



**City of Kingston**  
**Information Report to Administrative Policies Committee**  
**Report Number AP-24-014**

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<b>To:</b>	<b>Chair and Members of the Choose committee</b>
<b>From:</b>	<b>Jennifer Campbell, Commissioner, Community Services</b>
<b>Resource Staff:</b>	<b>Casie Keyes, Administrator, Rideaucrest Home</b>
<b>Date of Meeting:</b>	<b>April 11, 2024</b>
<b>Subject:</b>	<b>Rideaucrest Home Report for January – March 2024</b>

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**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 second 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 January 16, 2024 – March 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 98.43% to date in 2024. 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. The Home continues to work diligently with the Placement Coordinator at Home and Community Services to ensure applications are reviewed and beds are filled in a timely manner.

Rideaucrest Home had two incidents reportable to the MOHLTC from January 16, 2024, through March 15, 2024. One incident of a staff to resident interaction and one disease outbreak (unknown respiratory) impacting eight residents and three staff.

The Ministry of Health and Long-Term Care were in the Home February 12 – 16 and 20 – 21 to complete an inspection on seven submitted Critical Incidents and a Complaint issued to the Ministry of Health and Long-Term Care directly. Staff have received the Inspection Report related to this visit and the inspectors noted one area of non-compliance related to the seven Critical Incidents and five areas of non-compliance related to the Complaint. Regarding the Critical Incident, the inspectors noted that on one occasion staff did not follow the plan of care related to bed mobility. Regarding the Complaint, the inspectors noted that staff did not follow the Post Fall Monitoring Process once, a monthly weight was missed on one occasion, and a medication was given one hour early which qualifies as a medication error. Although no harm came to the resident due to the medication error, a medication incident report was still required to be completed. As the medication incident report was not submitted, any required notifications of the medication error were also not completed. With these areas of non-compliance noted, the Home received Written Notifications. The Home Leadership Team has reviewed the Inspection Report and has created an Action Plan which will be reviewed with staff to address the report findings. The inspectors provided positive feedback about staff and the Home throughout their inspection process.

As of March 5, 2024, there were 497 people on the waiting list for Rideaucrest Home. Of those waiting, 42 are in crisis awaiting immediate placement to long term care in our community.

**Quality Initiatives:**

Mental wellness is a priority for the City of Kingston as well as Rideaucrest Home. Over the years many staff at Rideaucrest have taken The Working Mind (TWM) education program, as training provided by the corporate Learning and Development Team. TWM is an evidence based mental health promotion, awareness, and support program. Rideaucrest secured funding for a Long-Term Care specific offering of TWM program and has continued to provide this education to over fifty staff members since November 2023. The Home will continue providing TWM education throughout 2024 for employees who have not previously received this program.

The Home's annual offering of the Gentle Persuasive Approach (GPA) course, an innovative dementia care education curriculum based on a person-centered care approach, began in

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February and will continue throughout 2024 providing introductory and refresher education to staff.

The Home continues to work closely with St. Lawrence College on facilitating placement opportunities in the Home. This partnership has led to a number of successful new staff placements over the years. The Home will host groups of Personal Support Workers and Practical Nursing Students throughout March and April.

The Home also continues to actively recruit and invite volunteers back into our Home post the COVID-19 Pandemic. At this time the Home has eighteen active volunteers who contributed 79 hours of volunteer time to the Home in January and 111 hours in February.

As a new initiative Staff are excited to be working with colleagues in the City's Arts & Culture Services Department to transition the Home's lower level into an art gallery space. The space will be transformed into a public art space which will also be home to a resident created art project. Work on this project will continue over the coming months.

Staff at the Home are also working with the IS&T team on a project to complete a landscape review of systems, equipment, assets, and service agreements in the Home from a technology perspective. The goal is to create a shared comprehensive awareness of the technology used in the Home; from infrastructure to devices, and to then develop a plan to maintain and sustain this technology and equipment moving forward. This review will also ensure that adequate IS&T resourcing and support will be allocated to Rideaucrest to ensure that the technology used in the Home remains appropriately supported and maintained.

### **COVID-19/Outbreak:**

The Ministry of Long-Term Care (MLTC) has been working closely with the Office of the Chief Medical Officer of Health (OCMOH) to monitor and assess respiratory illness in the community and LTCHs, including reassessing enhanced masking measures in place in long term care homes. Based on the recent trends and projections, and on the advice of the OCMOH, the MOHLTC ended the enhanced masking measures effective March 4, 2024.

