

**COMMUNITY AND PROTECTIVE  
SERVICES COMMITTEE  
REPORT 32  
9 MAY 2018**

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**COMITÉ DES SERVICES  
COMMUNAUTAIRES ET DE  
PROTECTION RAPPORT 32  
LE 9 MAI 2018**

**EXTRACT OF DRAFT MINUTES 32  
COMMUNITY AND PROTECTIVE  
SERVICES COMMITTEE  
30 APRIL 2018**

**EXTRAIT DE L'ÉBAUCHE DU  
PROCÈS-VERBAL 32  
COMITÉ DES SERVICES  
COMMUNAUTAIRES ET DE  
PROTECTION  
LE 30 AVRIL 2018**

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**1. LONG TERM CARE HOMES THIRD PARTY INDEPENDENT REVIEW AND  
RELATED MATTERS**

**Motion 33/01**

Moved by Councillor R. Brockington

**WHEREAS the Supporting Documentation titled:**

**“LONG-TERM CARE SERVICES THIRD PARTY REVIEW”, was not  
circulated with the agenda package;**

**THEREFORE BE IT RESOLVED that the Community and Protective  
Services Committee approve the addition of this document for  
consideration by the Committee at today’s meeting, pursuant to Section  
89(3) of the Procedure By-law (being By-law no. 2016-377).**

**CARRIED**

Janice Burelle, General Manager, Community and Social Services gave a brief  
backgrounder to the presentations and introduced:

- Greg Fourgere, Long Term Care Specialist and author of the Third Party Independent Review
- Dean Lett, Director, Long Term Care
- Lise Girard, Administrator, Long Term Care

The Committee first heard from Mr. Fougere who spoke to a PowerPoint presentation, which is held on file with the City Clerk's office.

Following Mr. Fougere's presentation, Committee members had the following questions:

- What is the role of Long Term Care homes? Is it a form of hospital or a home? Mr. Fougere stated that the level of care has changed a great deal since there is more medical care.
- On quality indicators, how does the City stack up to other municipalities or private care homes? Staffing does affect the care. If low staff level then there are corners being cut. In a City facility there may be 1 staff for every 9 residents but at a private care it might be 1 staff for every 7 or 8 residents. This is partly due to wages being lower at private homes.
- Is it the role of municipalities to have long term care homes? Mr. Fougere commented that the City should keep.
- What is the right amount of time of care per resident? Mr. Fougere noted that 4 hours of care per day is the recommended time but that every resident has different needs.
- Is the problem the number of staff needed (35) or is part of it training? Training may be part of the issue but the biggest priority is the need for the 35 full time equivalents (FTE's)

Chair Deans thanked Mr. Fougere for his in depth report and presentation and the challenges that are presented. She noted that she would introduce a motion to provide funding for 35 FTE's and that the Finance and Economic Development Committee would have another motion to add more funds for training, infrastructure and technology.

Janice Burelle thanked Mr. Fougere for the great and intensive work done and the need to increase staffing levels. She and Dean Lett gave a PowerPoint presentation in response to Mr. Fougere's report. A copy of the presentation is held on file with the City Clerk's office.

Committee members then followed up with questions:

- Should there be a Board similar to the Ottawa Public Health to deal with Long Term Care? This would be something to discuss at Governance.
- How are the City Long Term Care homes doing in comparison to the province? They are slightly below the provincial average.
- Will increased staffing help the indicators? There would be an improvement in quality care, safety and response to behaviours.
- Other staffing requests will come in 2019.
- The \$800,000 being asked at CPSC is for 35 care workers and Finance and Economic Development Committee is moving another \$1 million which can be used for staffing, infrastructure, training and technology.
- Fees charged residents are set by the province. A basic room is \$1,800

Chair Deans presented her motion.

#### **Motion 33/02**

Moved by Councillor D. Deans

**WHEREAS both the Independent Review and staff benchmarking has found that City residents receive an average of 18 minutes less nursing and personal care for each resident per day than the 2016 Ontario non-profit average; and**

**WHEREAS the Independent Review has recommended that 35 additional Personal Support Workers are required to provide optimal care and reduce the risk for abuse and neglect, with an estimated operating budget impact of \$2.3 M; and**

**WHEREAS staff has reported that there was a consistent message across the board that more Personal Support Workers, and more training and direct involvement of Personal Support Workers in care is a high priority; and**

**WHEREAS the 2019 Budget is not expected to be adopted until March 2019, and this is too long for residents in our homes to wait for more care;**

and

**WHEREAS** staff has advised that they can accelerate the hiring of the 35 Personal Support Workers this year, with a 2018 part-year impact of an estimated \$800k; and

**WHEREAS** the City Treasurer has advised that there are sufficient funds in the One-time and Unforeseen Account to permit the accelerated hiring of these workers in 2018;

**THEREFORE BE IT RESOLVED** that Community and Protective Services Committee recommend that City Council approve that 35 new, additional FTEs in Long-Term Care Services for Personal Support Workers, or other new positions as the GM determines are necessary, and that \$800,000 be provided from the One-Time and Unforeseen Account to permit the hiring to take place in 2018.

CARRIED

The report recommendations were then put to Committee and RECEIVED and CARRIED as amended below.

**That the Community and Protective Services Committee recommend that City Council:**

- 1. Receive the findings of the Third Party Review of Long-term Care, attached as Document 1, and refer the recommendation with respect to a new governance model for Long-term Care to the 2018-2022 Governance Review Process, as described in this report; and**
- 2. Receive the Long-term Care Consolidated Work Plan, attached as Document 2 and direct staff to report back to the Community and Protective Services Committee on the results of the actions taken no later than Q2 2019**
- 3. Recommend that City Council approve that 35 new, additional FTEs in Long-Term Care Services for Personal Support Workers, or other new positions as the GM determines are necessary, and that**

**\$800,000 be provided from the One-Time and Unforeseen Account to permit the hiring to take place in 2018.**

RECEIVED AND  
CARRIED as amended

**DIRECTION TO STAFF:**

That staff prepare a letter to the Ministry of Health and Long Term Care for the Chair and Mayor requesting that additional funding be provided to meet the challenges of staffing, infrastructure, training and technology for Long Term Care homes.