

The Corporation of the City of Kawartha Lakes

Agenda

Victoria Manor Committee of Management Meeting

VMC2018-03

Monday, April 16, 2018

9:30 A.M.

Victoria Manor Boardroom

Victoria Manor, Second Floor

220 Angeline Street South, Lindsay, Ontario

Members:

Councillor Doug Elmslie

Councillor Gerard Jilesen

Councillor Mary Ann Martin

Councillor John Pollard

Councillor Kathleen Seymour-Fagan

Accessible formats and communication supports are available upon request.

1.	Call to Order	
2.	Adoption of Agenda	
3.	Disclosures of Pecuniary Interest	
4.	Deputations and Presentations	
5.	Approval of the Minutes of the Previous Meeting	3 - 8
6.	Business Arising from Previous Meetings	
7.	Correspondence	
7.1	Memorandum - Accessible Monthly Operations Report Template	9 - 15
8.	Reports	
8.1	Victoria Manor Operations Report to Committee of Management, March 2018	16 - 27
9.	Closed Session	
9.1	Closed Minutes, Victoria Manor Committee of Management, March 19, 2018, Municipal Act, 2001 s.239(2)(b)(d)(g)	
9.2	Victoria Manor Confidential Operations Report to Committee of Management, March 2018, Municipal Act, 2001 s.239(2)(b)(d)(e)	
10.	Matters from Closed Session	
11.	Other New Business	
12.	Next Meeting	
	May 14, 2018, Victoria Manor Boardroom, commencing at 9:30 a.m.	
13.	Adjournment	

The Corporation of the City of Kawartha Lakes
Minutes
Victoria Manor Committee of Management Meeting

VMC2018-02
Monday, March 19, 2018
9:30 A.M.
Human Services Boardroom
322 Kent Street, Lindsay, Ontario

Members:
Councillor Doug Elmslie
Councillor Gerard Jilesen
Councillor Mary Ann Martin
Councillor John Pollard
Councillor Kathleen Seymour-Fagan

Accessible formats and communication supports are available upon request.

1. Call to Order

Chair Elmslie called the meeting to order at 9:33 a.m. Councillors M.A. Martin, J. Pollard and K. Seymour-Fagan were in attendance.

Regrets: G Jilesen

Administrator Pamela Kulas, Director of Human Services Rod Sutherland, Executive Assistant Holly Russett and Sienna Senior Living VP Operations and Long Term Care Sanja Freeborn were also in attendance.

2. Adoption of Agenda

VMCM2018-011

Moved By Councillor Pollard

Seconded By Councillor Martin

Resolved That the agenda be adopted as circulated.

Carried

3. Disclosures of Pecuniary Interest

There were no declarations of pecuniary interest noted.

4. Deputations and Presentations

None

5. Approval of the Minutes of the Previous Meeting

VMCM2018-012

Moved By Councillor Martin

Seconded By Councillor Pollard

Resolved That the minutes of the Victoria Manor Committee of Management meeting held on January 15, 2018, be adopted as circulated.

Carried

6. Business Arising from Previous Meetings

None

7. Correspondence

7.1 Memorandum - 2017 Short-Stay Respite Care Bed Program

VMCM2018-013

Moved By Councillor Pollard

Seconded By Councillor Martin

Resolved That the March 19, 2018 memorandum from Pamela Kulas, regarding 2017 Short-Stay Respite Care Bed Program - Approval 2 beds, be received.

Carried

8. Reports

- 8.1 Victoria Manor Operations Report to Committee of Management, January 2018

VMCM2018-014

Moved By Councillor Pollard

Seconded By Councillor Seymour-Fagan

Resolved That the Victoria Manor Operations Report to Committee of Management, January 2018, provided by Sienna Senior Living, be received for information; and

That the Director approach the Treasurer to inquire to use the surplus to reduce the debt to the City and the Director to report at next meeting.

Carried

- 8.2 Victoria Manor Operations Report to Committee of Management, February 2018

VMCM2018-015

Moved By Councillor Martin

Seconded By Councillor Pollard

Resolved That the Victoria Manor Operations Report to Committee of Management, February 2018, provided by Sienna Senior Living, be received for information.

