



City of Kingston
Information Report to Administrative Policies Committee
Report Number AP-24-005

To:	Chair and Members of the Administrative Policies Committee
From:	Jennifer Campbell, Commissioner, Community Services
Resource Staff:	Casie Keyes, Administrator, Rideaucrest Home
Date of Meeting:	December 14, 2023
Subject:	Rideaucrest Home Report for September – November 2023

Council Strategic Plan Alignment:

Theme: Corporate business

Goal: See above

Executive Summary:

The Administrative Policies Committee serves as the Board of Management for Rideaucrest Home. This report, the fourth received by the committee this year, includes statistical information on key indicators that are being reported to the Ministry of Health and Long-Term Care (MOHLTC) as well as information on operations of the Home between September 16, 2023 - November 15, 2023.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Jennifer Campbell,
Commissioner, Community
Services**

ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Paige Agnew, Commissioner, Development & Growth Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

Rideaucrest Home has maintained an overall occupancy rate of 97.15% through November 15, 2023. The Home's application to the Ministry of Health and Long-Term Care (MOHLTC) for two beds in abeyance to support the resident bathroom construction project remains active, adjusting the total bed occupancy for the Home to 168 beds from 170 beds.

Rideaucrest Home had six incidents reportable to the MOHLTC from September 16 through November 15, 2023. Two incidents of staff to resident interactions, one missing resident who was located and returned to the Home, one fall causing injury, and two disease outbreaks; one of COVID-19/unknown respiratory impacting twenty-one residents and seven staff, the second COVID-19 outbreak impacting three residents and no staff.

Two inspectors from the MOHLTC visited the Home on September 19th through September 21st to complete an inspection of recently submitted Critical Incidents. As a result, there were no findings of non-compliance related to the Critical Incident inspections. As part of the inspection process, the inspectors also reviewed the Homes Infection Prevention and Control Practices and there were also no findings of non-compliance related to this aspect of the inspection.

As of October 31, 2023, there were 500 people on the waiting list for Rideaucrest Home. Of those waiting, 440 are a 4A priority; who are actively seeking/requiring admission to Long-Term Care, of which 60 are in crisis awaiting immediate placement.

The Home continues working with St. Lawrence College to facilitate nursing students in the Home. Student groups from the Practical Nursing and Bachelor of Science in Nursing are currently completing placement in the Home as a conscious effort to introduce nursing students to long term care and support interest in future employment opportunities.

Quality Initiatives:

A Family Information Session was held on September 28th, providing families and caregivers information on infection prevention and control basics, and a quality indicator review. Opportunities were given for input on future topics and information to be shared.

Resident Food Committee continues to be held monthly, where residents review the seasonal menu changes, decide upon meal of the month, and make suggestions and edits to the current menus. The Food Committee was thrilled to suggest a take-out meal from McDonald's and staff worked with a local McDonald's owner to make this a reality. Staff plan to look at quarterly take-out options and work with local restaurants to provide this indulgence to our residents.

On October 2nd residents took a Fall ride around the City on an all-electric City bus that also took them across the Wabaan Crossing. This was the first time many residents had been on an electric bus, and certainly the first trip across the Wabaan Crossing for many.

The Home celebrated 30 years at 175 Rideau Street on October 4th with a home-wide party. Staff extend, a special thank you to those committee members who were able to attend the

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home's celebration. Many residents, families, staff and their families attended the event and enjoyed live music, treats and activities for all ages.

The Wellness Committee held a Fall photo contest in October in support of the United Way workplace campaign, generating over \$2,200 in donations to our local United Way.

The Home welcomed a yellow labrador and his owner as regular visitors through Therapeutic PAWS of Canada. Residents and staff alike are thrilled to welcome visits back into the Home.

On October 18th the province sent notification to partner organizations that Ontario is advancing home care modernization, the implementation of Ontario Health Teams, and the government's *Your Health: A Plan for Connected and Convenient Care* through the introduction of Bill 135, the *Convenient Care at Home Act, 2023*. Bill 135 would, if passed, amend the Connecting Care Act, 2019 to consolidate the fourteen Local Health Integration Networks (LHINs), known publicly as Home and Community Care Support Services (HCCSS), into a single new Service Organization named Ontario Health at Home. Bill 135 could impact the way Rideaucrest Home receives potential resident applications, referrals and support services. The Bill can be reviewed here: <https://www.ola.org/en/legislative-business/bills/current>. If Bill 135 is passed and adopted, additional updates will be provided to the Board of Management on the changes it brings to the operations at Rideaucrest Home.

