 16 weeks, we have put in almost 1,000 hours collectively, manually counting personal protective equipment (PPE) to track equipment and provide daily reports as mandated by the Ministry of Health (MOH). Additional support staff were brought in to perform this work. Since the demand for medical and protective equipment surged globally, the costs of supplies to ensure paramedics' safety has also increased. When we can source equipment to purchase, we do so in bulk in anticipation of a second wave and ongoing shortages and cost savings.

Increasing demand has brought new sources into play; we must therefore make additional efforts to research where supplies come from and the manufacturers or distributors' licensing. Costs of supplies have increased exponentially as has our usage. For example, nitrile gloves have more than doubled in price and masks that were rarely needed in the past are now being used on multiple calls per day. We were obligated to significantly increase the amount of supplies ordered and, as a result, we had to increase our storage capacity by more than 300%.

We have been assisting Public Health with the provision of COVID-19 testing. While this enables ease of access to community testing, it has added staffing pressure from an administrative and operational standpoint. We have managed over 12,000 requisitions and tests over the past 3 months.

COVID-19 has created front-line operational challenges. Calls have increased in complexity because of additional screening, PPE requirements, altered medical directives and transport requirements. Increased disinfection is also required after calls. This means that time spent on a typical call has increased. We have been working with area hospitals,

primary care physicians and VTAC to ensure we maintain healthcare system capacity during the pandemic including making sure we have fully staffed crews, causing additional costs from overtime coverage. A recent hire of casual staff was completed to mitigate this need and ensure coverage is always maintained.

Looking forward to the impact of stage 3 reopening of social gatherings and indoor businesses, we have yet to fully realize the consequence of these measures being loosened. Additionally, it has been announced by the province that there will be a resumption of classroom learning beginning in September. It is possible that these changes to the social and physical distancing requirements, combined with seasonal influenza may significantly increase demand for assessment, testing and treatment. We are watching this situation closely as it may place significant demands on the Paramedic Service and may cause a reaction resulting in increased controls and measures to be put in place to contain any suspect or actual outbreaks and to limit community spread.

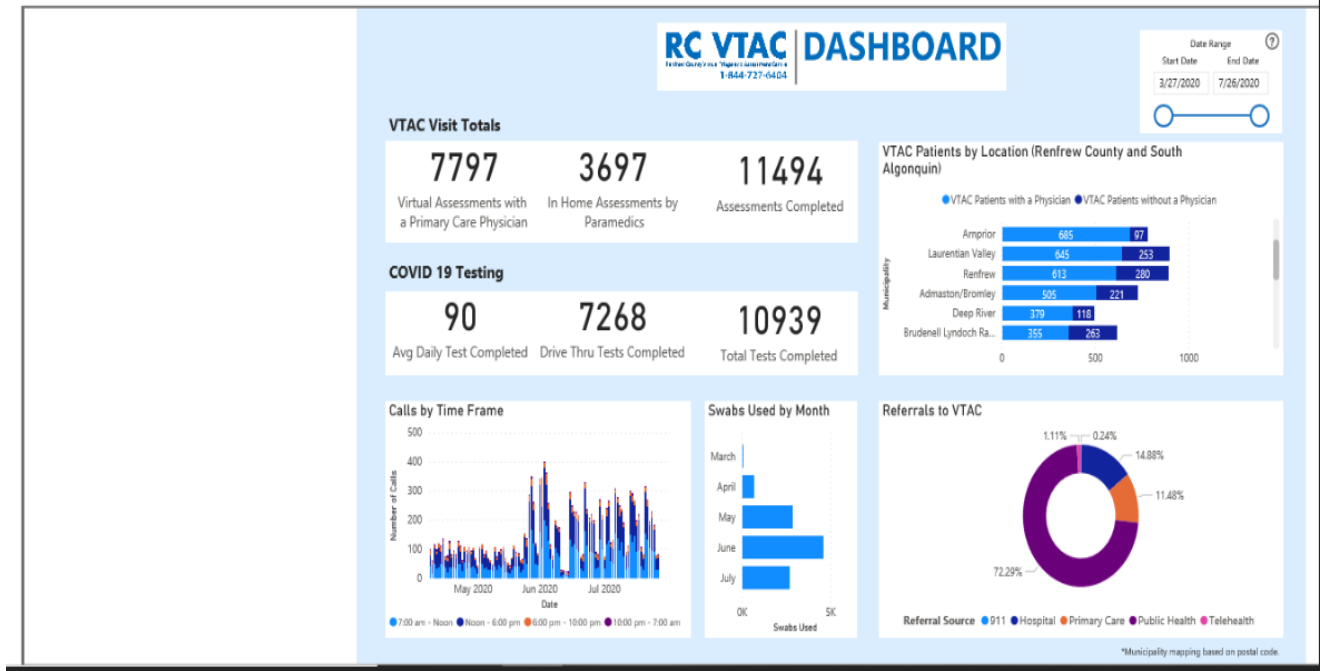
We are anticipating ongoing cost and staffing pressures related to the additional time, equipment and oversight required to respond to 911 calls, provide care and ensure a high quality of infection control practices throughout the service at all times.

