

The Corporation of the City of Kawartha Lakes

Agenda

Victoria Manor Committee of Management Meeting

VMC2018-07

Monday, October 15, 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 - 7
6.	Business Arising from Previous Meetings	
7.	Correspondence	
8.	Reports	
8.1	Victoria Manor Operations Report to Committee of Management, September 2018	8 - 14
9.	Closed Session	
9.1	Closed Minutes, Victoria Manor Committee of Management, September 10, 2018, Municipal Act, 2001 s.239(2)(b)(d)(g)	
9.2	Victoria Manor Confidential Operations Report to Committee of Management, September 2018, Municipal Act, 2001 s.239(2)(b)(d)(e)	
10.	Matters from Closed Session	
11.	Other New Business	
12.	Next Meeting	
	November 19, 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

VMC2018-06
Monday, September 10, 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

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1. Call to Order

Chair Elmslie called the meeting to order at 9:36 a.m. Councillors G. Jilesem, MA. Martin, and J. Pollard were in attendance.

Absent: Councillor K. Seymour-Fagan

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

VMCM2018-058

Moved By Councillor Pollard

Seconded By Councillor Jilesen

That the agenda be adopted with an addition to Item 4, Presentation by Dawna Veldhuis Manager of Dietary Services.

Carried

3. Disclosures of Pecuniary Interest

There were no declarations of pecuniary interest noted.

4. Deputations and Presentations

VMCM2018-059

Moved By Councillor Pollard

Seconded By Councillor Martin

That the presentation by Dawna Veldhuis, Manager of Dietary Services, regarding Dietary Services at Victoria Manor, be received.

Carried

5. Approval of the Minutes of the listed Previous Meetings

May 14, 2018

June 18, 2018

July 16, 2018

VMCM2018-060

Moved By Councillor Martin

Seconded By Councillor Jilesen

That the minutes of the Victoria Manor Committee of Management meeting held on May 14, 2018, be adopted as circulated.

Carried

VMCM2018-061

Moved By Councillor Martin

Seconded By Councillor Pollard

That the minutes of the Victoria Manor Committee of Management meeting held on June 18, 2018, be adopted as circulated.

Carried

VMCM2018-062

Moved By Councillor Pollard

Seconded By Councillor Jilesen

That the minutes of the Victoria Manor Committee of Management meeting held on July 16, 2018, be adopted as circulated.

Carried

6. Business Arising from Previous Meetings

None

7. Correspondence

None

8. Reports

8.1 Victoria Manor Operations Report to Committee of Management, July 2018

VMCM2018-063

Moved By Councillor Pollard

Seconded By Councillor Martin

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

Carried

8.2 Victoria Manor Operations Report to Committee of Management, August 2018

VMCM2018-064

Moved By Councillor Martin

Seconded By Councillor Jilesen

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

Carried

8.3 VMC2018-12 Victoria Manor 2019 Capital Budget

VMCM2018-065

Moved By Councillor Pollard

Seconded By Councillor Martin

That Report VMC2018-12, "Victoria Manor 2018 Capital Budget", be received; and

That the Committee of Management recommends to City Council the approval of the Victoria Manor 2019 Capital Budget, included as Attachment A to Report VMC2018-12, "Victoria Manor 2019 Capital Budget", in the amount of \$151,476.

Carried

9. **Closed Session**

VMCM2018-066

Moved By Councillor Martin

Seconded By Councillor Pollard

That the Victoria Manor Committee of Management convene into closed session in order to consider matters on the Monday, September 10, 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**

10.1 2019 Victoria Manor Operating Budget

VMCM2018-072

Moved By Councillor Pollard

Seconded By Councillor Jilesen

Resolved That the 2019 Operating Budget for Victoria Manor, as outlined in Attachment A to Report VMC2018-11, is endorsed by the Victoria Manor Committee of Management for inclusion in the 2019 City Operating Budget;
That the City Treasurer be asked to consider the allocation of any 2018 year end surplus to the 2019 Victoria Manor Operating Budget;
That the City Treasurer be asked to consider the deferral of the 2019 repayment to the Working Capital Reserve from the 2019 Victoria Manor Operating Budget;
and
That the Chair approach the Mayor about holding a meeting with MPP Laurie Scott regarding Long Term Care funding and pressures.

Carried

11. Other New Business

13. Adjournment

VMCM2018-073

Moved By Councillor Martin

Seconded By Councillor Jilesen

That the Victoria Manor Committee of Management Meeting adjourn at 10:38 a.m.

