

Executive Director Operations Report April 2025



Scorecard: Quality

Leadership & Quality

The Leadership and Quality meeting was held April 23, 2025

MLTC Compliance Orders / Inspection Findings Summary

Three inspectors from the Ministry of Health were at Victoria Manor March 17-20, and March 20-24 2025 to follow up on previous compliance orders, a Critical incident and a complaint.

MOL Inspector in April 28, 2025 cleared all compliance orders. Monetary fine of \$ 500.00

REPORT NO.	INSPECTION DATE DD/MTH/YY	TYPE OF INSPECTION	FINDINGS			
			EXPLANATIONS	WRITTEN NOTIFICATIONS	COMPLIANCE ORDER	NO FINDINGS
2024-1592-0003	17/03/2025 to 24/03/2025	Follow-up CO#5/2024-1592-0003.	O.Reg.246/22-s.281 Records. Where kept CDD February 28.2025		In Compliance	
2024-1592-0004	17/03/2025 to 24/03/2025	Follow up CO#004/2024-1592-0003	O.Reg246/22-s.252 Hiring staff, accepting volunteers, CDD Feb28,2025		In Compliance	
2024-1592-0003	17/03/2025 to 24/03/2025	Follow-up CO#003 /2024-1592-0003	O.Reg.246/22s.102(12)4 Infection Prevention and Control program		Not in Compliance Monetary penalty	
NC#001	17/03/2025 to 24/03/2025	Critical incident and complaints	. Non –Compliance with FLTCA, 2021, s.3 (1)4. Resident rights	Yes		
NC#002	17/03/2025 to 24/03/2025	Critical Incidents and Complaints	Non-Compliance with FLTCA,2021,s.6(4) Plan of care	Yes		
NC#003	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non- Compliance with FLTCA,2021,s.6(7) Plan of care	Yes		
NC#004	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with FLTCA,2021.s.19(2) Accommodation Services	Yes		
NC#005	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with FLTCA,2021,s.24(1)	Yes		
NC#006	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with FLTCA,2021,s.28(1)2 Reporting certain matters to the Director	Yes		

NC#007	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with FLTCA, 2021,s.104(4) Conditions of Licensee		Monetary penalty AMP # 001	
NC#008	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with FLTCA O.Reg 246/22,s.41(1)(a) Personal Items and Personal aids	Yes		
NC#009	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with O. Reg 246/22,,s.53(1)3 Required Programs	Yes		
NC#010	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non- Compliance with O.Reg 246/22,s.59(b)	Yes		
NC#011	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with O.Reg 246/22,s.79(1)5 Dining and snack service	Yes		
NC#012	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non-Compliance with O.Reg 246/22.s.79(1) 7 Dining and snack service	Yes		
NC#013	17/03/2025 to 24/03/20 Critical Incident and Complaints 25	Critical Incident and Complaints	Non- Compliance with FLTCA, 2021.s.154(1)1 O.Reg 246/22.s.102(9)b Infection and control program	Yes		
NC#014	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non- Compliance with FLTCA2021.s.154(1)1 OReg.246/22,s.102(11)a Infection and control program	Yes		
NC#015	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Non- Compliance with FLTCA, 2021.s154(1)1O.Reg 246/22.s.115(2) Critical Incidents	Yes		
NC#016	17/03/2025 to 24/03/2025	Critical Incident and Complaints	Compliance Order FLTCA, 2021.s154(19)2 Non Compliance FLTCA, 2021.S5 Home to be safe. Secure environment		Yes	

Scorecard: People

Human Resources & Occupational Health and Safety

a. Ministry Long Term Care Staffing Reports

	Q3 (Oct- Dec 2023)	Q4 (Jan- Mar 2024)	Q1 (Apr- Jun 2024)	Q2 (Jul- Sept 2024)	Q3 (Oct- Dec 2024)	Q4(Jan- Mar 2025)
Direct Care Hours	3.12*	3.05	3.06	3.03	3.55	3.55
Allied Health Care Hours	0.71	1.23 **	1.19	2.02***	1.29****	1.29****

*change in reporting includes Nurse Practitioner hours

**change in reporting includes Dietary team member hours

***change in reporting includes 1:1 monitoring hours

****change in reporting includes elimination of 1:1 monitoring hours by security

April same as above

b. Number of vacancies (April 30 , 2025)

Position	Full Time Permanent	Part Time Per- manent	Full Time Tem- porary	Part Time Tem- porary
Personal Support Worker	2	2	7	12
Registered Practical Nurse	0	6	2	2
Registered Nurse	0	0	1	0
Resident Care Aide	0	0	0	0
Dietary	0	1	0	1
Building Services	0	0	0	0
Maintenance	0	0	0	0
Life Enrichment	0	0	0	0
Leadership	0	0	0	0

c. New Hires (March 2025)

Position	Full Time	Part Time
Personal Support Worker	0	3
Registered Practical Nurse	0	0
Registered Nurse	0	0
Resident Care Aide	0	0
Dietary	0	0
Building Services	0	0
Maintenance	0	0
Life Enrichment	0	0
Leadership	0	0
TOTAL Hired	0	3

Ministry of Labour / Inspections / Findings Summary

- No Inspection in April, 2025

Sienna Essentials

Module 3 begins in May and June

Operations and Care Services Delivery

Occupancy

- 93.6% 5 residents passed a way in the last week of April

Resident & Family Satisfaction Survey

April 2025

- Residents gave a NPS of: 50
- Families/friends gave NPS of: 57.1
- 55% of residents & families/friends responded that they were Extremely Likely to recommend our community (57% of residents and 53% of families/friends)

The top category of comments we are seeing so far this year is: Staff, which includes the sub-categories of Clinical Care and Service Excellence. We have identified our greatest area of opportunity for improvement to be related to food quality.

Taking Action

In 2025, the home will focus on a number of initiatives to improve food quality. These initiatives include:

- Liaise with Sienna's executive chef to provide orientation and training to the culinary team members.
- Utilize the Sienna dining audits
- Fully implement the Sienna gems program in the home. The Sienna gems in our home supports residents to pursue their interests and share their passions, strengths and talents by engaging others in the community.

Environmental & Dietary Highlights

- Environmental Services
- Completion of the Joint Health and Safety Committee 2025 planning day
- Dietary Services
 - Scheduled time with Sienna's Corporate Chef

Clinical Highlights

- 16 Personal Support Worker students in home completing clinical placement
- Annual program evaluations completed

Family Council

- Arranging walk for Alzheimer's May 2025

Living the Culture change

"Cultivating Happiness in Daily Life" is what we do each and every day.

Memorable Moments

Residents enjoyed Easter Bunny, Gala Mystery Theater, National Film day