2. Virtual Triage and Assessment Centre

Warden Robinson, Acting CAO Sheedy and Chief Nolan met with the EOWC seeking support for the continuation of the Renfrew County Virtual Triage and Assessment Centre (RC VTAC) model, funding mechanisms and staffing to ensure a sustainability plan can be put in place beyond September 2020. The Provincial Government has signaled that changes are being contemplated that could put the current RC VTAC service in jeopardy. Key elements of the RC VTAC model are the continuation of funding for Community Paramedics and Medical Receptionists as well as the continuation of Session Fee Codes for Primary Care Physicians. Chief Nolan is actively participating in numerous Ontario Health Advisory committees who are planning and recommending options for the Province to consider for implementation in September / October 2020.

A snapshot of the VTAC dashboard, including numbers from the static testing sites is shown below for information. The dashboard is updated daily and can be accessed at <https://rcvtac.ca/mod/url/view.php?id=246>.

Dashboard



3. Community Paramedic Palliative Care

As our Community Paramedicine Program evolves, we have been working with a palliative care team to incorporate a palliative care program as a way to continue to meet the needs of our community. Dr. Declan Rowan and Dr. Katie Forfar will be signing off on all medical directives including pain agitation, breathlessness, nausea, vomiting and sub-cut line insertion. Symptom management kits will be provided and will contain medications necessary for pain management of palliative patients. Consults will be available with a palliative care physician within the community. A Palliative Care Education Day has been planned for August 27 and will be facilitated by multiple regional stakeholders including,

- Dr. Declan Rowan, Chief of Hospitalist Medicine, Pembroke Regional Hospital
- Dr. Katie Forfar, Palliative Care & Family Physician, Whitewater Bromley Community Health Centre
- Erin McCabe, RN, BScN, BHSc, Champlain Regional Palliative Consultation Team
- Stephanie Knox, RN, BScN, Palliative Care Coordinator Champlain LHIN
- Dawn Cruchet. RN (ret.) Grief and Bereavement Expert

The intent of this program is not to be the primary palliative care service provider but to provide patient-centred care that is consistent with the patient's goals of care. Paramedics

are often called to treat patients who would benefit from a palliative approach to care. Paramedics currently have limited capacity to treat in place and align care with the patient's goals of care within the current structure of the Regional Paramedic Program of Eastern Ontario and the Ministry of Health.

The goal of the paramedic in the palliative care plan is to be a stop gap until the palliative care team can get in and take over patient care. Advanced Care Paramedic Andy Brown joins the virtual Hospice rounds once a week to maintain relationships and stay updated.

4. Community Paramedicine Community of Practice

Within the health care system, the provision of efficient and coordinated community paramedicine service is essential. Present realities related to pressures within the community, the hospital system, and evolving needs such as long-term care, necessitate a forum for discussion and agreement on issues and actions. As well, the forum must provide for developing consensus between all sectors on their individual goals in relation to community paramedicine services. The Eastern Community Paramedic of Practice Committee provides this forum for discussion. Those paramedic services joining in this discussion currently include County of Renfrew, Haliburton County, Hastings County, Lanark County, Lennox & Addington County, Prescott & Russell, City of Ottawa, Kawartha Lakes and City of Cornwall.

5. County of Renfrew Paramedic Service Leadership Team Staffing

The Service is pleased to announce the following staffing changes,

- **Deputy Chief**

Mr. Mathieu Grenier has been selected as the successful candidate for the most recent Deputy Chief posting, which closed in February 2020. His experience, education and skill set along with his leadership skills and capacity to work collaboratively with others is an asset to the County of Renfrew Paramedic Service.

- **Commander**

Ms. Amber Hultink has been selected as Commander in the competition that closed in February 2020. Ms. Hultink had been managing the Community Paramedic Program in an acting commander capacity and will continue using the same excellent combination of experience, knowledge, compassion, and people skills that she has used previously to ensure the growth of the program and the Service.

6. Letters of Gratitude

The following emails were sent to the Service:

- *On July 9th I suffered a cardiac event at our cottage at (intentionally blank). The paramedics arrived promptly and very competently assessed my condition. They arranged to transport me to Barry's Bay hospital and at the same time alerted the helicopter service for transport to the Ottawa Heart Institute. At all times the care*

they provided was excellent and I want to thank them for all the timely professional help they gave me. I will forever remember that outstanding crew.

- *I'm reaching out to say thank you, particularly the Sierra Team, Amber Hultink and everyone from the Renfrew Country Paramedic Service and many agencies (and heroic bystanders) who worked together to rescue my sister, (intentionally blank), in Algonquin Park on Sunday. I'm sure that a rescue like this - stays with you. It was tough just reading the news story detailing the rescue*

<https://www.renfrewtoday.ca/2020/07/27/pembroke-woman-airlifted-to-hospital-after-falling-down-waterfall-at-high-falls-in-algonquin-park/>

There are no words to express our gratitude. She is doing well after spinal surgery and hopeful that she will regain feeling in her legs again. I hope that she can thank you herself soon.

7. Interagency Collaboration

Commander Amber Hultink was notified of a call in Algonquin Park located in the area known as High Falls at approximately 1645 on Sunday July 26. The Central Ambulance Communications Centre was contacted to request that Military Search and Rescue (SAR) be attached to the call because of location and possible difficult extrication. ORNGE was also tiered for response.