Carried

- 8.3 VMC 2018-02 Victoria Manor Family Satisfaction Survey

VMCM2018-016

Moved By Councillor Martin

Seconded By Councillor Seymour-Fagan

Resolved That Report VMC2018-02, "2017 Family Satisfaction Survey", be received.

Carried

8.4 VMC 2018-03 County of Simcoe White Paper; Seniors Campus

VMCM2018-017

Moved By Councillor Martin

Seconded By Councillor Pollard

Resolved That Report VMC2018-03, "County of Simcoe White Paper: Seniors Campus", be received for information.

Carried

8.5 VMC 2018-04 Applications for New Long-Term Care Bed Capacity

VMCM2018-018

Moved By Councillor Seymour-Fagan

Seconded By Councillor Martin

Resolved That Report VMC2018-04, "Applications for New Long-Term Care Bed Capacity", be received for information.

Carried

8.6 VMC 2018-05 Results of Arbitration Award - Ontario Nurses Association

VMCM2018-019

Moved By Councillor Pollard

Seconded By Councillor Martin

Resolved That Report VMC2018-05, "Results of Arbitration Award - Ontario Nurses Association", be received.

Carried

8.7 VMC 2018-06 Long Term Care Services Accountability Agreement

VMCM2018-020

Moved By Councillor Seymour-Fagan

Seconded By Councillor Pollard

Resolved That Report VMC2018-06, "Long Term Care Service Accountability Agreement (LSAA) Annual Declaration of Compliance", be received; and

That the Chair of the Victoria Manor Committee of Management be authorized to sign declaration as attached.

Carried

8.8 VMC 2018-07 2017 Employee Engagement Survey

VMCM2018-021

Moved By Councillor Martin

Seconded By Councillor Seymour-Fagan

Resolved That Report VMC2081-07, "2017 Employee Engagement Survey", be received for information.

Carried

8.9 VMC 2018-08 Annual Case Mix Index Results 2017-18

VMCM2018-022

Moved By Councillor Martin

Seconded By Councillor Pollard

Resolved That Report VMC2018-08, "Annual Case Mix Index Results 2017-18", be received; and

That Committee of Management approve the recommendation to maintain the current 2018 Victoria Manor Operating Budget as approved by Council.

Carried

8.10 VMC 2018-09 Victoria Manor 2018-2019 Quality Improvement Plan

VMCM2018-023

Moved By Councillor Martin

Seconded By Councillor Seymour-Fagan

Resolved That Report VMC2018-09, "Victoria Manor 2018-2019 Quality Improvement Plan", be received;

That the Chair of the Victoria Manor Committee of Management be authorized to sign said Quality Improvement Plan as attached; and

That Staff will report on progress after second quarter of fiscal year.

Carried

9. Closed Session

VMCM2018-024

Moved By Councillor Pollard

Seconded By Councillor Seymour-Fagan

Resolved That the Victoria Manor Committee of Management convene into closed session in order to consider matters on the Monday, March 19, 2018 Closed Session Agenda and that are permitted to be discussed in a session closed to the public pursuant to Section 239(2) of the Municipal Act, S.O. 2001. S.25

Carried

10. Matters from Closed Session

None

11. Other New Business

None

12. Next Meeting

April 16, 2018, Victoria Manor Boardroom, commencing at 9:30 a.m.

13. Adjournment

VMCM2018-030

Moved By Councillor Seymour-Fagan

Seconded By Councillor Pollard

Resolved That the Victoria Manor Committee of Management Meeting adjourn at 10:47 a.m.

Carried



*The Corporation of The City Of
Kawartha Lakes*

**Human Services Department
Memorandum**

To: Victoria Manor Committee of Management
From: Rod Sutherland, Director
Date: April 16, 2018
RE: Accessible Monthly Operations Report template

As part of the continuing requirement to ensure that all reports and documents comply with Provincial and City Accessibility Standards, the format of the monthly operations reports is being changed.

Changes being made to the format include reducing the use of tables and simplifying the information provided in the remaining tables. The information previously listed in a table will be provided through free form text.