On October 18th caregivers and families were invited via email to attend sessions hosted by the Ministry of Health and the Ontario Association of Residents' Council on the topic of Respiratory Illness Preparedness. Participants had the opportunity to have their questions answered during an interactive Q&A session.

On October 30th the Communications team supported the Home by circulating the annual Worklife Pulse survey to all staff. This survey is circulated and completed on an annual basis to gauge employee feedback on their work environments, including topics such as sufficient time and resources to complete work, work life balance and educational opportunities. Full results are still being brought together and will be shared once available, along with an action plan to address areas for improvement.

On November 8th residents, families and staff participated in an Accreditation Canada evaluation. An evaluator from Accreditation Canada attended a series of panel interviews virtually throughout the day to gauge the Home's progress on required organizational practices, a touch point for the next scheduled full Accreditation in 2025. The surveyor had great compliments and feedback for the Home and staff are currently awaiting the final report. Once received additional updates will be provided to the Board of Management, that will include actions required to address areas that might be identified for improvement.

On October 25th, the Professional Advisory Committee (PAC) held their quarterly meeting. An item on this agenda is to review the Quality Indicators for the Home in comparison to other local Homes and the Provincial average. These indicators are reported on by each home across the province, and at Rideaucrest Home they are reviewed closely by the Resident Safety & Quality Indicator (RSQI) committee. The purpose of this review is to understand the coding resulting in

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the indicator outcomes, investigate anomalies and ultimately ensure that the coding and outcomes reflects the status of residents in the Home. Indicators reviewed are captured in the following chart:

Quality Indicator	Rideaucrest July 1-Sept 30, 2023	Rideaucrest July 1-Sept 30, 2022	Arbour Heights	Extendicare Kingston	Fairmount Home	Prov. Avg
Worsened Pressure Injury	4.7%	6%	2.7%	1%	3.7%	2.4%
Worsened Pain	8.6%	8.6%	0.6%	13.3%	3.4%	4.7%
Restraints	1.2%	3.4%	9.2%	0%	8.2%	2.5%
Falls	20.9%	27%	17.7%	18.8%	22.2%	16.2%
Depression	28.9%	27.9%	34.4%	15.2%	22.9%	21.3%
Delirium	30.7%	23.1%				
Antipsychotic Use	24.6%	22.7%	28.6%	8.4%	17.8%	21.1%

Rideaucrest staff continue to report quarterly to the MOHLTC via the Long Term Care Homes Staffing Report on hours worked versus hours paid across many disciplines in the Home. This report is the basis for the MOHLTC to track and gauge how homes across the province are progressing on their Direct Hours of Care (DHOC) and Allied Health Professional (AHP) hours of care per resident per day. Targets for the provincial reporting year 2023/2024 (March 2023 - April 2024) for DHOC is 3.7 hours per resident per day and AHP is 0.6 hours per resident per day. The second quarter report has been submitted, and the Home staffed at 3.54 DHOC per resident per day and 0.65 AHP hours per resident per day.

Staff have been working on a plan to re-open the Coffee & Gift Shop at the Home. This Shop was run pre-pandemic for 30 years by a fabulous group of Auxiliary volunteers. Post-pandemic they are not returning in the capacity they once maintained. On November 18th, staff opened the gift portion of the Shop, which has been well received by residents, their families and staff alike. Staff are actively recruiting volunteers so that residents, families and staff can once again enjoy an expanse of opening times and offerings to include hot and cold beverages, snacks and personal items.