Sierra Team members attached themselves to the call as did the Petawawa crew. All units arrived on scene within 15 minutes of each other at the entrance to High Falls. The patient was still in the water with a possible spinal injury. Sierra Team member Britney McBride was just leaving the park after a weekend of camping and was contacted to return to the Park following a call update.

The Sierra Team Paramedics, with the help of two OPP officers and bystanders rendered patient care on site until the SAR techs arrived by air. Sierra Team members coordinated their drop zone for their medics and extrication basket through the Central Ambulance Communications Centre. The use of a satellite phone was a key component to the success of the call due to the remote location of the incident.

The SAR tech helicopter departed the scene and transported the patient directly to the Trauma Centre at the Ottawa Hospital, Civic Campus. This response was a true example of inter-agency collaboration.

The Service would like to recognize the efforts of the three civilians who witnessed the fall and provided immediate, life-saving care to the patient. Mr. Andrew Baechler, Mr. Michel Pétrin, and Mr. Sebastian Bélec will receive a Chief's Commendation, attached for information as Appendix ES-I. A July 27, 2020 Renfrew Mercury article, and a July 29, 2020 article from the Eganville Leader are attached as Appendix ES-II.

8. CSSP Case Study – Renfrew County Paramedic Service Participation

The Service has been asked to participate in a Case Study with Canadian Safety and Security Program (CSSP), entitled, *Situational Awareness of Vulnerable Populations during a Crisis or Evacuation Project (SAVE) SAVE: COVID-19 Case Study - CSSP-2020-TI-2468*

Over the past number of years, Healthcare agencies have been moving towards a “providing healthcare at home” model. For example, in the past, there would be 100 patients staying in a common assisted living building. Today, those same 100 patients could be staying in their homes at 100 different locations. This decentralization of healthcare presents a significant situational awareness problem for emergency management organizations during a COVID-19 crisis.

Community Paramedic programs across Canada are uniting agencies to build a Circle of Support. An example of the Circle of Support in Renfrew County could include:

- County of Renfrew Paramedic Service
- Community Care Access Centre
- Renfrew County and District Health Unit
- Canadian Mental Health Association.

The genesis of the SAVE application under the original CSSP project was to develop a situational awareness tool that identified vulnerable persons and tracked resources – either volunteers or services – who could assist vulnerable persons in a crisis. The case study is attached as Appendix ES-III.

9. RC VTAC Research

We are pleased to attach a research article as Appendix ES-IV, entitled, *Providing 24/7 healthcare for all during the COVID-19 pandemic* - by Jonathan Fitzsimon MD CCFP; Oliver Gervais MD; Chelsea Lanos; Maureen Sullivan-Bentz. Ms. Chelsea Lanos is a County of Renfrew Paramedic and continues to lead research and evidence-based practice activities for the Service.

10. The June 2020 Treasurer’s Report for Emergency Services will be emailed prior to the meeting.

**COUNTY OF RENFREW
LONG-TERM CARE REPORT**

TO: Health Committee

FROM: Shelley Sheedy, Director of Long-Term Care

DATE: August 12, 2020

SUBJECT: Departmental Report

INFORMATION

1. Bonnechere Manor Resident Statistics:

	May 31, 2020	June 30, 2020	July 31, 2020
Population at end of Month	174	169	169
# of Female Residents	108	104	103
# of Male Residents	66	65	66
Vacant Beds at End of Month	6	11	11
YTD Occupancy Rate: LTC Respite	98.55% *	97.06% *	97.06% *
Resident Deaths	3	5	4
Resident Discharges	0	0	1
Resident Admissions	0	0	5

2. Miramichi Lodge Resident Statistics:

	May 31, 2020	June 30, 2020	July 31, 2020
Population at end of Month	155	154	155
# of Female Residents	109	108	108
# of Male Residents	46	46	47
Vacant Beds at End of Month	11	12	11
YTD Occupancy Rate: LTC Respite	98.48% *	97.79% *	97.25% *
Resident Deaths	5	1	1
Resident Discharges	0	0	0

	May 31, 2020	June 30, 2020	July 31, 2020
Resident Admissions	0	0	2

*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 Waitlist Information

Renfrew County Long-Term Care Homes	Apr 2020	May 2020	Jun 2020
Bonnechere Manor	202	208	210
Caressant Care Cobden	99	101	102
Deep River & District Hospital–The Four Seasons Lodge	52	54	53
Grove (The) Arnprior & District Nursing Home	135	138	137
Groves Park Lodge	163	165	164
Marianhill Inc.	193	199	207
Miramichi Lodge	339	336	340
North Renfrew Long-Term Care Services Inc.	87	88	89
Valley Manor Inc.	72	71	73
Totals	1342	1360	1375

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

- Symptomatic and Surveillance Testing**
 Following the May and June staff surveillance testing, Homes received Ministry direction on July 16, 2020, to continue the twice monthly testing until further notice. Given the late notice for July, the Ministry has advised that one round of testing for July is appropriate. I will provide an update on the COVID-19 status at each of Bonnechere Manor and Miramichi Lodge at today's meeting.
- Additional COVID Prevention and Containment Funding**
 On July 6, 2020, the Ministry of Long-Term Care advised long-term care homes (LTCHs) regarding the one-time additional COVID-19 Prevention and Containment Funding for June 2020. The detailed allocation for each of Bonnechere Manor and Miramichi Lodge is as follows:

Home Name	Bonnechere Manor	Miramichi Lodge
Total Beds	180	166
Home with B, C and/or D Beds¹	No	No
Outbreak Status²	Resolved	Resolved
Baseline Funding	\$12,000	\$12,000
Additional Baseline Funding for Small Homes with 96 Beds or Fewer with B, C and/or D Beds	\$0	\$0

Additional Baseline Funding for Homes with 97 beds or more with B, C and/or D Beds	\$0	\$0
Additional Baseline Funding for Homes with Outbreak	\$10,000	\$10,000
Per Bed Allocation	\$36,000	\$33,200
Additional Per Bed Allocation for Homes with Outbreak	\$54,000	\$49,800
Total Funding	\$112,000	\$105,000

- Advocacy**

I have been asked to sit on a number of working groups to identify ‘lessons learned’ in managing the Pandemic to date, including preparation for a second wave through AdvantAge Ontario and the importance of emotional-care models (i.e. the Butterfly Approach) with provincial, regional and Meaningful Care Matters groups.
- Long-Term Care COVID-19 Commission**

The Ontario government launched an independent commission into COVID-19 and long-term care. Three commissioners will investigate how COVID-19 spread within long-term care homes, how residents, staff, and families were impacted, and the adequacy of measures taken by the province and other parties to prevent, isolate and contain the virus. In addition, the Commission will look at the impact of existing features (e.g. infrastructure, infection prevention and control, staffing approaches, labour relations) and will provide the government with guidance on how to better protect long-term care residents and staff from any future outbreaks. While the three-member panel is well qualified; it is concerning that long-term care representation is absent. We are pleased that the commissioners will deliver their final report containing their findings, conclusions and any recommendations to the Minister of Long-Term Care by April 30, 2021, and more importantly, the Ministry advises they will not wait for the Commission’s report to implement immediate actions needed to address the key issues in long-term care, including acting on essential learnings thus far from COVID-19. The July 29, 2020 news release is available the [News Ontario.ca](https://news.ontario.ca/ontario-launches-independent-Long-Term-Care-COVID-19-Commission) , [Ontario-launches-independent-Long-Term-Care-COVID-19 Commission](https://news.ontario.ca/ontario-launches-independent-Long-Term-Care-COVID-19-Commission).-
- Family Visits to Long-Term Care Homes**

Effective July 15, 2020, COVID-19 testing for outdoor visitors was no longer required. Visitors must still pass an active screening questionnaire administered by home staff and are required to supply and use their own face covering for outside visits. Outdoor visits are now allowed up to two people (from previous maximum of one) to visit a resident at the same time. As of July 22, restrictions for indoor visits to long-term care homes were lifted. Visitors are required to verbally attest to Home staff that they have tested negative for COVID-19 within the previous two weeks and have not subsequently tested positive. The Home is not responsible for providing the testing. Indoor visits also allow for two people to visit a resident at the same time. The Home is responsible for supplying surgical/procedure masks to indoor visitors but “should avoid accessing the provincial pandemic stockpile for this purpose”. The updated

policy still requires that the Home must not have any active COVID-19 cases and that visitors must maintain physical distancing. To ensure safety, most Homes including Bonnechere Manor and Miramichi Lodge, have designated visiting spaces versus in the resident's room to start. All visits are prescheduled to ensure physical space and staffing resources are in place. These changes have been communicated to residents, families, and staff, including notation that noncompliance by visitors could include the discontinuation of visits. Window and virtual visits also continue to best meet the needs of all residents.

- COVID-19 Lessons Learned in Long-Term Care to Date

The County of Renfrew has received a number of resolutions/recommendations from other municipalities, attached as Appendix LTC-I.

In review of these and preparation for the delegation with the Minister of Long-Term Care at the 2020 Association of Municipalities Ontario (AMO) delegation, staff have drafted the attached position paper attached as Appendix LTC-II for Committee's review. Given the timelines of the delegation - August 17th; County Council will be so advised.

- Preparation for Second Wave to COVID-19 Pandemic

With respect to preparing for a second wave to the COVID-19 Pandemic, the Ministry of Long-Term Care has requested that all long-term care homes review their pandemic plan including criteria such as:

Human Resources:

- Appropriate level and capacity of leadership and management in place, including leadership recruitment, development, retention and support (as relevant)
- A health human resources plan in place to ensure staffing levels that are appropriate for full-service delivery, including plans for return to work and staffing shortages in the event of emergency and need
- Appropriate occupational health, wellness and mental health supports in place for human resources' return to work, attraction and retention
- Reliable medical care that is accessible for on-site care
- Reunited residents with their families (visitations and family member as supporting caregivers)

Infection, Prevention and Control (IPAC)

- Dedicated capacity, planning, partnerships and clear internal accountability for oversight, reinforcement and support of proper IPAC responsibilities, protocols and practices for all staff in the home (i.e., O. Reg. 79/10 requires designated lead for training and orientation, however, the lead may not be an IPAC specialist or may be a shared resource across multiple homes, but has access to specialized resources in the local hospital, Public Health Ontario regional communities of practice and/or the local public health unit)
- Consistent, evidence informed and verified IPAC protocols and practices in place