Where tables are included, they must incorporate alternate text descriptions in the table properties. Other formatting changes are font size and line spacing as well as moving to a portrait orientation on letter size paper.

The attached (Appendix A) sample report, adapted from the February 2018 Operations Report, is provided for reference. It is anticipated that the new format will be used for non-confidential and confidential operations reports starting in May 2018.

Recommendation: That the memorandum dated April 16, 2018 from the Director regarding changes to the monthly operations report format be received.

Attachment: Appendix A – Sample Accessible Operations Report



Non-Confidential
template.docx

Human Services Department
PO Box 2600, 322 Kent Street West, Lindsay, ON K9V 4S7
Tel: (705) 324-9870 fax: (705) 328-2875
website: www.kawarthalakes.ca



February 2018 Victoria Manor Operations Report to Committee of Management Non-Confidential Report

Submission Date: March 19, 2018

Information for the Month of: February 2018

Financials

Table 1: Victoria Manor Executive Summary Statement of Earnings: January 2018

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Resident Days	5,010	5,069	(59)	5,010	5,069	(59)
Occupancy %	97.36%	98.5%	(1.1%)	97.4%	98.5%	(1.1%)
Nursing Revenue	553,794	555,591	(1,798)	553,794	555,591	(1,798)
Nursing Expenses	(608,765)	(606,351)	(2,415)	(608,765)	(606,351)	(2,415)
Net Nursing Envelope	(54,972)	50,759)	(4,212)	(54,972)	(50,759)	(4,212)
Program Envelope Revenue	60,912	61,136	(224)	60,912	61,136	(224)
Program Expenses	(59,430)	(56,617)	(2,813)	(59,430)	(56,617)	(2,813)
Net Program Envelope	1,483	4,519	(3,036)	1,483	4,519	(3,036)
Food Envelope Revenue	46,314	46,314	0	46,314	46,314	0
Food Expenses	(45,593)	(46,314)	721	(45,593)	(46,314)	721
Net Food Envelope	721	0	721	721	0	721
Accommodation Revenue	329,112	331,005	(1,894)	329,112	331,005	(1,894)
Dietary Expenses	(93,093)	(91,681)	(1,412)	(93,093)	(91,681)	(1,412)
Housekeeping Expenses	(41,063)	(41,243)	180	(41,063)	(41,243)	180
Laundry Expenses	(16,867)	(18,316)	1,450	(16,867)	(18,316)	1,450
Maintenance Expenses	(42,631)	(44,524)	1,893	(42,631)	(44,524)	1,893
Administration Expenses	(41,898)	(42,889)	991	(41,898)	(42,889)	991
Facility Expenses	(89,270)	(127,928)	38,659	(89,270)	(127,928)	38,659
Sub-total Accommodation	(324,821)	(366,581)	41,760	(324,821)	(366,581)	41,760
Net Accommodation Expenses	4,291	(35,576)	39,866	4,291	(35,576)	39,866
Over/Under Adjustment	(53,489)	(46,240)	721	(53,489)	(46,240)	721
Net Operating Income	(49,198)	(81,816)	32,618	(49,198)	(81,816)	32,618
Capital Reserve	(12,623)	(26,761)	14,138	(12,623)	(26,761)	14,138
Net Income (Loss)	(61,821)	(108,577)	46,756	(61,821)	(108,577)	46,756

Variance Explanations

Nursing Revenue: Month-to-Date (MTD) and Year-to-Date (YTD) Nursing revenue is unfavorable (\$2K) mainly due lower BSO funding (\$1K), and lower Hi-Intensity claims revenue (\$1K).

Nursing Expenses - Direct: MTD & YTD Direct wages are favorable (\$5K) due to lower RPN wages (\$2K), unused PSW-HIN supplementary staffing budget (\$1K), lower BSO (\$1K), lower benefits (\$8K), lower MDS-RAI (\$1K), offset by higher RN wages (\$6K) and higher PSW wages (\$1K).

