

**COMMUNITY SERVICES/
DUFFERIN OAKS COMMITTEE
AGENDA**



**Thursday February 23, 2012, 3.30 p.m.
Dufferin Room, 229 Broadway, Orangeville**

Declarations of Pecuniary Interests

DUFFERIN OAKS

- 1. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #1
Health and Care Centre**

Staff from the LHIN will be present at the meeting to discuss the Health and Care Centre and a Nurse Practitioner Clinic.

- 2. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #2
Resident and Family Satisfaction Survey**

A report from the Administrator dated February 23, 2012 to inform the Committee members of the results of the Resident and Family Satisfaction Survey.

Recommendation:

THAT the report of the Administrator dated February 23, 2012 with respect to the results of the Resident and Family Satisfaction Survey be received.

- 3. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #3
Shepherd's Cupboard Food Bank**

A report from the Administrator dated February 23, 2012 regarding a request for administrative support from the Shepherd's Cupboard Food Bank.

Recommendation:

THAT the report dated February 1, 2012 from the Administration of Dufferin Oaks regarding the Good Shepherd Food Bank request for Administration Support, be received;

AND THAT staff be directed to facilitate a meeting between the Good Shepherd Food Bank and potential partners in the community who can assistance in providing administrative support to the Good Shepherd's Food Bank.

4. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #4
Request for Proposal for Nurse Call System and Cabling and Patient Wandering System

A report from the Administrator dated February 23, 2012 to inform the Committee of the outcome of the Request for Proposal for Nurse Call System and Cabling for Dufferin Oaks.

Recommendation:

THAT the report of the Dufferin Oaks Administrator dated February 23, 2012 regarding the Request for Proposal for Nurse Call System, Cabling and Patient Wandering System be received;

AND THAT the RFP for the provision of Nurse Call System and Cabling to Dufferin Oaks be awarded to Aatel Communications.

5. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #5
Permanent Coordinating Minutes – February 13, 2012

Copy of the minutes of the Permanent Coordinating meeting for February 13, 2012.

Recommendation:

THAT the minutes of the Permanent Coordinating meeting dated February 13, 2012 be received.

CORRESPONDENCE

6. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #6
Ministry of Health and Long Term Care

Email correspondence dated January 30, 2012 from the Ministry of Health and Long Term Care regarding the raw food per-diem rate for Long Term Care Homes.

Recommendation:

THAT the correspondence dated January 30, 2102 from the Ministry of Health and Long Term Care with respect to the raw food per-diem rate be received.

COMMUNITY SERVICES

7. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #7 Hiwhois Assistance Group – Property Update

A report from the Director of Community Services dated February 23, 2012 to update the Committee with regard to an inquiry made by the Carters Professional Corporation on behalf of the Hiwhois Assistance Group with respect to the potential discussion of the Hiwhois Assistance Group in January 2011.

Recommendation:

THAT the report of the Director, Community Services dated February 23rd, 2012 – Hiwhois Assistance Group – Property Update be received;

AND THAT staff be directed to assist with the transition of the Hiwhois board to the St. Marks board in efforts to continue the effective management/operational responsibilities of the Hiwhois Assistance Group.

8. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #8 Dental Program for Ontario Works Recipients using Social Assistance Restructuring Fund

A report from the Director of Community Services dated February 23, 2012 to update the Committee on a proposal to provide dental funding for Ontario Works recipients who are seeking employment or expectant mothers utilizing the Social Assistance Restructuring Fund (SAR) already budgeted in 2012.

Recommendation:

THAT the report of the Director, Community Services regarding Dental Program for Ontario Works Recipients using Social Assistance Restructuring Fund , dated February 23rd, 2012 be received.

AND THAT, council approve the use of a portion of the Social Assistance Restructuring Fund for purposes of addressing dental care for social assistance recipients.