- Sustainable supply of protective personal equipment (PPE) for staff and for residents and visitors where appropriate
- Regular on-site IPAC assessments
- Ensuring all staff in the home have “core” IPAC training (i.e., Provincial Infectious Diseases Advisory Committee Best Practices), and access to on-demand training on IPAC and PPE. Core training includes moments for hand hygiene and appropriate use of PPE for new staff as well as training refresh in donning and doffing of PPE with audits and feedback
- Processes, resources and adequate equipment/supplies in place to train and implement best practices for regular environmental cleaning. Ensure an audit and feedback process is in place
- Physical infrastructure that supports and enables IPAC standards and protocols
- Options/plan for additional precautions, including single room allocation and cohorting that support IPAC practices
- Process, capacity and adequate supply of swabs for regular staff surveillance testing in accordance with guidance issued by government
- Process, protocol and appropriate human resources are in place to respond to, contain and manage an infectious disease outbreak
- Options for alternative bed capacity that protects resident safety and wellbeing and follows IPAC guidelines

Partnerships and Sustained Operations

- Communication and engagement processes and protocols in place for effective and timely communication with residents, staff, partners and families
- Partnership and/or mentorship support relationships established with local community partners (i.e., Ontario Health, local Public Health Unit/s, hospital/s, primary care, other)
- Plan for sustainable operations, including response to a major outbreak
- Clear, reliable and accessible governance and decision-making structures

To date, both Bonnechere Manor and Miramichi Lodge have been continuing to review these measures throughout the Pandemic.

5. Ministry of Long-Term Care Staff Reassignments

The Ministry of Long-Term Care released a memo dated June 19, 2020 that noted the expansion of their organizational structure with three core divisions. These include the new Capital Development Division that is headed by Assistant Deputy Minister Brian Pollard; Policy and Operations Division led by Assistant Deputy Minister Janet Hope; and Long-Term Care Operations Division which will be headed by Assistant Deputy Minister Sheila Bristo. Funding and Programs Division will move from the Policy Division under Assistant Deputy Minister Hope to the Operations Division under the new Assistant Deputy Minister Bristo.

6. 2020 Ministry of Long-Term Care Funding of Long-Term Care Homes

Committee will recall that when the government issued its Economic Statement in March 2020, they advised that there would be a Level of Care increment of 1.5% (backdated to April 1, 2020). On July 23, 2020, the government announced the Long-Term Care Home Level of Care Per Diem Occupancy and Acuity Adjustment Funding Policy, Quality Attainment Premium Funding Policy, and Level of Care per diem summaries for 2020-21.

- Level of Care Per Diem Summary effective April 1, 2020.

The following is a summary of the current base Level of Care per diem funding as of April 1, 2020 (CMI = 1.0). The funding amounts in each envelope are set by the Ministry of Long-Term Care.

Envelope	Level of Care Per Diem	Supplementary Per Diem	Total
Nursing and Personal Care (NPC)	\$100.26	\$2.08	\$102.34
Program and Support Services (PS)	\$12.06	--	\$12.06
Raw Food (RF)	\$9.54	--	\$9.54
Other Accommodations (OA)	\$56.16	\$0.36	\$56.52
Total	\$178.02	\$2.44	\$180.46

	Prior Global Per Diem, March 31, 2019	Level of Care Increase Effective, April 1, 2020	Total
Total 2020/21 Global Increase	\$1.77	\$2.73	\$4.50
2020/21 Total			\$184.96

7. Case Mix Index Funding

As reported through the Budget Workshop in January 2020, the submitted Resident Assessment Instrument-Minimum Data Set (RAI-MDS) is used to create a Case Mix Index (CMI). The annual CMI report is usually released in December. The province-wide CMI average is always set at 100. The CMI for individual long-term care homes varies according to the level of acuity in the home compared to the provincial average. The CMI results affect only the Nursing and Personal Care portion of the funding. If a home has a CMI higher than 100 it gets more money than the base rate, if it is less than 100, it gets less.

Provincial Totals/Averages	1.0199 2019-20 Funded CMI	1.1028 2020-21 Home Level CMI	1.0200 2020-21 Funded CMI	Increase Funding 2020 Effective August 2020*
Bonnechere Manor	0.9837	1.0791	1.0007	\$25,679
Miramichi Lodge	1.0467	1.1325	1.0502	\$8,912

Bonnechere Manor 2020 Budget				
Approved Budget		Changes		Difference
CMI 99.14 Aug*-Dec	\$11,682,405	CMI 100.7 Apr-Dec	\$11,759,625	\$25,679
QA Premium	\$23,717	QA Premium	0	-\$23,717 **
Global Increase \$1.77	\$87,615	Global Increase \$4.50	\$222,750	\$135,135
Total	\$11,793,737	Total	\$11,982,375	\$137,097

Miramichi Lodge 2020 Budget				
Approved Budget		Changes		Difference
CMI 104.67 Aug*-Dec	\$11,122,124	CMI 105.02 Apr-Dec	\$11,138,143	\$8,912
QA Premium	\$21,872	QA Premium	0	-\$21,872 **
Global Increase \$1.77	\$107,538	Global Increase \$4.50	\$151,362	\$124,625
Total	\$11,251,534	Total	\$11,289,505	\$111,665