Carried



August 2018 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: October 15, 2018

Information for the Month of: September 2018

Financials

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

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to- Date Actual	Year-to- Date Budget	Year-to- Date Variance
Resident Days	5,084	5,069	15		39,466	39,733
Occupancy %	98.80%	98.5%	0.3%		97.8%	98.5%
Nursing Envelope Funds	569,601	569,991	(390)		4,461,308	4,430,677
Nursing Expenses	593,742	622,484	28,742		4,923,662	4,797,617
Net Nursing Envelope	(24,141)	(52,493)	28,352		(462,354)	(366,940)
Program Envelope Funds	62,242	62,353	(111)	485,236	487,114	(1,878)
Program Expenses	56,988	57,336	348	456,707	448,121	(8,586)
Net Program Envelope	5,255	5,017	237	28,530	38,993	(10,464)
Food Envelope Funds	51,872	46,962	4,909	368,600	364,339	4,261
Food Expenses	48,089	46,962	(1,127)	362,642	364,339	1,696
Net Food Envelope	3,783	-	3,783	5,957	-	5,957
Accommodation Revenue	334,667	334,988	(320)	2,655,133	2,602,735	52,398
Accommodation Expenses						
Dietary Expenses	92,443	92,744	301	749,842	718,134	(31,708)
Housekeeping Expenses	43,460	41,796	(1,664)	335,220	323,500	(11,720)
Laundry Expenses	17,817	17,804	(13)	132,123	139,997	7,874
Maintenance Expenses	30,625	44,678	14,052	298,754	352,332	53,578
Administration Expenses	38,255	42,889	4,634	297,804	336,930	39,127
Facility Expenses	73,938	85,317	11,379	613,219	750,688	137,470

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to- Date Actual	Year-to- Date Budget	Year-to- Date Variance
Accommodation Expenses	296,539	325,229	28,690	2,426,961	2,621,581	194,620
Other Accommodation - NOI	38,128	9,759	28,369	228,172	(18,847)	247,019
Over/Under Adjustment	(28,127)	(47,476)	13,023	(443,065)	(327,947)	15,198
Net Operating Income	10,001	(37,717)	47,718	(214,893)	(346,794)	131,901
Capital Reserve	(12,623)	(26,761)	14,138	(185,812)	(214,087)	28,276
Net Income (Loss)	(2,622)	(64,477)	61,856	(400,705)	(560,881)	160,177

Variance Explanations

Nursing Revenue: Year-to-Date (YTD) Nursing revenue is favorable (\$31K) mainly due to higher hi-Intensity claims revenue (\$39K) and higher RPN initiative funding (\$1K), offset by lower BSO funding (\$10K).

Nursing Expenses – Direct: YTD Direct wages are unfavorable (\$63K) due to higher benefits (\$3K), higher agency wages (\$146K), higher PSW wages (\$19K), offset by lower RN wages (\$16K), lower RPN wages (\$63K), lower BSO wages (\$10K), lower PSW-HIN supplementary staffing (\$7K), and lower MDS-RAI (\$9K).

Nursing Expenses – Administration: Admin expenses are unfavorable (\$63K) mainly due to higher wages (\$16K), higher benefits (\$10K), higher equipment expenses (\$8K), higher hi-intensity costs (\$46K), higher incontinence supplies (\$5K), higher medical supplies (\$22K), higher physician fees (\$2K), offset by lower computer expense (\$1K), lower staff cost (\$4K), lower travel expenses (\$1K), and lower recovered costs (\$39K).

Program Revenue: YTD Program revenue is unfavorable (\$2K) due to lower physio funding (\$2K).

Program Expenses: YTD Program expenses are unfavorable (\$9K) due to higher wages (10K), higher benefits (\$3K), higher supplies (\$1K), offset by lower equipment expenses (\$1K), lower staff costs (\$2K), lower transportation cost (\$1K), and lower physio expenses (\$1K).

Accommodation Revenue: YTD Accommodations revenue is favorable (\$52K) mainly due to higher basic revenue (\$1K), higher preferred revenue (\$45K), higher vendor rebates (\$26K), offset by lower accreditation funding (\$13K), lower other revenue from foot care and haircare (\$2K), and lower incontinence revenue (\$5K).

Dietary Expenses: YTD Dietary expenses are unfavorable (\$32K) due to higher wages (\$46K), offset by lower benefits (\$5K), lower equipment expenses (\$3K), lower dishes, cutlery, and utensil expenses (\$3K), lower supplies (\$1K), and lower bedding and linen (\$3K).

Housekeeping Expenses: YTD Housekeeping expenses are unfavorable (\$12K) due to higher wages (\$20K), higher benefits (\$1K), offset by lower supplies (\$6K), and lower equipment expenses (\$4K).

Laundry Expenses: YTD Laundry expenses are favorable (\$8K) mainly due to lower wages (\$3K), lower benefits (\$5K), lower bedding and linen (\$1K), offset by higher chemical and cleaning supplies (\$1K).

