



HEALTH COMMITTEE

Thursday, November 12, 2020 – 1:00 p.m.
County of Renfrew Administration Building

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 October 14, 2020 (previously circulated).
5. Delegations:
 - (a) 1:00 p.m. – Mr. Ken Foulds and Mr. Scott Robertson, Re/fact Consulting presenting Seniors' Housing Strategy.

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6. Emergency Services Department Report.	2
7. Long-Term Care Report.	14
8. Administration Department Report (none at time of mailing).	
9. Board of Health Minutes (none at time of mailing).	
10. New Business.	
11. Closed Meeting (none at time of mailing).	
12. Date of next meeting will be at the call of the Chair and adjournment.	

NOTE: (a) County Council: Wednesday, November 25, 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: November 12, 2020

SUBJECT: Emergency Services Department

INFORMATION

1. Community Paramedics for Long Term Care

The Ministry of Long-Term Care is funding a community paramedicine program to provide services to individuals who are waiting for placement in a long-term care home or are soon to be eligible for long-term care. This initiative is part of the province's modernization plan to address systemic barriers in long-term care bed development and the growing demand for long-term care.

Community Paramedicine programs have demonstrated that they are scalable and sustainable solutions which bridge identified gaps in care, and, by definition, address the opportunities at the intersection of public health, public safety, and health care.

Large scale expansion and implementation of the innovative and evolving health care models of Community Paramedicine would enable Ontarians to receive enhanced access to health care services through the provision of community paramedics without costly infrastructure. Community Paramedic Programs would collaborate with local public health and primary health care and preventive services, with enhanced solutions focused on the vulnerable, underserved populations across the province.

The Community Paramedic Long-Term Care program (CPLTC) will be delivered by selected municipalities and District Social Services Administration Boards (DSSABs) in partnership with Local Health Integration Networks (LHINs) and Ontario Health Teams, where applicable. The purpose of the program is to keep individuals who are on the long-term care wait list, or who are soon to be eligible for long-term care, stabilized in their illness trajectory and in their own home for as long as possible

through preventive, responsive care and services and through home visits and remote patient monitoring. CPLTC is a nimble program able to provide a holistic approach to care from the initial onboarding into the program to palliative and end of life care.

Health system partners can also use this framework to understand how a CPLTC program will coordinate with existing health services, including residential long-term care, home and community care, emergency care, primary care, and other community and social services.

The Community Paramedic Long-Term Care program is based on four guiding principles:

1. **Accessible:** 24/7 access to community paramedic services for non-emergency procedures in their own home and health system navigation support.
2. **Responsive:** Prompt, flexible and proactive response to changing circumstances or medical conditions and if necessary, connection to the right health care provider at the right time to avoid escalation and crisis.
3. **Proactive:** Systematic, routine-based remote or home monitoring to prevent emergency incidents or escalation in medical conditions.
4. **Safe:** Certain diagnostic procedures and treatments can be provided at home and if required, in consultation with a Primary Care physician. This model will be inclusive of primary care access for orphaned patients.

The Honourable Merrilee Fullerton, Minister of Long-Term Care announced on Friday, October 30, 2020 that the government is implementing a one hundred percent provincially funded long-term care focused community paramedicine program. The County of Renfrew will receive up to one million dollars in guaranteed funding to hire up to 12 additional staff and administrative support to address the Long-Term Care waitlist of approximately 600 people in Renfrew County. A media release detailing this announcement is attached as Appendix ES-I.

2. COVID-19 Update

A letter attached as ES-Appendix-II, dated October 21, 2020 from Mr. Eric Hannah, President and CEO of Arnprior Regional Health, to Mr. Renato Disenza, Transitional Regional Lead, Central East Local Health Integration Network, outlines the financial challenges to Renfrew County to provide VTAC Services to the largest geographic rural region in Ontario. An e-mail response, attached as Appendix ES-III, from Mr. Darryl Tooley, Director, Sub-Region Planning and Integration, Ontario Health East, provides details

of the funding agreement and formulas for the Assessment Centres that will be included in an accountability agreement with the Province.

We are pleased to confirm that all costs related to the assessment centres to the end of August have been recouped from the Province.

3. Gratitude

A note of gratitude from the mother of a child who required a swab is attached as Appendix ES-IV.

COUNTY OF RENFREW
EMERGENCY SERVICES ADDENDUM REPORT

TO: Health Committee

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

DATE: November 12, 2020

SUBJECT: Addendum to the Emergency Services Report

INFORMATION

4. September 2020 Treasurer's Report

The September Treasurer's Report for the Paramedic Services and Emergency Management are attached Appendix ES-V.