*the new CMI starts on August 1st, not April 1st, which has been the practice for at least the last 25 years

** Premium is included in OA Per Diem

8. New Long-Term Care Minor Capital Program

Committee will recall that the Province previously funded a capital program to Bonnechere Manor called “Structural Compliance Premium” (SCP) which ended on March 31, 2020. On July 21, 2020, the Minister of Long-Term Care announced the “New Long-Term Care Minor Capital Program” (MC) to support homes with minor capital repairs. The new program is intended to help maintain and extend the life of long-term care homes and delivers on a commitment to the sector to address gaps in the system for funding of minor capital repairs. The new program will be phased in over multiple years so homes have time to plan for future minor capital priorities. The funding will be provided to long-term care homes who are not already receiving other capital-related funding, such as the Construction Funding Subsidy (CFS) which is paid to homes that have developed or redeveloped under a Development Agreement with the Ministry – Miramichi Lodge receives the CFS funding which will expire 2024.

The Structural Compliance Premium (SCP) funding will be phased in over four years:

		Per Diem	% of		
		Fixed Amount	Former SCP	SCP	Annual \$
Old Program	BM	Prior to March 31, 2020	-	197,100	197,100

New Program	BM	Apr 1/20 to Mar 31/21	-	100%	197,100	197,100
		Apr 1/21 to Mar 31/22	5,000	75%	147,825	147,825
		Apr 1/22 to Mar 31/23	5,000	50%	98,550	98,550
		Apr 1/23 to Mar 31/24	5,000	0%	-	98,294
New Program	ML	Does not qualify for this program as Miramichi Lodge did not previously receive the SCP and they currently are in receipt of the construction funding subsidy				

Once the new funding model is fully phased-in by 2023-24, all eligible homes will receive a \$5,000 base allocation, plus a \$1.42 per diem amount for each eligible bed. For Bonnechere Manor this will mean approximately \$98,294 per year. It is important to note that the last full year of the previous Structural Compliance Premium was 2019; the Manor received \$197,100 meaning that this new funding is almost 50% less. This is concerning as LTC Homes' infrastructure ages.

There is specific notation in the correspondence in response to the lack of air conditioning in some older homes that was widely covered by the media this summer: "All eligible homes that could install cooling during the summer of 2020 to ensure that residents do not have to congregate for cooling purposes should consider this a priority for the use of the allocated funding." With respect to the status of air conditioning in our Homes, Committee is reminded that:

Bonnechere Manor

- Facility is 25 years old
- All areas of Bonnechere Manor have air conditioning with the exception of stairways and mechanical rooms. The system is running at maximum capacity and as efficiently as possible given it is 25 years old. In extreme heat times, the system is not capable of providing enough cooling and dehumidification.
- Due to resident/family and staff concerns regarding the heat and humidity in the facility during the summer, Committee and Council approved an engineered study to review the HVAC system and make recommendations which resulted in a three-year plan to enhance the cooling functions, estimated at over \$1.5M. Committee and Council have approved Year I (2019) and Year II (2020) of this plan through the budget process. The 2020 tender was approved July 2020 and is anticipated to begin this fall.

Miramichi Lodge

- Facility is 15 years old
- Miramichi Lodge utilizes a dehumidification system that uses a balance of outside and re-circulated air cooled by an industrial chiller.
- The resident rooms are not air-conditioned but 'tempered', however, being only 15 years old, the facility remains comfortable despite the record heat and humidity this summer.

9. Deferral of Long-Term Care Home Accommodation Rate Changes

Effective each July 1st, the Ministry of Long-Term Care sets the accommodation rates that each resident pays to live in long-term care (LTC) in Ontario. On July 24, 2020 the Minister of Long-Term Care and the Assistant Deputy Minister of Long-Term Care Operations announced the government is deferring LTC home accommodation rate changes for a period of six months. The new rates that were scheduled to be applied on July 1, 2020, have now been deferred to January 1, 2021. Additionally, the Ministry will be supporting the sector with the cost of this lost revenue by covering the portion of increases related to the preferred accommodation premium during the deferral period.

Additional information included in the letter is as follows:

- An inflationary increase of 1.9% will be applied to the co-payment for basic and preferred accommodation in LTC homes. This translates to an increase of \$1.18 per day.
- Residents who choose semi-private or private accommodation are charged an additional premium above the daily basic co-payment rate. The respective premiums for semi-private and private accommodation will also increase by 1.9% effective January 1, 2021.

10. Long-Term Care Home Development Funding Policy

To accelerate long-term care home development projects where they are needed, the Province announced on July 15, 2020 a [new Modernized Funding Model](#) that moves away from a one-size fits all approach to address the different barriers and needs across the province. The challenges cited include the increasing costs of upfront expenses including development charges, land and construction.

Over the next five years, the Province will be investing \$1.75 billion in long-term care homes. It is also updating design standards to include air conditioning for any new and renovated homes, beginning immediately and to be completed by 2022. The new Funding Model includes both (a) an increase to the existing Construction Funding Subsidy per diem; and (b) a percentage of upfront capital investment costs reimbursed through a substantial completion payment. This is to accelerate development of long-term care beds – up to 7,800 new beds and 11,000 redeveloped beds are expected to be created. Long-term care projects dating back to 2018 will be eligible for this new funding model which also includes providing development grants, between 10 per cent and 17 per cent depending on regional category, to cover upfront costs like development charges, land and other construction expenses.

