

The Corporation of the City of Kawartha Lakes

Agenda

Victoria Manor Committee of Management Meeting

VMC2019-06

Monday, September 16, 2019

3:00 P.M.

Victoria Manor Boardroom

Victoria Manor, Second Floor

220 Angeline Street South, Lindsay, Ontario

Members:

Deputy Mayor Doug Elmslie

Councillor Patrick O'Reilly

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	4 - 7
6.	Business Arising from Previous Meetings	
7.	Correspondence	
8.	Reports	
8.1	Victoria Manor Operations Report to Committee of Management, July and August 2019	8 - 15
8.2	Report VMC2019-08 2020 Capital Budget (report to follow)	
9.	Closed Session	
9.1	Closed Minutes, Victoria Manor Committee of Management, July 15, 2019, Closed Minutes, Victoria Manor Committee of Management, July 15, 2019	
	Personal Matters About an Identifiable Individual	
	Labour Relations or Employee Negotiations	
	A Matter in Respect of which a Council, Board, Committee or other Body may hold a Closed Meeting	
	Municipal Act, 2001 s.239(2)(b)(d)(g)	
9.2	Victoria Manor Confidential Operations Report to Committee of Management, July and August 2019	
	Personal Matters About an Identifiable Individual	
	Labour Relations or Employee Negotiations	
	Litigation or Potential Litigation	
	Municipal Act, 2001 s.239(2)(b)(d)(e)	
9.3	Report VMC2019-07 2020 Operating Budget (report to follow)	
	Labour Relations or Employee Negotiations	
	Municipal Act, 2001 s.239(2)(d)	

9.4 Confidential Memorandum - College of Nurses of Ontario Findings

Personal Matters About an Identifiable Individual
Litigation or Potential Litigation
Municipal Act, 2001 s.239(2)(b)(e)

9.5 Correspondence regarding College of Nurses of Ontario Findings

Personal Matters About an Identifiable Individual
Municipal Act, 2001 s.239(2)(b)

10. **Matters from Closed Session**

11. **Other New Business**

12. **Next Meeting**

November 18, 2019, Victoria Manor Boardroom, commencing at 1:00
p.m.

13. **Adjournment**

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

VMC2019-05
Monday, July 15, 2019
9:30 A.M.
Victoria Manor Boardroom
Victoria Manor, Second Floor
220 Angeline Street South, Lindsay, Ontario

Members:
Deputy Mayor Doug Elmslie
Councillor Patrick O'Reilly
Councillor Kathleen Seymour-Fagan

Accessible formats and communication supports are available upon request.

1. Call to Order

Deputy Mayor Elmslie called the meeting to order at 9:43 a.m. Councillor K. Seymour-Fagan was in attendance.

Absent: Councillor P. O'Reilly

Executive Director Pamela Kulas, Director 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

VMCM2019-046

Moved By Councillor Seymour-Fagan

Seconded By Deputy Mayor Elmslie

That the agenda be adopted as circulated.

Carried

3. Disclosures of Pecuniary Interest

There were no declarations of pecuniary interest disclosed.

4. Deputations and Presentations

None

5. Approval of the Minutes of the Previous Meeting

VMCM2019-047

Moved By Councillor Seymour-Fagan

Seconded By Deputy Mayor Elmslie

That the minutes of the Victoria Manor Committee of Management meeting held on June 17, 2019, be adopted as circulated.

Carried

6. Business Arising from Previous Meetings

None

7. Correspondence

7.1 Memorandum - Ministry of Health and Long Term Care Complaint Inspection

VMCM2019-048

Moved By Deputy Mayor Elmslie

Seconded By Councillor Seymour-Fagan

That the July 15, 2019 Memorandum from Pamela Kulas, regarding Ministry of Health and Long Term Care Complaint Inspection be received.

Carried

- 7.2 Memorandum - Ministry of Health and Long Term Care Critical Incident Inspection

VMCM2019-049

Moved By Councillor Seymour-Fagan

Seconded By Deputy Mayor Elmslie

That the July 15, 2019 Memorandum from Pamela Kulas, regarding Ministry of Health and Long Term Care Critical Incident Inspection, be received.

Carried

8. Reports

- 8.1 Victoria Manor Operations Report to Committee of Management, June 2019

VMCM2019-050

Moved By Deputy Mayor Elmslie

Seconded By Councillor Seymour-Fagan

That the Victoria Manor Operations Report to Committee of Management, June 2019, provided by Sienna Senior Living, be received for information.

Carried

9. Closed Session

VMCM2019-051

Moved By Councillor Seymour-Fagan

Seconded By Deputy Mayor Elmslie

That the Victoria Manor Committee of Management convene into closed session in order to consider matters on the Monday, July 15, 2019 Closed Session Agenda and that are permitted to be discussed in a session closed to the public pursuant to Section 239(2)(b)(d)(e)(g) of the Municipal Act, S.O. 2001. S.25

Carried

10. Matters from Closed Session

None

11. Other New Business

None

12. Next Meeting

September 16, 2019, Victoria Manor Boardroom, commencing at 1:00 p.m.