Nursing Expenses – Administration: MTD & YTD Nursing Admin expenses are unfavorable (\$8K) mainly due to higher wages (\$3K), higher benefits (\$1K), higher equipment expenses (\$3K), higher medical supplies (\$2K), offset by lower staff cost (\$1K).

Program Expenses: MTD & YTD Program expenses are unfavorable (\$3K) mainly due to higher wages (\$3K).

Food Expenses: MTD & YTD Food expenses are favorable (\$1K).

Accommodation Revenue: MTD & YTD Accommodations Revenue is unfavorable (\$2K) mainly due to accreditation funding budgeted but not received (\$2K), vendor rebates budgeted but not received (\$3K), lower other revenue from hair care and foot care (\$1K), offset by higher preferred private revenues (\$4K).

Dietary Expenses: MTD & YTD Dietary expenses are unfavorable (\$1K) due to higher wages (\$4K), higher equipment expenses (\$1K), offset by lower benefits (\$1K), lower dishes, cutlery, and utensil expenses (\$1K), and lower supplies (\$1K).

Laundry Expenses: MTD & YTD Laundry expenses are favorable (\$1K) mainly due to lower benefits (\$1K).

Maintenance Expenses: MTD & YTD Maintenance expenses are favorable (\$2K) due to lower building repair expenses (\$1K), lower generator expenses (\$1K), lower heating and air conditioning (\$4K), lower cleaning and maintenance (\$2K), lower plumbing (\$2K), lower supplies (\$1K), offset by higher wages (\$1K), higher electrical expenses (\$1K), higher equipment expenses (\$2K), higher fire system (\$1K), higher landscaping and snow removal (\$5K).

Facility Expenses: MTD & YTD Facility expenses are favorable (\$39K) due to lower hydro expenses (\$27K), lower water and sewage (\$10K), and lower management fees (\$1K).

Table 2: Year to Date Capital Expenses: January 2018

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
VM18-01 Circulating Pipe Repairs	0	\$33,000
VM18-02 Kitchen Steamer and Soup Kettle Replacement	0	\$20,000

VM18-03 Resident Room Furniture Replacement	0	\$22,000
VM18-04 MacMillan Common Area Furniture	0	\$18,476
VM18-05 Hi Low Electric Beds	0	\$12,000
VM18-06 2 nd Servery Renovations	0	\$40,000
VM18-07 Blixer	0	\$6,000
Totals	0	\$151,476.00

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 2 (July to September 2017) and 3 (October to December 2017) results.

Indicator	2017 Q2-3 Current Performance	Target
Reduce transfers to Emergency department	26.94	37.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	22.11	24.00
Reduce stage 2-4 pressure ulcers	4.34	4.50
Reduce the number of falls	22.90	23.00
Reduce the number of restraints	7.24	3.10

Ministry of Health and Long-Term Care (MOHLTC) Compliance Orders / Inspection Findings Summary

There were no inspection visits in February 2018.

Scorecard: People

Employee Engagement Survey

- 11 team members were recognized by family members and peers through the Spot A Star program
- Long Term Care Quality Improvement Plan is being developed to address results

Sienna Support Services Updates

Sienna Partner Visits:

- February 22 and 23 – Quality Informatics Partner
- February 28 – Clinical Partner

Projects, Location Events and Other

- Hosted Mental Health First Aid for Seniors offered through Behaviour Support Ontario February 14 and 15
- Wellness Fair held on February 28, 2018. Vendors and service providers from the community attended

Long Term Care Update

Occupancy (data since last report)

- 97.4% occupancy
- 2 Discounted Private or Semi-private beds (under 60%)
- 16 move ins and 13 discharges

Regulatory visits i.e. MOL, Public Health

There were no regulatory visits in February.

Written and Verbal Complaints Summary

February 13, 2018: written complaint received from a family who felt staff did not address dental concerns when family requested assistance. Dental hygienist information was provided and review with the required team members. Dental services will be reviewed at all move-in conferences.

Compliments Summary

February 3, 2018: Received a card from a family member regarding team members in Victoria house. Family impressed that we always knew where resident was, kept up to date, tender care. Wonderful care during the residents last few hours. All special and caring people who should be proud of what you do.