This new approach includes four new regional categories based on geographic location, each with a targeted long-term care home size: large urban, urban, mid-size, and rural. An increase to the Province's construction funding subsidy will be tailored to each of these four categories.

11. Gillese Public Inquiry - Reports

A news release dated July 30, 2020 announced the release of two reports and new initiatives from the Ministry of Long-Term Care that further deliver on recommendations made by the Honourable Eileen E. Gillese, Commissioner of Long-Term Care Homes Public Inquiry to make long-term care safer and stronger. The news release is attached as Appendix LTC-III that includes links to the reports.

12. AdvantAge Ontario Virtual Summer School

With the cancellation of the 2020 AdvantAge Ontario Annual General Meeting (AGM) and Convention, the AGM has transitioned to a virtual format scheduled on August 12, 2020. With respect to the education component, AdvantAge Ontario scheduled their most in demand education topics in a Virtual Summer School format. I have been asked to present the “Grow Your Own Personal Support Workers: Regional Adaptations of the Living Classroom in Long-Term Care” based on the Bonnechere Manor partnership with Algonquin College on August 11, 2020.

13. Seniors’ Housing Strategy Update

Committee will recall that, further to the 2020 budget approval to issue a Request for Proposal (RFP) for a Seniors’ Housing Strategy Assessment Consultant, the RFP was awarded to Re/fact Consulting with the Consultant’s report deadline scheduled for September 30, 2020.

This comprehensive review of senior services is intended to assist Committees and Council in strategic decision making and policy development regarding seniors’ housing options not limited to “bricks 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.

Mr. Paul Moreau, Chief Administrative Officer/Clerk, Mr. Craig Kelley, Director of Development and Property, Ms. Laura LePine, Director of Social Services and I meet with the consultants on a weekly basis. To date, the following has been provided to the consultants/completed:

- Identification of persons/organizations to provide community input through roundtables, key informants interviews and focus groups. Staff have identified County Councillors and Mayor LeMay as key informants given your leadership role within your communities and that these 18 municipalities also geographically represent seniors housing needs in Renfrew County; to achieve this input from elected officials in the most efficient manner a questionnaire has been developed with a deadline of submission to the consultants by August 15, 2020.

- Background documents regarding Renfrew County generally and Long-Term Care specifically have been provided to the consultants
- Media Release issued July 29, 2020, and is attached as Appendix LTC-IV advising the public and providing the community with an opportunity to also provide input through a special link on the County of Renfrew website, under Community Services/Seniors Housing strategy.
- Backgrounder developed, attached as Appendix LTC-V.

14. May 2020 Treasurer's Reports

The May Treasurer's Reports for each of Bonnechere Manor and Miramichi Lodge are attached as Appendix LTC-VI.

15. Bargaining Update – Bonnechere Manor and Canadian Union of Public Employees (CUPE) Local 1508

Committee will recall that negotiations between Bonnechere Manor and the Canadian Union of Public Employees (CUPE) Local 1508 was scheduled for March 18, 2020 but postponed related to COVID-19. The Bonnechere Manor bargaining team comprised of Sandra Blok, Administration Supervisor, Trisha Michaelis, Resident Care Coordinator, Dave Norton, Environmental Services Supervisor, Shelley Sheedy, Director of Long-Term Care and led by Bruce Beakley, Director of Human Resources met with the CUPE Local 1508 Bargaining Committee and National Representative Paul Edwards for bargaining on July 29, 2020 and found themselves far apart in proposal expectations similar to negotiations between Miramichi Lodge and CUPE Local 3586. The union's proposals were both cost prohibitive and unreasonable given the current climate of fiscal constraint as well as our local budget realities. National Representative Mr. Edwards advised that CUPE Local 1508 is requesting the assistance of conciliation to proceed with bargaining. I will provide a more fulsome summary to Committee in a closed session at today's meeting.

16. Request for Tender Roof Replacement Capital Project – Bonnechere Manor

Health Committee and County Council approved \$215,000 in the Bonnechere Manor Capital Budget through the 2020 budget process for the ongoing roof replacement project.

The company that most closely matched the Request for Tender (RFT) requirements and was the lowest bidder is Perth Roofing at \$188,007. The Project cost falls within the allocated capital for the project. Consistent with Corporate Policy GA-01 'Procurement of Goods and Services', Section 18.7, County Council approval is required; however, as we are in a state of emergency, the Warden and Chief Administrative Officer/Clerk have delegated authority for the month of July 2020 to approve consultant appointments and contract awards that would normally require Committee and/or Council approval.

17. Request for Proposal HVAC System Capital Project – Bonnechere Manor

Health Committee and County Council approved \$285,000 in the Bonnechere Manor Capital Budget through the 2020 budget process for the phased upgrades to the HVAC system. Committee and Council had previously approved an engineered study to enhance/replace components of the 25-year-old HVAC system in light of concerns from residents, families and staff regarding the heat and humidity in the building during summer months.

