

# **Executive Director Operations Report July 2025**



# Scorecard: Quality

## Ministry Updates

### July 24, 2025 - Information sessions: Introducing 2025 Long-Term Care Home Capital Funding Program to the Long-Term Care Home Sector

The Ministry is launching the 2025 Long-Term Care Home Capital Funding Program (CFP) to expand bed capacity and accelerate development. The CFP will offer regionally responsive financial support and incentives that reflect local construction costs, helping projects reach completion more quickly across Ontario.

### MLTC Compliance orders/Inspection findings summary

The Inspectors from the Ministry of health were at Victoria Manor June 19,20,23,24,25,26,27, and July 2, 2025

REPORT NO.	INSPECTION DATE DD/MTH/YY	TYPE OF INSPECTION	FINDINGS			
			EXPLANATIONS	WRITTEN NOTIFICATIONS	COMPLIANCE ORDER	NO FINDINGS
2025-1592-0002	June 19-July 2 2025	Follow up on compliance order from May 6			Found in compliance	
2025-1592-0004	June 19-July 2 2025	Critical Incident	FLTCA,2021,s.155(1) Plan of Care		Yes but appealing	Denied
2025-1592-0004	June 19-July 2 2025	Critical Incident	FLTCA, 2021,s.6(4)(b)	WN Integration of assessment .care		
2025-1592-0004	June 19-July 2 2025	Critical Incident	O.Reg.246/22,s.55(2)(a)(ii)	WN Skin and Wound care		
2025-1592-0004	June 19-July 2 2025	Critical Incident	O.Reg.246/22.s.57.2	WN Pain management		

# Scorecard: People

## Human Resources & Occupational Health and Safety

### a. Ministry Long Term Care Staffing Reports

	Q2 (Jul- Sept 2024)	Q3 (Oct- Dec 2024)	Q4(Jan- Mar 2025)	Q1( Apr- June 2025)	Q2 July
<b>Direct Care Hours</b>	3.03	3.55	3.55	3.55	3.55
<b>Allied Health Care Hours</b>	2.02***	1.29****	1.29****	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

### Number of vacancies (June, 2025)

Position	Full Time Permanent	Part Time Permanent	Full Time Temporary	Part Time Temporary
<b>Personal Support Worker</b>	1	3	7	12
<b>Registered Practical Nurse</b>	0	6	2	2
<b>Registered Nurse</b>	0	1( job share)		0
<b>Resident Care Aide</b>	0	1	0	0
<b>Dietary</b>	0	2	0	1
<b>Building Services</b>	1	2	0	0
<b>Maintenance</b>	0	0	0	0
<b>Life Enrichment</b>	0	0	0	0
<b>Leadership</b>	0	0	0	0

### **b. New Hires (July 2025)**

Position	Full Time	Part Time
Personal Support Worker	0	3
Registered Practical Nurse	0	2
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	5

### **Ministry of Labour / Inspections / Findings Summary**

No Inspection in June, 2025

## **Operations and Care Services Delivery**

### **Occupancy**

- 98.5%

### **Resident & Family Satisfaction Survey**

July 2025

- Residents gave a NPS of: 51
- Families/friends gave NPS of: 40
- 65% of residents & families/friends responded that they were Extremely Likely to recommend our community (62.86% of residents and 59% 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.

- Opportunities to improve consistent staffing to avoid changes in assignments ( agency)

## **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  
Working towards presentations for pleasurable dining

## **Clinical Highlights**

- 16 Personal Support Worker students in home completing clinical placement
- Performance appraisals are being completed

**Family Council** – July meeting, family members concerned about lack of outdoor seating out front, reaching out to Ken to invite to next meeting and discuss solutions re: seating. Family Council planning to host a family / resident education in September regarding Palliative Care with assistance from CCKL. Family Council President wants to connect with Resident Council President – Rachel working on this. FC wants to try alternating meeting times 1:30pm & 6:30pm. Next meeting: September 8

# Living the Culture Change

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



Wrapped up our Victoria Manor Music Festival by celebrating an evening with residents and their family members. Everyone enjoyed a BBQ and live music by Bill Dickinson. We had a great turnout and many family members and residents complimented the efforts put forth by the team to coordinate this event.





## Residents enjoying an outing to the Canoe