Occupational Health and Safety Issues

The location of beds in resident rooms is creating health and safety issues for team members. Team members are unable to disengage call bells without overexerting arms and shoulders. Building Service Manager will take the lead, create a plan to return all

beds to their correct and safe location. This work will be completed in collaboration with the Joint Health and Safety Committee.

Resident and Family Satisfaction Survey

Resident & Family Satisfaction Survey results shared with resident and family councils. The Administrator will attend March 2018 resident council meeting to ask residents what actions they would like to see in place to address the bottom 3 results.

Resident/Family Council Updates

Will include if relevant information to report

Emergency Preparedness and Environmental concerns

Will include if relevant information to report



March 2018 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: April 16, 2018
Information for the Month of: March 2018

Financials

VICTORIA MANOR

Executive Summary Statement of Earnings

February 2018

		Current Month					Year-to-Date				
		Actual	Actual PRD	Budget	Budget PRD	Variance	Actual	Actual PRD	Budget	Budget PRD	Variance
Resident Days		4,552		4,578		(26)	9,562		9,647		(85)
Occupancy %		97.93%		98.5%		-0.6%	97.6%		98.5%		(0.9%)
Nursing Envelope Funds		515,719	113.30	505,064	110.32	10,656	1,069,513	111.85	1,060,655	109.95	8,858
Nursing Expenses		612,360	134.53	550,423	120.22	(61,936)	1,221,125	127.71	1,156,774	119.91	(64,351)
Net Nursing Envelope		(96,640)	(21.23)	(45,360)	(9.91)	(51,280)	(151,612)	(15.86)	(96,119)	(9.96)	(55,493)
Program Envelope Funds		55,580	12.21	56,339	12.31	(759)	116,493	12.18	117,475	12.18	(982)
Program Expenses		51,981	11.42	52,572	11.48	591	111,411	11.65	109,189	11.32	(2,222)
Net Program Envelope		3,599	0.79	3,767	0.82	(168)	5,082	0.53	8,286	0.86	(3,204)
Food Envelope Funds		41,832	9.19	41,832	9.14	-	88,146	9.22	88,146	9.14	-
Food Expenses		41,363					86,956				1,190

		9.09	41,832	9.14	469		9.09	88,146	9.14	
Net Food Envelope	469	0.10	-	-	469	1,190	0.12	-	-	1,190
Accommodation Revenue	310,639	68.24	299,042	65.32	11,596	639,750	66.91	630,047	65.31	9,703
Accommodation Expenses										
Dietary Expenses	87,438	19.21	83,303	18.20	(4,135)	180,531	18.88	174,984	18.14	(5,547)
Housekeeping Expenses	38,261	8.41	37,521	8.20	(740)	79,324	8.30	78,764	8.16	(560)
Laundry Expenses	14,752	3.24	16,669	3.64	1,916	31,619	3.31	34,985	3.63	3,366
Maintenance Expenses	35,696	7.84	41,422	9.05	5,726	78,327	8.19	85,946	8.91	7,618
Administration Expenses	33,220	7.30	39,447	8.62	6,227	75,118	7.86	82,337	8.53	7,219
Facility Expenses	71,301	15.66	71,922	15.71	621	160,571	16.79	199,851	20.72	39,280
Accommodation Expenses	280,669	61.66	290,285	63.40	9,615	605,490	63.32	656,866	68.09	51,376
Other Accommodation - NOI	29,969	6.58	8,757	1.91	21,212	34,260	3.58	(26,818)	(2.78)	61,078
Over/Under Adjustment	(93,041)	(20.44)	(41,593)	(9.08)	469	(146,530)	(15.32)	(87,833)	(9.10)	1,190
Net Operating Income	(63,072)	(13.86)	(32,835)	(7.17)	(30,237)	(112,270)	(11.74)	(114,651)	(11.88)	2,381
Capital Reserve	(12,623)	(3)	(26,761)	(6)	14,138	(25,246)	(3)	(53,522)	(6)	28,276

Net Income (Loss)	(75,695)	(16.63)	(59,596)	(13.02)	(16,099)	(137,516)	(14.38)	(168,173)	(17.43)	30,657
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VICTORIA MANOR