9. COMMUNITY SERVICES/DUFFERIN OAKS – February 23, 2012 - ITEM #9 2012 Emergency Management Exercise Forum

A report from the Director of Community Services dated February 23, 2012 to inform the Committee of an Emergency Management Exercise that will be conducted by way of an Emergency Management Forum in 2012 which will satisfy annual emergency management compliance.

Recommendation:

THAT the report of the Director of Community Services dated February 23, 2012 with respect to 2012 Emergency Management Exercise Forum be received.

NEXT MEETING: March 28, 2012, 3.30 p.m.
Mel Lloyd Centre, Shelburne

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Crewson and Members of Dufferin Oaks Committee of Management

From: Valerie Quarrie, Administrator

Date: February 23, 2012

Subject: Resident and Family Satisfaction Survey

Purpose:

To inform committee members of the results of the Resident and Family Satisfaction Survey distributed in November 2011.

Background and Discussion:

As part of the Quality Services program at Dufferin Oaks, residents and families are surveyed to evaluate their satisfaction with care and services provided. This survey is conducted annually.

Surveys were distributed in November 2011 and the results are included as an attachment to this report. The response rate was 21% (33 out of 156 surveys were returned). Historically, the standard established is that ratings of "Agree" will be achieved for 75% of the surveys returned. The standard was adjusted last year to 85%. This standard was exceeded in all but one area.

- 5(d): There are opportunities for my family member to express his/her spiritual and cultural preferences. Result was 84%. However 16% had no opinion suggesting that they were not aware of programming or that spiritual needs were not a priority for them.

Financial Impact:

There are no financial implications to this report.

Local Municipal Impact:

None

Recommendation:

THAT this report detailing the results of the Resident and Family Satisfaction Survey be received.

Respectfully submitted,

Valerie Quarrie
Administrator

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1

DUFFERIN OAKS – SUMMARY REPORT FORM

TOPIC: Resident Family Opinion Survey 2011

RISK MANAGEMENT ASSESSMENT: []

DEPARTMENT/TEAM: Leadership

QUALITY ASSURANCE ASSESSMENT: [X]

DATE: January 30, 2012

STANDARD	RESULTS OF MONITORING	ACTIONS	FOLLOW-UP
<p><i>Ratings of Agree/Not Applicable will be achieved for 85% of surveys returned. (The standard in previous years was set at 75%).</i></p>	<p><i>Survey questions were reviewed by Family Council and suggestions incorporated into the 2011 Survey prior to mailing. Surveys were mailed out in November. This year we also provided a link to Survey Monkey so those who wished could fill out the survey on line Overall Response Rate was 21%. This was a significant decrease over the 2010 rate of 29% but better than the 2009 response rate of 19%. Of those responding, 27% responded on line.</i></p> <p><i><u>Personal Care and Service:</u> Standard exceeded for all questions.</i></p> <p><i><u>Communication/ Advocacy:</u> Standard exceeded for all questions.</i></p> <p><i><u>Living Environment:</u> Standard exceeded for all questions.</i></p> <p><i><u>Participation:</u> Standard exceeded for all questions.</i></p>	<p><i>Concerns expressed on individual surveys were forwarded to applicable managers and are being addressed as able.</i></p> <p><i>Comments related to improving services at Dufferin Oaks were reviewed by the Senior management team members</i></p> <p><i>Some of the suggestions we are investigating are:</i></p> <p><i>Multicultural events, tai chi, more gardening, a gazebo for outside 1st floor dining area, communication in-servicing including night staff, posting Activity calendars on-line.</i></p> <p><i>We have implemented a men’s social group and woodworking class and for men.(Nov 2011)</i></p>	<p><i>South Asian Celebration planned for July 2012. Tai Chi Video has been ordered-Feb 2012. Gardening planters will restarted in spring 2012. High School shop class will build a gazebo once we purchase material and receive permits.</i></p> <p><i>Activity Calendars now on line-Feb 9, 2012. Communication inservicing will be included in staff training days March – Oct 2012</i></p>

