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THE REGIONAL MUNICIPALITY OF NIAGARA

COMMUNITY SERVICES COMMITTEE

REPORT 5-2004

Minutes of a meeting of the Community Services Committee held at The Meadows of Dorchester, Niagara Falls, Ontario, on Monday, March 8, 2004 commencing at 3:00 p.m.

ATTENDANCE

Committee: Councillors Marshall, Vice-Chair presiding; Partington, Regional Chair; Almas; Bailey; Baty; Casselman; Katzman.

Staff: Ms. Reid, Commissioner of Community Services; Ms. Reilly, Legislative Assistant.

Staff

Part-time: Community Services: Mr. Bakewell, Director, Operational Support Services; Ms. Beamer, Dementia Resource Coordinator; Ms. Bolton, Intake Representative; Ms. Crane, Coordinator of Staff Development and Quality Improvement; Ms. Heidebrecht, Director, Children's Services; Ms. Hurd, Clinical Nurse Coordinator; Mr. Hutchings, Director, Social Assistance & Employment Opportunities; Ms. McKenzie-High, Coordinator for Respite Companion Program; Ms. Pelette, Community Worker; Ms. Rudel, Coordinator Dementia Resources; Ms. Shantz, Administrator, Northland Pointe; Mr. Ventresca, Director, Seniors Services.

Others: Councillor Timms; Ms. Ludzik, Family Advisory Council.

GREETINGS

32. Meta Smiley, President, Residents Council, and Carolyn Cronin, Director of Resident Care, The Meadows of Dorchester, welcomed Committee to the Home.

PRESENTATIONS

33. Seniors Services – Overview of Community Need Services and Challenges

Mr. Ventresca, Director, Seniors Homes, provided a slide presentation on Niagara's Seniors Services, highlighting:

- The municipal role in long-term care
- Shifting financial responsibilities for long term care facilities
- Identification of community need – data and stakeholders' input
- Addressing community needs
- Addressing fiscal challenges

The outline of the presentation included:

- Local delivery of long term care
- Citizens accessing the Region's long term care
- Citizen's inputting to the Region's long term care
- Improving the quality of the Region's long term care

The Director provided a profile of Regional Niagara Seniors Services eight long-term care facilities, including the T. Roy Adams Regional Centre for Dementia Care and the Seniors Community Programs.

Mr. Ventresca commented that the reality of aging demographics and health care demands in Niagara distinguish Niagara's need for seniors services relative to other Ontario Communities. The Region's Seniors Services has executed a Business Plan to gradually reduce the dependence on Regional Levy, however, Provincial funding has not kept pace with increasing resident/client care requirements in both facility and community operations. It is recommended that the Regional Chairman correspond with the Minister of Health and Long Term Care to restate the position of the previous Council and advocate for the need for increased Provincial funding for long term care.

Ms. Rudel, Coordinator Dementia Resources, distributed a chart identifying the Service Pathway for Seniors Community Programs. Staff described the process from the original inquiry (telephone call) received by the Intake Representative who provides general information about services; to the Needs Assessed; to the Service Provision Approved; to the Service Arranged; and to the Care and Support Received.

Ms. Shantz, Administrator, Northland Pointe, distributed a chart identifying the Service Pathway for Facility Placement and Adult Day Service. Staff outlined the process from the telephone call to the Community Care Access Centre; the Needs Assessed; the process to determine eligibility; to Admission Approved, Admission Arranged; and to the Care and Support Received.

Ms. Mary Ludzik, Family Advisory Council, attended to apprise Committee of the role of the Family Council and her personal experiences as a member. A Family Council is a group of family members and friends of residents in a long-term care facility that meet on a regular basis. Their

purpose is to improve the quality of life of residents and to give families a voice in decisions that affect them and their loved ones in the facility. Ms. Ludzik apprised Committee of the Ontario Trillium Foundation funding established in 1998 for the Family Councils Project to develop and evaluate Family Councils in the Greater Toronto Area. Within the next year, enhancement funding was received from the Ministry of Health and Long Term Care to expand province-wide. In April 2001 the Ontario Trillium Foundation approved funding for an additional 3 years in order to develop a plan to support and maintain Family Councils on an ongoing basis. The Family Councils Project can offer Consultation; Networking; Training and Information Resources. The goal is to have Family Councils in all Long Term Care Facilities.