Variance Explanations
February 2018

	Current Month			Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
NURSING REVENUE	515,719	505,064	10,656	1,069,513	1,060,655	8,858
MTD Nursing revenue is favorable (\$11K) mainly due higher Hi-Intensity claims revenue (\$11K). YTD Nursing revenue is favorable (\$9K) mainly due to higher Hi-Intensity claims revenue (\$10K), offset by lower BSO funding (\$1K).						
NURSING EXPENSES - DIRECT	541,704	504,110	(37,594)	1,091,811	1,059,680	(32,131)
MTD Direct wages are unfavorable (\$38K) due to higher RN wages (\$14K), higher benefits (\$26K), higher agency wages (\$9K), offset by lower RPN wages (\$3K), lower PSW wages (\$5K), unused PSW-HIN supplementary staffing budget (\$1K), and lower MDS-RAI (\$3K). YTD Direct wages are unfavorable (\$32K) due to higher RN wages (\$20K), higher benefits (\$18K), higher agency wages (\$9K), offset by lower RPN wages (\$5K), lower PSW wages (\$4K), unused PSW-HIN supplementary staffing budget (\$2K), lower BSO (\$1K), and lower MDS-RAI (\$3K).						
NURSING EXPENSES - ADMIN	70,655	46,313	(24,342)	129,314	97,094	(32,220)
MTD Nursing Admin expenses are unfavorable (\$24K) mainly due to higher wages (\$6K), higher benefits (\$2K), higher equipment expenses (\$3K), higher hi-intensity cost (\$12K), higher medical supplies (\$3K), offset by unused staff cost budget (\$1K).						

YTD Nursing Admin expenses are unfavorable (\$32K) mainly due to higher wages (\$9K), higher benefits (\$3K), higher hi-intensity costs (\$12K), higher equipment expenses (\$5K), higher medical supplies (\$5K), offset by lower staff cost (\$1K).

PROGRAM REVENUE	55,580	56,339	(759)	116,493	117,475	(982)
<p>MTD Program revenue is in line with budget.</p> <p>YTD Program revenue is in line with budget.</p>						

PROGRAM EXPENSES	51,981	52,572	591	111,411	109,189	(2,222)
<p>MTD Program expenses are in line with budget.</p> <p>YTD Program expenses are unfavorable (\$2K) mainly due to higher wages (\$4K), offset by lower physio expenses (\$1K), lower staff costs and travel (\$1K).</p>						

FOOD REVENUE	41,832	41,832	-	88,146	88,146	-
<p>MTD Food revenue is in line with budget.</p> <p>YTD Food revenue is in line with budget.</p>						

FOOD EXPENSES	41,363	41,832	469	86,956	88,146	1,190
<p>MTD Food expenses are in line with budget.</p> <p>YTD Food expenses are favorable (\$1K) due to recovered costs.</p>						

ACCOMMODATION REVENUE	310,639	299,042	11,596	639,750	630,047	9,703
<p>MTD Accommodations revenue is favorable (\$12K) mainly due to higher preferred revenue (\$7K), higher vendors rebates (\$8K), offset by accreditation funding budgeted but not received (\$2K), incontinence revenue budgeted but not received (\$1K).</p> <p>YTD Accommodations revenue is favorable (\$10K) mainly due to higher preferred revenue (\$11K), higher vendors rebates (\$5K), offset by accreditation funding budgeted but not received (\$3K), lower other revenue from haircare (\$1K), foot care (\$1K), and incontinence revenue budgeted but not received (\$1K).</p>						

DIETARY EXPENSES	87,438	83,303	(4,135)	180,531	174,984	(5,547)
<p>MTD Dietary expenses are unfavorable (\$4K) due to higher wages (\$4K), higher equipment expenses (\$1K), offset by lower supplies (\$1K),</p> <p>YTD Dietary expenses are unfavorable (\$6K) due to higher wages (\$8K), higher equipment expenses (\$1K), offset by lower benefits (\$1K), lower dishes, cutlery, and utensil expenses (\$1K), and lower supplies (\$1K) .</p>						