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COVID-19/Outbreak:

With the Fall season approaching there is an annual rise in respiratory illness within the community and this rise in illness is also seen within the long-term care sector, with Rideaucrest Home being no exception. The Home has seen two separate instances of disease outbreak this fall, including COVID-19. Additional communication and precautions were put in place to attempt to limit the spread and keep residents and staff healthy. Precautions included:

- General visitation was not permitted, there was a limit of two Essential Caregivers allowed for each resident. All visits were to occur within the resident's room.
- The Home attempted to cohort staff, including staff breaking in designated locations.
- Resident leaves of absence were advised not to occur unless for medically necessary appointments.
- All Essential Caregivers were to wear full PPE (gown, glove, mask, eye protection) upon entry to the Terrace.
- Physiotherapy and resident activities were provided at a ratio of 1:1.
- Universal masking was reinstated for the entire Home.

With trends showing a high to moderate level of community transmission of COVID-19 and an increase of COVID-19 outbreaks in long term care across the province, on November 2, 2023 the MOHLTC sent a memo outlining new mandatory enhancements to masking measures for non-outbreak situations to be implemented by November 7th. Details in the memo were:

- Requiring staff, students, support workers and volunteers to wear a mask when in resident areas indoors; and
- Strongly recommending visitors and caregivers to wear a mask in resident areas indoors except when with the resident in the resident's room or when eating or drinking with a resident in communal spaces. If a resident in a shared room is uncomfortable with others removing their mask, homes are encouraged to designate a space to enable the roommate to have visitors without masking.

On October 4th and 5th the Home completed its first round of fall immunizations. Approximately 120 residents received their seasonal influenza vaccination along with the Spikevax Moderna XBB COVID-19 vaccination.

The Home hosted staff influenza vaccine clinics on October 11th and 12th. Staff who were 84 days from a previous COVID-19 vaccination also had the opportunity to receive a booster dose during this clinic.

Staff continue to encourage everyone visiting the Home to remain up to date with their COVID-19 booster doses and receive the 2023-2024 seasonal influenza vaccine.

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Financials:

The approved 2023 operating budget for Rideaucrest Home contains \$6,550,963 in municipal contribution. As of October 31, 2023, Rideaucrest Home has spent 73.48% (excluding commitments) of its municipal contribution, which is \$645,000 under budget.

Variance summary by department is as follows:

Administrative Services – \$44K underspent

- This underspend is due to clerical leaves of absence.

Dietary & Nutrition – \$41K overspent

- This overspend is due to departmental overtime and a timing variance on increased provincial envelope funding (an additional \$35K in revenue).

Director of Care (Medical & Nursing) – \$573K underspent

- There continues to be a significant underspend in wages for the nursing team at this point in 2023 due to increased funding for Direct Care Hours versus budget estimates for 2023 and the timing of staffing increases.

Housekeeping and Laundry (Environmental Services) – on budget

Resident Programs and Services (Life Enrichment) – \$66K underspent

- This underspend is due to a misalignment of a newly funded Residents Admission & Experience role under Administration.

Other expenditures – \$2.4K overspent (additional revenue compared to budgeted)

- The section of the budget houses all resident accommodation revenue, revenue that is aligned to more than one department and allocated as required (i.e. Allied Health Professional funding), increased level of care funding; at this time in 2023 the variance has been allocated to the corresponding departments.

Renovation project plans continue in collaboration with the Facilities Management & Construction Services (FMCS) Department. Resident washroom renovations on the 4th floor are complete and staff await the RFP results to begin planning for 3rd floor residents washroom renovations to commence. The centre core areas are under construction on the 3rd and 4th floors; phase one and two are complete on both terraces with the removal of the current medication rooms, staff office, chart room and report room. The serveries on each floor will be renovated, 4th floor has been completed and 3rd floor is underway, the removal of the walls between the dining room and common area began in early October. The opening up of this

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space has made a significant difference in natural light, allowing for better movement of residents, and social distancing for future outbreak situations.

Replacement of the fire suppression system throughout the Home is underway in conjunction with the FMCS team as well as Kingston Fire & Rescue. The system will be entirely replaced by early 2024.

Existing Policy/By-Law:

None

Notice Provisions:

None

Financial Considerations:

None

Contacts:

Casie Keyes, Administrator, Rideaucrest Home, 613-530-2818 extension 4283

Other City of Kingston Staff Consulted:

Laura Rabbie, Administration Manager, Rideaucrest Home

Exhibits Attached:

None