34. Seniors Services – Overview of Community Need
Services and Challenges

Moved by Councillor Bailey
Seconded by Councillor Baty

That Report COM 15-2004, March 8, 2004, respecting Seniors Services – Overview of Community Need, Services and Challenges, be received for information; and

That the Regional Chairman be authorized to correspond with the Minister of Health and Long Term Care to request that the commitment to increase provincial funding for long term care be fulfilled.

Carried.

35. Seniors Services Quality Improvement Report
Third and Fourth Quarter – July 1 – December 31, 2003

Ms. Crane, Education & Quality Improvement Coordinator, outlined the Division's Framework for Quality, providing a chart detailing Responsiveness; System Competency; Client Community Focus and Work Life and the key processes of each. Ms. Crane apprised committee of the Juran Model which is identified for process improvement as follows:

- Project Definition and Organization
 - List and prioritize problems
 - Define project and team
- Diagnostic Journey
 - Analyze symptoms – clarify knowledge of current process – note process problems
 - Formulate theories of cause

- Test theories
- Identify root causes

- Remedial Journey
 - Consider alternative solutions
 - Design solutions and controls
 - Address resistance to change
 - Implement solutions and controls

- Holding the Gains
 - Check performance
 - Monitor control system
 - Standardize best practice

Ms. Cane highlighted some of the quality improvement projects underway to meet or exceed compliance accreditation standards as well as meeting customer needs and improving quality of life for clients.

Ms. Theresa Hurd, Clinical Nurse Coordinator, apprised Committee of the wound care program. She advised that the focus of treatment for wounds is to decrease the prevalence. Theories of cause were noted as: lack of monitoring; lack of identifying those at risk and lack of standards and guidelines. Wound care teams from each Home have been established and meet monthly, on their own time, to discuss strategies and issues in wound care. Ms. Hurd, together with several members of the wound care team, attended the Canadian Wound Care Conference held in Toronto where Ms. Hurd presented three sessions on wound care in Long Term Care. Ms. Hurd has also published an article highlighting the team's innovative solutions in the journal entitled, "Wound Care Canada". The next steps, she noted, are to educate and develop wound care specialists at each site and to develop resources, protocols and policies for the prevention of incidents.

36. Moved by Councillor Baty
Seconded by Councillor Katzman

That Report COM 16-2004, March 8, 2004, respecting Seniors Services Quality Improvement Report Third and Fourth Quarter – July 1 – December 31, 2003, be received for information.

Carried.

37. Ontario Disability Support Program (ODSP)
Cost of Administration 2001 and 2002 Reconciliation

Moved by Councillor Baty
Seconded by Regional Chair Partington

That Report COM 17-2004, March 8, 2004, respecting Ontario Disability Support Program (ODSP) Cost of Administration 2001 and 2002 Reconciliation, be received.

That a portion of the recently announced 2002 Ontario Disability Support Program (ODSP) Cost of Administration (\$100,000) be recommended to the Committee of the Whole to assist in reducing the budget.

Carried.

OTHER BUSINESS

38. Core Services Review

Mr. Hutchings distributed a memorandum to Committee providing further details on the services and costs being reduced in this Core Services Review. This is in response to a discussion and request with Committee Vice-Chair George Marshall.

Moved by Regional Chair Partington
Seconded by Councillor Bailey

That the memorandum from Brian Hutchings, Director, Social Assistance and Employment Opportunities, (March 8, 2004) respecting Core Services Review Adjustment to Social Assistance and Employment Opportunities programs, be received.

Carried.

ADJOURNMENT

Committee adjourned at 5:20 p.m. to meet again on Monday, March 22, 2004 at 3:00 p.m. at Social Assistance and Employment Opportunities Office at 110 James Street, St. Catharines.

George Marshall
Vice-Chair

Gail Reilly
Legislative Assistant

Pam Gilroy
Acting Regional Clerk