The company that scored the highest regarding the Request for Proposal (RFP) requirements and is the lowest bidder is Francis HVAC from Nepean, Ontario. The project cost is \$417,750 - \$132,750 above the allocated \$285,000 budgeted for the 2020 component of the project. Given the importance to continue to complete this project related to resident and staff comfort, staff worked with the approved Engineer and the successful bidder to reduce the scope of this year's project to fit within the allocated approved budget. Consistent with Corporate Policy GA-01 'Procurement of Goods and Services', Section 19.7, County Council approval is required; however as we are in a state of emergency, the Warden and Chief Administrative Officer/Clerk have delegated authority for the month of July 2020 to approve consultant appointments and contract awards that would normally require Committee and/or Council approval.

18. Ministry of Long-Term Care Inspection – Bonnechere Manor

Ms. Janet McParland, Inspector with the Ministry of Long-Term Care conducted a Critical Incident System inspection and follow up to a complaint on the following dates, July 9, 10, 14, 15 (on-site), July 16 (on-site), July 17 (off-site) July 20 (offsite), 2020. There were no non-compliances issued related to the complaint. There was one (1) written notification and one (1) voluntary plan of correction issued regarding the critical incident system inspection regarding medication administration errors. Nursing Management are working closely with the individual, including re-education and ongoing monitoring and auditing of medication administration practice.

19. Renfrew County and District Public Health Unit Inspections

On July 7, 2020 Ms. Jane Yantha, Public Health Inspector with the Renfrew County and District Health Unit inspected the vaccine storage and handling requirements of vaccines at Bonnechere Manor. No items of non-compliance noted.

On July 7, 2020, Ms. Lindsay Smith, Public Health Inspector with the Renfrew County and District Health Unit inspected the main kitchen and the unit serveries at Bonnechere Manor. No items of non-compliance noted. Closing comments on the Public Health report included "Facility was well maintained at the time of inspection." Congratulations to Ms. Cayla McNulty, Food Services Supervisor and food services staff.

On June 24, 2020, Ms. Sneha Gurung, Public Health Inspector with the Renfrew County and District Health Unit inspected the main kitchen at Miramichi Lodge. One item of non-critical infraction was noted as 'furniture, equipment and appliances in any room or place where food is prepared, processed, packaged, served, transported, manufactured, handled,

displayed, sold or offered for sale is constructed and arranged to maintain it in a clean and sanitary condition. Ms. Sherri Hendry, Food Services Supervisor and food services staff resolved this concern with a deep clean on June 30, 2020.

20. Environmental Services Supervisor Position – Miramichi Lodge

Mr. Darhl Burger retired from the Miramichi Lodge Environmental Services Supervisor position effective July 1, 2020, after eight years with the County of Renfrew. We thank Mr. Burger and wish him well in his relocation to Alberta. I am pleased to advise Committee that Mr. Aerie Keller accepted the Environmental Services Supervisor position at the Lodge and started on July 22, 2020. Mr. Keller brings a strong background in facility maintenance. Please join me in welcoming Mr. Keller to the County of Renfrew.

21. Expressions of Gratitude

Both Bonnechere Manor and Miramichi Lodge have received the following expressions of gratitude:

- a) A family recognizing the excellent care provided to their loved one while resident at Bonnechere Manor is attached as Appendix LTC-VII.
- b) A family recognizing the excellent care provided to their loved one while resident at Miramichi Lodge is attached as Appendix LTC-VIII.

22. Fundraising

- a) The Butterfly Garden Fundraiser – 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 is going well with 65 butterflies sold to date. For more information, please see the Media Release attached as Appendix LTC-IX.
- b) During the month of June, Miramichi Lodge residents participated in a virtual journey across Canada with family and community members having the opportunity to sponsor a resident during their journey. Collectively they raised \$5,427.94 while travelling across Canada in celebration of Seniors Month.
- c) No Frills-Renfrew selected the Bonnechere Manor Butterfly Approach project as their fundraiser from mid-July until July 26, 2020.
- d) The Royal Canadian Legion Ontario Command through the Renfrew Legion Branch provided \$8,570.10 to Mrs. Shelley Sheedy, Director of Long-Term Care in response to a grant request for the Bonnechere Manor resident bed replacement project.
- e) Save the Date, Friday, October 16, 2020, for a Virtual Coffee House fundraiser supporting both Homes. In lieu of the cancelled fundraising Galas, this virtual coffee house

experience will feature food, entertainment and silent auction prizes that will be available from the comfort of your own home. More details will be available soon.

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.

COUNTY OF RENFREW

ADMINISTRATION REPORT

TO: Health Committee

FROM: Paul V. Moreau,
Chief Administrative Officer/Clerk

DATE: August 12, 2020

SUBJECT: Correspondence Report

INFORMATION

1. Ontario Health Teams

On July 23rd and July 28th, 2020, the Province announced the creation of a number of new Ontario Health Teams including the Ottawa East Ontario Health Team. Attached are three news releases from the Ministry of Health regarding Ontario Health Teams as follows:

- Appendix I – News release dated July 23, 2020 entitled “Ontario Announces Five New Ontario Health Teams”;
- Appendix II – News release dated July 23, 2020 entitled “17 More Teams Invited to Complete Full Application to Become an Ontario Health Team; and
- Appendix III – News release dated July 28, 2020 entitled “Province Announces Ontario Health Team in Eastern Ontario”.