13. Adjournment

VMCM2019-056

Moved By Deputy Mayor Elmslie

Seconded By Councillor Seymour-Fagan

That the Victoria Manor Committee of Management Meeting adjourn at 10:12 a.m.

Carried



July and August 2019 Victoria Manor Operations Report to Committee of Management

Submission Date: September 16, 2019

Information for the Month of: July and August 2019

Financials

Table 1: Victoria Manor Executive Summary Statement of Earnings for July 2019

	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Resident Days	34,042	34,664	622
Occupancy %	96.7%	98.5%	1.8%
Nursing Envelope Funds	3,947,029	4,001,247	54,218
Nursing Expenses	4,784,311	4,684,661	99,650
Net Nursing Envelope	837,282	683,414	(153,868)
Program Envelope Funds	426,627	431,509	4,882
Program Expenses	419,918	439,066	19,148
Net Program Envelope	6,709	7,557	14,266
Food Envelope Funds	335,732	336,714	982
Food Expenses	335,961	336,714	752
Net Food Envelope	(230)	-	230
Accommodation Revenue	2,337,136	2,330,365	6,772
Accommodation Expenses			
Dietary Expenses	695,364	680,575	(14,789)
Housekeeping Expenses	323,931	293,717	(30,214)
Laundry Expenses	130,543	149,786	19,243
Maintenance Expenses	303,792	307,813	4,020
Administration Expenses	264,832	339,278	74,446

	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Facility Expenses	544,784	608,909	64,125
Accommodation Expenses	2,263,245	2,380,078	116,833
Other Accommodation - NOI	73,891	49,713	123,604
Over/Under Adjustment	832,574	690,971	(141,603)
Net Operating Income	758,684	740,684	(17,999)
Capital Reserve	173,189	187,326	14,138
Net Income (Loss)	931,872	928,011	(3,861)

Variance Explanations

Nursing Revenue: Year-to-Date (YTD) is unfavorable (\$54K) mainly due to lower Level of Care funding (\$16K), lower hi-intensity claims (\$61K), lower BSO funding (\$45K); offset by higher RN FTE funding (\$62K), and higher falls prevention funding (\$5K).

Nursing Expenses – Direct: YTD are unfavorable (\$269K) mainly due to higher benefits (\$202K), higher RPN wages (\$53K), higher PSW wages (\$184K), higher RN FTE wages (\$37K), higher agency wages (\$47K); offset by lower RN wages (\$145K), lower BSO wages (\$94K), and lower MDS RAI wages (\$16K).

Nursing Expenses – Administration: YTD are favorable (\$170K) mainly due to lower wages (\$35K), lower computer expenses (\$6K), lower high intensity costs (\$61K), lower equipment expenses (\$3K), lower medical supplies (\$70K), lower recovered costs (\$16K); offset by higher benefits (\$1K), higher IT allocations (\$10K), higher incontinence supplies (\$4K), higher staff costs (\$1K), and higher falls prevention equipment expenses (\$5K).

Program Revenue: YTD Program revenue is in line with budget

Program Expenses: YTD Program expenses is unfavorable (\$5K) due to lower Level of Care funding (\$4K) and lower Physio funding (\$1K).

Food Revenue: YTD Food revenue is unfavorable by (\$1K).

Food Expenses: YTD Food expense is unfavorable by (\$1K).

Accommodation Revenue: YTD is favorable (\$7K) mainly due to higher basic accommodation (\$7K), higher preferred revenue (\$45K), higher prior period LTC reconciliation (\$6K), higher other income from haircare services (\$2K); offset by lower accreditation funding (\$13K), lower miscellaneous income (\$31K), and lower pharmacy-LTC (\$8K).

Dietary Expenses: YTD Dietary expenses are unfavorable (\$15K) mainly due to higher benefits (\$32K); offset by lower wages (\$2K), lower equipment expenses (\$10K), lower chemical and cleaning supplies (\$1K), lower dishes, cutlery and utensils (\$2K), lower supplies (\$1K), and lower recovered costs (\$2K).

Housekeeping Expenses: YTD Housekeeping expenses are unfavorable (\$30K) mainly due to higher wages (\$12K), higher benefits (\$16K), higher supplies (\$6K); offset by lower chemical and cleaning supplies (\$2K), and lower equipment expenses (\$1K).

Laundry Expenses: YTD Laundry expenses are favorable (\$19K) mainly due to lower wages (\$5K), lower benefits (\$2K), lower bedding and linen (\$3K), lower equipment expenses (\$10K); offset by higher chemical and cleaning supplies (\$1K).