CONTINUOUS QUALITY IMPROVEMENT (C.Q.I.) – PAGE 1			
DUFFERIN OAKS – SUMMARY REPORT FORM		TOPIC: <i>Resident Family Opinion Survey 2011</i>	
RISK MANAGEMENT ASSESSMENT: []		DEPARTMENT/TEAM: <i>Leadership</i>	
QUALITY ASSURANCE ASSESSMENT: [X]		DATE: <i>January 30, 2012</i>	
STANDARD	RESULTS OF MONITORING	ACTIONS	FOLLOW-UP
	<p><i><u>Quality of Life:</u> Standard exceeded for all questions except 6(d): “There are opportunities for my family member to express his/her spiritual and cultural preferences.” Result was 84%. However the other 16% had no opinion suggesting that they were not aware of this or this was not a priority for them.</i></p> <p><i><u>YOUR OVERALL SATISFACTION:</u> 100% Satisfaction Rate.</i></p>	<p><i>Note: new TV does play CD’s and we do offer regular physiotherapy (up to 4 x per week).</i></p>	
RISK LEVEL: [] High Risk [] High Volume [] Problem Prone [] High Cost		REVIEWED BY ADMINISTRATOR:	
ASSESSED BY: <i>V. Quarrie</i>		PRESENTED TO Q.S. TEAM ON: <i>Feb 16, 2012</i>	
DATE ASSESSED: <i>January 30, 2012</i>		PRESENTED TO C.O.M. ON: <i>Feb 23, 2012</i>	



County of Dufferin

Dufferin Oaks Home For Senior Citizens

A. Your Satisfaction with our Care and Services

These questions are based on your experiences at Dufferin Oaks within the last 6 months. Please rate each statement by checking the appropriate column.

1.	Personal Care and Service	Agree	Disagree	No Opinion	Comments
a)	Staff respect my family member's personal and physical privacy.	94%	3%	3%	-no money kept in room...so no problem
b)	My family member is well cared for.	100%			-I am only aware from a relative viewpoint -Staff go out of their way to make Mom comfortable and cared for.
c)	Care is provided in a kind, friendly, and gentle manner.	94%	3%	3%	-Always in our experience and with respectful humour also A liberal sprinkling of good humour from both parties, too, make life happier -By most staff -not all -Dad has mentioned that there are some night time PSW that are quite abrupt- not saying hardly anything, telling him that can do things on his own. He tries but I think he feels comforted when they help him
	My family member is given the help that he/she requires to do the following:				
d)	- eating	88%		12%	-not required at this time (x2)
e)	- bathing	97%		3%	-no male assistants please. -mom laughs when she talks about how she is "bathed like a baby". She is very funny about this.
f)	- dressing	88%		12%	-Is able to dress herself
g)	- going to the bathroom	88%	3%	9%	-not always. Delays in answering bell
h)	Consideration is given to my family member's food preferences.	88%	3%	9%	-Mom has gained 10 lb. since she moved into Oaks. She really needed to gain this weight. - (Resident) doesn't ask for anything- says she gets the same things all the time.
i)	Staff work as a team to support my family member.	97%	3%		-not enough communication between staff members/important info should be had by all -As always clear, clean communication is a pre-requisite for this capacity to be achieved. Please continue to uphold communication