COUNTY OF RENFREW
LONG-TERM CARE REPORT

TO: Health Committee

FROM: Shelley Sheedy, Director of Long-Term Care

DATE: November 12, 2020

SUBJECT: Department Report

INFORMATION

1. Bonnechere Manor Resident Statistics

Statistics	Aug 31, 2020	Sept 30, 2020	Oct 31, 2020
Population at end of Month	169	170	171
# of Female Residents	102	102	102
# of Male Residents	67	68	69
Vacant Beds at End of Month	11	10	9
YTD Occupancy Rate: LTC Respice	95.47% *	95.22% *	95.81% *
Resident Deaths	3	3	4
Resident Discharges	1	0	0
Resident Admissions	4	4	5

2. Miramichi Lodge Resident Statistics

Statistics	Aug 31, 2020	Sept 30, 2020	Oct 31, 2020
Population at end of Month	162	163	157
# of Female Residents	112	111	109
# of Male Residents	50	5255	48
Vacant Beds at End of Month	1	2	9
YTD Occupancy Rate: LTC Respice	99.64% *	99.32% *	96.61% *
Resident Deaths	3	3	2
Resident Discharges	0	2	0

Statistics	Aug 31, 2020	Sept 30, 2020	Oct 31, 2020
Resident Admissions	2	4	4

*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	Jul 2020	Aug 2020	Sep 2020
Bonnechere Manor	213	201	221
Caressant Care Cobden	100	103	100
Deep River & District Hospital – The Four Seasons Lodge	53	64	53
Grove (The) Arnprior & District Nursing Home	139	125	140
Groves Park Lodge	157	144	163
Marianhill Inc.	203	176	218
Miramichi Lodge	343	321	357
North Renfrew Long-Term Care Services Inc.	88	92	90
Valley Manor Inc.	73	73	73
Totals	1369	1299	1415

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

- Symptomatic and Surveillance Testing
An up-to-date status report will be provided at the meeting.
- Renfrew County and District Health Unit Class Order
Attached as Appendix LTC-I is a notice dated October 30, 2020 from the Renfrew County and District Health Unit regarding the Class Order made pursuant to Section 22 (5.0.1) of the Health Protection and Promotion Act, advising all persons residing in or present in Renfrew County and District of South Algonquin of the requirements to adhere to the Order and the consequences of non-adherence.

- Ontario Long-Term Care COVID-19 Commission
 The Ontario Long-Term Care COVID-19 Commission chaired by the Honourable Frank N. Marrocco, with Angela Coke and Dr. Jack Kitts, Commissioners has issued the 'first interim letter' as attached:
http://www.ltccommission-commissionsld.ca/ir/pdf/20201023_First%20Interim%20Letter_English.pdf "because the second wave is upon us and, given the continuing urgency of the situation and high risks in long-term care homes, our Commission is making some early recommendations that focus on staffing, collaborative relationships, and infection prevention and control (IPAC)." Below is a summary of the recommendations by key area of focus:
 - Increase Staffing
 - Long-term care staff recruitment efforts should address the requirement for appropriate staff mix.
 - More full-time positions must be created
 - Develop and Implement a comprehensive human resources strategy
 - Minimum daily average of four hours of direct care per resident
 - Ensure that families and caregivers have ongoing, safe, and managed access to long-term care residents
 - Strengthen Healthcare Sector Relationships and Collaboration
 - Mandate a collaboration model immediately based on trust, collaboration and respect on all sides
 - Ministry of Long-Term Care must work with the Ministry of Health to formalize these relationships proactively
 - Improve Infection Prevention and Control (IPAC) Measures
 - A dedicated IPAC lead in every home
 - Enhance Ministry of Long-Term Care resources and capacity to provide compliance support immediately
 - Provide highest priority access to testing and quick turn-around of results for residents and staff
 - Give residents who are COVID-positive, especially in older homes, the option to transfer to alternative settings

The Commission also notes that these early recommendations do not represent the full range of findings and recommendations on the issues they were commissioned to investigate; with a plan to submit the final report to the government by April 30, 2021.

- Ontario's Patient Ombudsman

Ontario's Patient Ombudsman has made four recommendations to the provincial government to help long-term care manage rising case counts of COVID-19. In order to continue to be as proactive as possible, we have reviewed and actioned as per below:

1. Backstops and contingency plans for all health-care providers. This includes every long-term care home having a partner organization to provide support for management, infection prevention and control, and staffing to prevent and respond to any COVID-19 outbreaks.

-In addition to Bonnechere Manor and Miramichi Lodge being 'sister' Homes that would support each other as able in the event of an emergency, I have also confirmed the Renfrew Victoria Hospital will be the hospital partner for Bonnechere Manor and the Pembroke Regional Hospital for Miramichi Lodge.

2. Visitation changes. The ombudsman is recommending the province not entirely restrict visitors, but permit a limited number of essential caregivers to visit with infection prevention and control measures.

-This is consistent with the local Medical Officer of Health direction on October 8th and then by the Province on October 15th.

3. Dedicated communication resources. The report states that communication between patients, residents and families is essential, and so the province needs to ensure adequate resources for communication are possible.

-The Director of Long-Term Care regularly, typically weekly, communicates electronically with residents, staff and families regarding the constant changes.