Maintenance Expenses: YTD Maintenance expenses are favorable (\$54K) due to lower benefits (\$4K), lower alarm (\$4K), lower building repair (\$6K), lower elevator expenses (\$4K), lower equipment expenses (\$4K), lower fire system (\$1K), lower generator expenses (\$4K), lower grease trap cleaning (\$1K), lower heating and air conditioning (\$14K), lower landscaping and snow removal (\$1K), lower lighting (\$2K), lower plumbing (\$14K), lower pest control (\$2K), lower supplies (\$5K), offset by higher wages (\$5K), and higher electrical expenses (\$7K).

Administration Expenses: YTD Administration expenses are favorable (\$39K) due to lower bad debts (\$1K), lower office equipment expenses (\$18K), lower professional fees partly due to release of \$25K arbitration costs (\$42K), lower purchased services (\$10K), lower supplies (\$10K), offset by higher wages (\$23K), higher benefits (\$2K), higher association fees (\$4K), higher collection cost (\$1K), higher communication expenses (\$2K), higher computer expenses (\$7K), higher paper supplies (\$2K), and higher travel expenses (\$2K).

Facility Expenses: YTD Facility expenses are favorable (\$137K) due to lower management fees (\$11K), lower gas expenses (\$10K), lower hydro expenses (\$89K), lower water and sewage (\$26K), and lower waste removal (\$2K).

Table 2: Year to Date Capital Expenses: August 2018

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
VM18-01 Circulating Pipe Repairs	\$30,818.00	\$33,000
VM18-02 Kitchen Steamer and Soup Kettle Replacement	\$20,765.00	\$20,000
VM18-03 Resident Room Furniture Replacement	\$20,391.40	\$22,000
VM18-04 MacMillan Common Area Furniture	\$10,362.22	\$18,476
VM18-05 Hi Low Electric Beds	\$11,002.71	\$12,000
VM18-06 2 nd Servery Renovations	\$0.00	\$40,000

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
VM18-07 Blixer	\$4,675.16	\$6,000
Totals	\$98,014.49	\$151,476.00

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 4 (January to March 2018) results.

Indicator	2017 Q4 Current Performance	Target
Reduce transfers to Emergency department	26.94	37.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	19.50	24.00
Reduce stage 2-4 pressure ulcers	4.90	4.50
Reduce the number of falls	14.2	23.00
Reduce the number of restraints	11.80	3.10

We will continue with action plan that was developed in March 2018 to address performance and meet targets.

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

Annual Resident Quality Inspection completed March 5 to 9, March 12 to 16 and March 19 to 22. Awaiting public inspection report.

Scorecard: People

Employee Engagement Survey

- 15 team members were recognized by family members and peers through the Spot A Star program
- Three hour mindfulness and meditation program being held for 13 weeks. Team members and members of the community are attending.
- Shift Report Quality Improvement project complete. The goal of the project was improve the overall employee engagement scores in four areas: 1) my organization

has a clear means for disseminating important information; 2) I am kept up to date about news and issues at my organization that affect my job; 3) I am asked for my input and/or ideas when important decisions are made that affect my work; 4) I am asked for my input and/or ideas when important decisions are made that affect my work. The quality improvement team consisted of team members from each department and each discipline. Positive feedback through an audit process was received upon completion of the project.

- Sienna Support Services Updates

Sienna Partner Visits:

- September 10 – VP Operations
- September 4, 5, 6, 7, 12 – Informatics & Quality Partner
- September 12 – Resident Care Partner

Projects, Location Events and Other

- Quality of Worklife Staff Appreciation Week held September 10 to 14

Long Term Care Update

Occupancy (data since last report)

- 98.5% occupancy
- 2 Discounted Private or Semi-private beds (under 60%)
- 10 move ins and 9 discharges

Regulatory visits i.e. MOL, Public Health

City of Kawartha Lakes Fire Prevention completed annual inspection including auditing an evacuation with minimal staffing. Evacuation completed successfully. Final inspection report to follow.

Written and Verbal Complaints Summary

Received written complaint regarding call bell response time, bathing and meal service. Investigation completed. Resolved.

Compliments Summary

Received two cards of thanks families thanking the team for the wonderful care their loved one received.

Occupational Health and Safety Issues

Nothing to report

Resident and Family Satisfaction Survey

Resident and Family Satisfaction Surveys completed. Awaiting results.

Resident/Family Council Updates

Residents invited the management team to a cheese and cracker social with the goal to get to know the management team better.

Emergency Preparedness and Environmental concerns

Code Red fire drills held on September 18, 2018 days, September 16, 2018 evenings and September 8, 2018 nights.

All team members have participated in at least one fire drill in 2018