HOUSEKEEPING EXPENSES	38,261	37,521	(740)	79,324	78,764	(560)
<p>MTD Housekeeping expenses are in line with budget.</p> <p>YTD Housekeeping expenses are in line with budget.</p>						

LAUNDRY EXPENSES	14,752	16,669	1,916	31,619	34,985	3,366
<p>MTD Laundry expenses are favorable (\$2K) mainly due to lower supplies (\$1K), and lower equipment expense (\$1K).</p> <p>YTD Laundry expenses are favorable (\$3K) mainly due to lower benefits (\$1K), lower supplies (\$1K), and lower equipment expenses (\$1K).</p>						

MAINTENANCE EXPENSES	35,696	41,422	5,726	78,327	85,946	7,618
<p>MTD Maintenance expenses are favorable (\$6K) due to lower equipment expenses (\$1K), generator expenses (\$1K), lower heating and air conditioning (\$2K), lower contracted services (\$1K), lower plumbing (\$4K), lower supplies (\$1K), lower alarm (\$1K), offset by higher wages and benefits (\$1K), higher electrical expenses (\$1K), higher fire system (\$1K), and higher landscaping and snow removal (\$3K).</p> <p>YTD Maintenance expenses are favorable (\$8K) due to lower alarm (\$1K), lower elevator expenses (\$1K), lower building repair expenses (\$1K), lower generator expenses (\$2K), lower heating and air conditioning (\$6K), lower contracted services (\$2K), lower plumbing (\$5K), lower supplies (\$3K), offset by higher wages (\$1K), higher electrical expenses (\$2K), higher equipment expenses (\$1K), higher fire system (\$2K), and higher landscaping and snow removal (\$8K).</p>						

ADMINISTRATION EXPENSES	33,220	39,447	6,227	75,118	82,337	7,219
<p>MTD Admin expenses are favorable (\$6K) mainly due to lower office equipment expenses (\$3K), lower professional fees (\$3K), lower purchased services (\$2K), lower supplies (\$2K), offset by higher wages and benefits (\$2K), association fees not budgeted (\$1K), higher postage and courier (\$1K),</p> <p>YTD Admin expenses are favorable (\$7K) due to lower office equipment expenses (\$5K), lower professional fees (\$6K), lower purchased services (\$3K), lower supplies (\$4K), offset by higher wages and benefits (\$7K), association fees not budgeted (\$1K), higher computer expenses (\$1K), higher staff cost (\$3K),</p>						

FACILITY EXPENSES	71,301	71,922	621	160,571	199,851	39,280
<p>MTD Facility expenses are in line with budget.</p> <p>YTD Facility expenses are favorable (\$39K) due to lower gas expenses (\$1K), lower hydro expenses (\$24K), lower water and sewage (\$7K), lower waste removal (\$2K), and lower management fees (\$6K).</p>						

CAPITAL PURCHASES	-	10,118	10,118	-	20,236	20,236
<p>Capital Purchases include:</p> <p>JAN 2018 - No capital purchases.</p> <p>FEB 2018 - No capital purchases.</p>						

Scorecard: Quality

- 1) Canadian Institute for Health Information (CIHI) quarter 2 (July to September 2017) and 3 (October to December 2017) results.

Indicator	Q3 Current Performance	Victoria Manor 2018 HQO QIP
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		Target
Reduce transfers to Emergency department	26.94	24.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	21.00	20.00
Reduce stage 2-4 pressure ulcers	2.50	3.20
Reduce the number of falls	15.00	20.00
Reduce the number of restraints	11.90	5.00

2) LTC: MOH Compliance Orders / Inspection Findings Summary:

Inspection Report Date	Purpose of Visit	WN/ VPC/ CO	Findings Summary
March 5 to 23	Resident Quality Inspection and Critical Incident Inspection	Awaiting report	

Scorecard: People

1) Employee Engagement Survey

- 5 team members were recognized by family members and peers through the Spot A Star program
- Town Hall for all team members on all shifts held March 15th
- Shift Report quality improvement initiative to begin April 5