Based on this update, Rideaucrest Home made immediate adjustments to the masking requirements on March 5, 2024 and they are now as follows:

### **Masking: Caregivers and Visitors**

- Masks are recommended, but not required, in all areas of the Home.
- In outbreak situations, or if a resident is on Additional Precautions, all individuals are required to comply with masking and other personal protective equipment requirements (PPE) as directed by the Outbreak Management Team and the Local Public Health Unit.

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**Masking: Staff, Students, Volunteers and Support Workers**

- Masks are no longer required in administrative and staff-only areas (i.e. lunchrooms, offices).
- Masking in resident care areas will be based on a point-of-care risk assessment (PCRA), consistent with existing Routine Practices.
- A Point of Care Risk Assessment must be completed by every health care worker before every resident interaction and task to determine whether there is a risk to the health care worker or other individuals of being exposed to an infectious agent, including COVID-19, and determine the appropriate IPAC measures to be taken.
- Staff may consider wearing a mask during prolonged direct resident care (defined as one-on-one care within two metres of an individual for 15 minutes or longer).

**Maintaining Mask-Friendly Homes**

- In alignment with the Residents' Bill of Rights, homes will be "mask-friendly". This means home will accommodate:
  - Any staff member who chooses to continue to wear a mask beyond the minimum requirements.
  - Any resident (or substitute decision maker) who requests that a staff member wear a mask when providing care.

**COVID-19 Vaccination**

- Rideaucrest continues to strongly encourage all team members, residents, and visitors to stay up-to-date with COVID-19 vaccines. This provides the best protection from the most serious effects of the COVID-19 infection.

**Updated COVID-19 Symptoms:**

New or worsening fever and/or chills, cough, shortness of breath, decrease or loss of smell or taste, muscle aches/joint pain, fatigue, sore throat, runny or stuffy/congested nose, headache, nausea, vomiting and/or diarrhea.

**Staff, Volunteers, Students and Support Workers**

- Any staff member with COVID-19 symptoms may return to work once they no longer have a fever and their symptoms have been improving for 24 hours (48 hours if gastrointestinal symptoms). Upon return-to-work staff will be expected to wear a mask in the Home for 10 days post symptom onset and be socially distanced from others when masks are removed.

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**Residents**

- Upon COVID-19 symptom onset residents will continue to have a PCR test and isolation will be initiated.
- When a positive COVID-19 test is obtained, the resident must remain under isolation with additional precautions for 10 days from symptom onset or positive test result.

**Visitors and Caregivers**

- All visitors should be avoiding visiting the Home for 10 days after symptom onset or positive test results. If a Caregiver is asymptomatic or symptoms have resolved within the 10-day time frame, they may return but will be required to wear a mask while in the Home for the remaining 10 days post symptom onset or positive test.

**Financials:**

The approved 2023 operating budget for Rideaucrest Home contained \$6,550,963 in municipal contribution. The Home was \$642,810 under budget for the 2023 fiscal year. Significant contributors to the variance were:

- \$357,673 incremental provincial revenue not included in the approved 2023 budget.
- Despite an incremental \$1.2M expense on nursing wages & benefits in 2022 versus 2023, departmental wages remained under budget by \$521K (inclusive of additional funding noted above).

Variances by department are as follows:

- Administration: \$14K over budget
- Dietary: \$64K over budget
- Nursing: \$660K underbudget
- Environmental Services: \$14K over budget
- Resident Programs & Services: \$76K under budget – due to Supervisor Admissions & Resident Exp being misaligned.
- Other revenue/expenditures: on budget

The approved 2024 operating budget for Rideaucrest Home contains \$7,050,961.00 in municipal contribution, a small percentage increase over 2023 primarily due to incremental salaries and wages throughout the team.

Renovation project plans continue in collaboration with the Facilities Management & Construction Services (FMCS) Department. Resident washroom renovations on the 3rd floor are to commence in the first quarter of 2024. The 3rd floor centre core renovations are complete and the project team are actively working on the 2<sup>nd</sup> floor; phase one and two, with the removal of the current medication rooms, staff office, chart room and report room.

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

**Contacts:**

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**Other City of Kingston Staff Consulted:**

Laura Rabbie, Administration Manager, Rideaucrest Home