Maintenance Expenses: YTD Maintenance expenses are favorable (\$4K) mainly due to lower alarm (\$3K), lower building repair (\$5K), lower electrical (\$4K), lower elevator expenses (\$4K), lower grease trap (\$1K), lower heating and air conditioning (\$4K), lower lighting (\$2K), lower pest control (\$1K), lower plumbing (\$8K), lower staff costs (\$1K), lower travel expenses (\$1K); offset by higher wages (\$7K), higher equipment expenses (\$8K), higher generator (\$2K), higher landscaping and snow removal (\$5K), higher contracted services (\$3K), higher painting and decorating supplies (\$1K), and higher other supplies (\$3K).

Administration Expenses: YTD Administration expenses are favorable (\$74K) due to lower accreditation expenses (\$5K), lower bad debt expense (\$8K), lower collection costs (\$1K), lower computer expenses (\$7K), lower office equipment (\$14K), lower professional fees (\$48K), lower promotion expenses (\$2K), lower purchased services (\$7K), lower supplies (\$1K), lower allocations (\$2K); offset by higher wages (\$8K), higher benefits (\$7K), higher staffing costs (\$4K), and higher association fees (\$2K).

Facility Expenses: YTD Facility expenses are are favorable (\$64K) mainly due to lower management fees (\$5K), lower gas (\$9K), lower hydro (\$37K), and lower water (\$12K).

Table 2: Year to Date Capital Expenses: July 2019

Capital Expense	Year-to-Date Expenses	Approved 2019 Budget
Dietary Freezer	Awaiting invoice	\$13,500
Roof Top HVAC Unit for 2nd Floor Offices	\$17,000	\$18,000

Capital Expense	Year-to-Date Expenses	Approved 2019 Budget
Hi-Low Electric Beds	\$9,000	\$9,600
Laundry Carts	On hold	\$10,000
Resident Room Furniture	Awaiting invoice	\$22,000
Interior Finishes	In progress	\$25,000
Resident Bathroom Cabinets	On hold	\$20,376
Hot Holding Cabinet	Ordered	\$15,000
Flooring	In progress	\$18,000
Totals		\$151,476

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 4 (January 2019 to March 2019) results.

Indicator	2018 Q4 Current Performance	Target
Reduce transfers to Emergency department	16.40	37.00
Improve Resident Satisfaction	94.00	89.00
Reduce Antipsychotic medications	19.00	24.00
Reduce stage 2-4 pressure ulcers	5.00	4.50
Reduce the number of falls	16.60	23.00
Reduce the number of restraints	8.50	3.10

Continue with actions plans that were developed in February 2019.

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

In follow up to the Ministry of Health and Long Term Care inspection May 27, 2019 to May 31, 2019 to complete critical incident and complaint inspections an action plan has been developed.

Scorecard: People

Employee Engagement Survey

- 10 team members were recognized by family members and peers through the Spot A Star program
- Team member engagement surveys occurred in the month of July. Awaiting results

Sienna Support Services Updates

Sienna Partner Visits:

- July 15, 2019 – VP Operations
- August 12, 2019 – Quality Partner
- August 12, 2019 – Clinical Partner
- August 12, 2019 – Director, Resident Services
- August 20, 2019 – Clinical Partner
- August 20, 2019 – Quality Partner
- August 21, 2019 – Resident Quality Experience Partner

Projects, Location Events and Other

- Residents attended the Canoe Museum in July. All residents brought home beautiful stone carvings.
- Residents watched cocoons turn into butterflies. Butterflies were released in July
- Team members celebrating years of service walked the red carpet in an Academy Award celebration.

Long Term Care Update

Occupancy (data since last report)

- 96.6% occupancy
- 1 Discounted Private or Semi-private beds (under 60%)
- 24 move ins and 23 discharges

Regulatory visits i.e. MOL, Public Health

No visits this month.

Written and Verbal Complaints Summary

Verbal complaint received regarding the noise of a room mates television. Resolved

Written complaint received regarding the noise of a room mates television and verbal outbursts of room. Resolved

Written complaint received regarding lost laundry. Resolved

Verbal complaint received regarding the level of participation of the resident in programs. Resolved

Written complaint received regarding the pocketing of food after meals and wheelchair cleanliness. Resolved

Written complaint received regarding the bathing schedule of a resident. Resolved

Verbal complaint received regarding tray service for a resident. Resolved

Compliments Summary

Several cards of thank you received from families for the wonderful care provided by team members.

Occupational Health and Safety Issues

Ministry of Labour completing a safety blitz in long term care homes to focus on violence in the workplace.

Resident and Family Satisfaction Survey

Resident's Council was provided with an update of quality improvement activities taking place to improve overall resident satisfaction.

Resident and Family Satisfaction Surveys planned for September 11 to September 25.

Resident/Family Council Updates

Family Council did not meeting during the months of July and August. Family Council meetings will resume in September.

Emergency Preparedness and Environmental concerns

Tested code red on days July 20 and August 29; on evenings July 26 and August 27; on nights July 11 and August 11.

Tested code orange on evenings July 9.

Tested code yellow on nights July 16.

Tested code grey on days August 1 and nights August 10.

Tested code blue on days August 7.