Sienna Support Services Updates

Sienna Partner Visits

- March 19–VP Operations Quality Informatics Partner
- March 21–Recreation and Leisure Partner

Projects, Location Events and other

- Administrator attended the Walk with Me Conference-the focus of the conference was to support changing the culture of aging

Long Term Care Update

1. Occupancy (data since last report):

- 97.6% occupancy
- 2 Discounted Private or Semi-private beds (under 60%)
- 7 move ins and 12 discharges

2. Regulatory visits i.e. MOL, Public Health:

Visitor	Date	Drivers and Actions
Public Health Telephone Conference	March 9, 2018	Home in respiratory influenza outbreak effective March 9

3. Written & Verbal Complaints Summary:

Complaint	Date	Outcomes
Verbal-Family felt the telephone on weekends is	March 6, 2018	Provided information on receptions hours, after hour navigation

not being answered		through the telephone directory. Reviewed 2018 telephone system upgrade plan. Resolved
Verbal-Family felt the care needs of the resident were not addressed in a timely manner	March 22, 2018	Care needs of resident reviewed and care plan updated. Resolved
Verbal-Family felt that it took staff too long to replace residents oxygen canister	March 28, 2018	After hours oxygen replacement process with external provider updated. Resolved

4. Compliments Summary:

Compliment	Date	Outcomes

5. OH&S Issues (as applicable):

OH & S Issue	Date	Outcomes
The location of beds in resident rooms is creating health and safety issues for team members. Team members are unable to disengage call bells without overexerting arms and shoulders	February 2018	Plan has been created to return all beds to their correct and safe location and is in progress. This work will be completed in collaboration with the Joint Health and Safety Committee.

6. Resident & Family Satisfaction Survey (as applicable):

Resident & Family Satisfaction Survey Scores	Date	Outcomes
Resident & Family Satisfaction Survey results shared with resident and family councils	March 8, 2018	Residents would like each manager to: 1. Attend a Resident Council meeting; 2. Host a meet and greet with the residents quarterly; 3. Plan regular tours to show residents where the managers offices are.

7. External vacancies and hires:

Position	Full Time Vacancies	Part Time Vacancies	External Hires	Current Status

RN	1	4	1	Screening of resumes and interviews completed weekly
RPN	0	0	2	
PSW	0	3	3	Screening of resumes and interviews completed weekly
Building Services	0	0	0	
Dietary Aide	0	0	0	
Cook	0	1	0	Screening of resumes and interviews completed weekly
Life Enrichment	0	0	0	
Reception	0	0	0	

8. Any updates re Resident/Family Councils:

Council	Date	Outcomes/ Comments
Meeting scheduled April 11, 2018	April 11, 2018 at 7:00 pm	Family Satisfaction Results will be reviewed and action plan developed

9. Any contract updates i.e. Pharmacy Services / TENA / etc.:

Contracts	Date	Outcomes/ Comments
Reviewing all service contracts in 2018	January 2018 – December 2018	Goal is to ensure all contracts are in place

10. Capital Expenses:

Issue & date	Total Spent @ 01/31/18	Approved Budget
VM18-01 Circulating Pipe Repairs	0	\$33,000
VM18-02 Kitchen Steamer and Soup Kettle Replacement	0	\$20,000

VM18-03 Resident Room Furniture Replacement	0	\$22,000
VM18-04 MacMillan Common Area Furniture	0	\$18,476
VM18-05 Hi Low Electric Beds	0	\$12,000
VM18-06 2 nd Served Renovations	0	\$40,000
VM18-07 Blixer	0	\$6,000
Total 2018 Approved Capital		\$151,476.00
Total 2018 Remaining		\$151,476.00

11. WSIB updates:

Accidents	Incidents	Lost Time	Medical Attention	Outstanding WSIB for Month	Ongoing Outstanding WSIB Claims
1	1	0	1	0	0

12. Environmental concerns & emergency preparedness:

Date	Code Practiced	Outcomes/ Barriers
March 31, 2018 at 10:36 am; March 17, 2018 at 4:00 am; March 31 at 2:00 pm	Code Red	Provided education to new registered staff