4. Enhanced whistleblower protections. The ombudsman is recommending that the government legislate whistleblower protections for health-care workers who bring forward concerns.

-Our Homes have a long-standing policy on whistleblower protection that new staff are oriented to and all staff annually review this policy.

- Ongoing Infection Protection and Control Audit
I am requiring a manager from each Home to conduct a weekly Infection Protection and Control Audit, using the Province's checklist as attached as Appendix LTC-II.

5. **Provincial Long-Term Care Staffing Study**

Further to Recommendation #85 of the report released by Justice Gillese of the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System, the Ministry of Long-Term Care expanded the scope of the study to include all long-term care staff and to consider key factors in workforce recruitment and retention. The Ministry launched the staffing study in February 2020 to provide strategic advice on staffing in the long-term care sector across the province. The Study is available at <https://files.ontario.ca/mltc-long-term-care-staffing-study-en-2020-07-31.pdf>. This guidance is intended to support better resident quality of life, respond to increased resident acuity and support the planned expansion of the long-term care system.

Attached as Appendix LTC-III is a News Release dated November 2, 2020 from the Ontario Government advising that the Province will be increasing direct care for long-term care residents to an average of four (4) hours per day by 2024-25.

Committee will recall this has been a long-standing advocacy priority for both this Committee and County Council, as well as the Association of

Municipalities of Ontario and AdvantAge Ontario, based on a recommendation that was first put forward in the 2008 Sharkey Report on the quality of life and care of residents in long-term care. Advantage Ontario advises that the four hours will be based on hours worked as opposed to paid hours, which is also a key point we have advocated for. This announcement makes Ontario the first jurisdiction in Canada to adopt this standard for long-term care residents.

Given that sufficient human resources are required to successfully implement this plan, the Ministry of Long-Term Care has advised that a staffing strategy with additional details will be released in December. We will continue to provide Committee with updates as soon as they become available.

6. Butterfly Approach Implementation Update

As a result of the COVID-19 Pandemic, we are postponing the Butterfly Approach training for management and staff. The management teams of each Home continue to meet on a regular basis to consider ways we can continue to advance the transformation:

- All resident bedroom doors to transition to 'front doors' and other non-resident doors 'camouflaged'
- Applied for a grant to create a tub room ceiling 'sky view'
- Commence painting bright resident hallways
- Consulting with an architect regarding creating two smaller dining rooms on each of the Butterfly units
- Next steps will include the creation of resident wall vignettes that are meaningful to the residents and creating a 'memory box' for each resident.

7. Long-Term Care Homes and Canadian Union of Public Employees Bargaining

Committee will recall that Miramichi Lodge commenced bargaining with the Canadian Union of Public Employees (CUPE) Local 3586 in February 2020. The union proposals were both cost prohibitive and unreasonable given the economy and the climate of fiscal constraint. Therefore, the Employer took the position that conciliation was seen as the only option to

move the talks forward. Conciliation occurred on May 28, 2020 with the Ministry of Labour; the next day the Conciliator advised the Employer that the Union requested a No-board report be issued, meaning the parties will go forward to arbitration. Following this, the Employer made another offer to the Union recognizing the unique circumstances of the Pandemic – status quo collective agreement language with a modest wage increase. This was declined.

Negotiations with Bonnechere Manor CUPE Local 1508 was scheduled for March 18, 2020, but postponed related to COVID-19. The Employer made the same offer to CUPE Local 1508 – status quo collective agreement language with a modest wage increase but was also declined. Negotiations were rescheduled on July 29, 2020. With the same National CUPE representative, the union proposals were again both cost prohibitive and unreasonable. The National CUPE Representative advised that CUPE Local 1508 requested the assistance of conciliation to proceed with bargaining, which occurred on October 30, 2020. No conciliation occurred; the Union started the day by requesting a No-board report be issued so both Homes will now be going forward to arbitration.

8. September 2020 Treasurer's Reports

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

9. Fundraising

The Virtual Coffee House fundraiser is Friday November 20, 2020 and it is not too late to get a ticket. For more information, a media release is attached as Appendix LTC-V or contact Lainy Bolt-Johnson, Fundraiser Coordinator at 613-432-4873 ext. 1252 or lboltjohnson@countyofrenfrew.on.ca.

RESOLUTIONS

10. Signing Authority – Bonnechere Manor

Recommendation: THAT the signing authority for Bonnechere Manor trust accounts be updated to remove Brittany Findlay and add Kim Prentice effective

November 16, 2020. FURTHER THAT two (2) of the following four (4) names have signing authority: Jeffrey Foss, Shelley Sheedy, Sandra Blok and Kim Prentice.

Background

Ms. Brittany Findlay, Administrative Assistant-Finance will be away for a one year maternity leave commencing December 4, 2020. Ms. Kim Prentice was the successful applicant for this contract maternity coverage with her employment commencing November 16, 2020 to allow for training.