



City of Kingston
Information Report to Administrative Policies Committee
Report Number AP-24-008

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:	February 8, 2024
Subject:	Rideaucrest Home Report for November 2023 – January 2024

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 first received by the committee for 2024, 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 November 16, 2023 – January 15, 2024.

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, Growth & Development 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 97.19% through December 31, 2023. Increasing occupancy through the latter half of 2023 was a significant effort of collaboration between staff and the Placement Coordinator at Home and Community Care Support Services (HCCSS), ensuring the Home achieved the provincial target of 97% for the fiscal year. 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 and in place until December 31, 2025, adjusting the total bed occupancy for the Home to 168 beds from 170 beds.

Rideaucrest Home had eight incidents reportable to the MOHLTC from November 16, 2023 through January 15, 2024. Two incidents of staff to resident interactions, three incidents of resident to resident interactions, one incident of financial abuse by an external party, and two disease outbreaks; one of COVID-19 impacting twenty-seven residents and seven staff, the second unknown respiratory outbreak impacting six residents and no staff.

There were no visits to the Home by MOHLTC Inspectors in the reporting period; however, there was one phone call to clarify details in a critical incident submitted online.

As of December 29, 2023, there were 498 people on the waiting list for Rideaucrest Home. Of those waiting, 458 are a 4A priority; who are actively seeking/requiring admission to Long-Term Care, of which 40 are in crisis awaiting immediate placement.

Quality Initiatives:

On November 22nd, the Home completed its Annual Fire Inspection and Annual Fire Egress Exercise. Both of these events have been completed virtually or by tabletop exercises for the last three years due to the COVID-19 Pandemic; therefore, this was the first in person review in several years. Both exercises were completed with Kingston Fire & Rescue present. The Inspector had very positive feedback for the staff and residents and the Home successfully passed both reviews.

Staff received the Accreditation Canada report on December 21st, as a result of the November 8th mid-term virtual survey, outlining that the Accreditation Decision Committee confirms that the Home has satisfied the requirement outlined in the recent virtual survey. The Committee congratulated staff in their ongoing commitment to providing safe, high-quality health services. The Home will now continue preparation for the full Accreditation Survey in the Fall of 2025.

The Home created an Admission Survey and an End of Stay Survey in 2023, with five and eighteen completed respectively. In 2024 the Home will continue to encourage those newly coming to the Home and those leaving the Home to provide feedback in support of driving quality improvement initiatives and service standards in the future.

Staff are actively working with Corporate IS&T Services as well as GoldCare, the Home's scheduling software provider, to implement a shift broadcasting system whereby vacant staff

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shifts are sent out via text message to staff, allowing a defined timeframe for response and resolution. This operational efficiency will greatly support the staffing office as numbers of staff increase with the Hours of Care Funding and scheduling complexity remains high.

COVID-19/Outbreak:

As the cold weather is here, 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 reporting period, including one instance of COVID-19. Additional communications and precautions continue to be put in place in an attempt to limit the spread and keep residents and staff healthy. Outbreak precautions continue to include:

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

Hand hygiene and PPE audits continue on a regular basis throughout the Home, ensuring that on the spot education is completed for those who are not observed to complete either task correctly. In December, seventy-two hand hygiene audits were observed with a 97% compliance rate; fifty-nine PPE audits were completed with a 94% compliance rate. This ongoing observation and education supports limited spread of outbreaks occurring in the Home.

The Home completed an RSV vaccine clinic on November 29th, 34 residents received the vaccine on this date. On December 5th more vaccines were made available to the Home and an additional 94 residents received the vaccine on this date.

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.

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. As staff work diligently on year-end financial entries, the Home anticipates a 2023 surplus of approximately \$500K. The Home saw additional unbudgeted provincial revenue of \$359K in 2023 which is a significant contributor to the variance, as well as ongoing day to day staffing vacancies.

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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 are planning for 3rd floor resident washroom renovations to commence in the first quarter of this year. The centre core area renovations are complete on the 4th floor, including all flooring and removal of the dining room walls. The residents, families and staff are all very happy to see this bright open space finally complete. The 3rd floor centre core renovations are actively underway; phase one and two are complete with the removal of the current medication rooms, staff office, chart room and report room; the dining room and servery are currently under renovation.

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 in 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