2.	Communication/Advocacy	Agree	Disagree	No Opinion	Comments
a)	Staff are readily available to answer questions and to discuss the care of my family member.	94%	3%	3%	-sometimes there is no one at the desk on the floor even after waiting several minutes we have sometimes left without seeing a staff member.
b)	I feel comfortable approaching staff about any issue or question.	94%	3%	3%	-staff are busy but will always answer questions -over the years, I have found the staff to be caring and always in touch if problems arise!
c)	Staff are friendly, courteous, and helpful to me.	97%	3%		-I'm impressed by the calls I have regarding her care, her health concerns and her needs -Not all
d)	The Home keeps me informed about changes in my family member's status.	97%		3%	-we are well informed about what is happening -our only concern is calls that come to our home when notification of our absence has been given. Perhaps there is a way that could alert staff to the change. The good news is that the second contact person has been called. -Most of the time. (Resident) had a small mishap and her hand was badly cut. We were not phoned. Also noticed her thumb had seemed out of place. This was not noticed by staff (it was not easily seen) and was promptly put on Dr's list
e)	When I have concerns about resident care issues, I know who to communicate these concerns to.	94%	3%	3%	
f)	I have confidence that issues raised will be dealt with in a fair and timely manner.	97%	3%		-my personal experience has borne this statement out. -mostly. However she is still wearing a hospital type bracelet... not great garb for a fancy dinner. It seems to take a long time to get the silver bracelets -Some food items need reminders-hot food -not always

3.	Living Environment	Agree	Disagree	No Opinion	Comments
a)	The Home provides a homelike environment.	97%		3%	-As much as is possible considering the number of people -Needs to be warmer however room is mostly good -sometimes it is a fine balance between creating a homelike environment and complying with regulations. I applaud the staff on their efforts to make the residents' needs come first
b)	There is space to sit and visit privately with my family member.	100%			
c)	I am encouraged to personalize my family member's room.	97%		3%	

d)	The Home provides a safe environment for my family member.	97%	3%		My family member has wandered, doors need to be closed and or locked at times
e)	The outside grounds are easily accessible and stimulating.	100%			-Would like to try first floor -The grounds are beautiful. It is a pleasure to walk there. -Mum loves the flowers and trees, as well as metal decorations -Is there any merit in considering a shaded area for outdoor sitting in the warmer month outside the first floor dining room?
f)	Personal laundry services meet my family member's needs.	94%	3%	3%	-I do his laundry -the machines are hard on some of the lingerie so Mom has been washing them in her bathroom sink
g)	My family member's personal clothing is correctly labelled on a timely basis.	97%	3%		-Very efficient -clothing and most often new clothing never seems to return to my family member's room. This has been an issue for many of us who have purchased clothing for our family member
h)	The Home provides an enjoyable dining experience (i.e. pleasant environment, service, quality of food) for my family member.	97%	3%		-food is great I have enjoyed many meals with my mother, Appreciate the family dining room -same old, same old. Not hot! - Enviro, service good. – She'd be better off a prisoner. -The food meetings are a great avenue for resident feedback and requests are acted upon! -We appreciated quick response to mom's non-communicative dining partners and she is much happier now -sometimes table legs get in the way when sitting up to the table. I think that on the whole the dining room is quite adequate.

4.	Participation	Agree	Disagree	No Opinion	Comments
a)	The Home provides sufficient opportunities for me to be involved in decisions related to my family member's care.	94%		6%	-never had a concern or a problem. The activation staff are excellent.
b)	I know whom to approach when I have a concern or problem about activities.	94%		6%	-the monthly calendar and day listings are very helpful
c)	I am encouraged and/or asked to participate in in-Home activities.	94%	3%	3%	
d)	I am sufficiently informed regarding the range of activities available in the Home so that I can support my family member's involvement.	97%		3%	-for visitors more notice ahead of time would be of help but (resident)doesn't want involvement

e)	I feel comfortable expressing my opinions and feelings about my family member's care.	100%			
f)	Information and questions regarding my family member's finances are dealt with efficiently.	94%		6%	-We will be supplementing my mom's income as revenue is less than cost.

5.	Quality of Life	Agree	Disagree	No Opinion	Comments
a)	A community feeling exists at Dufferin Oaks.	97%		3%	-very much so
b)	Staff, volunteers and others demonstrate a genuine concern about my family member's well-being.	97%	3%		-not all -Alice Porter is such an asset to the Oaks. She possess a great manner and a level of genuine caring with the residents
c)	My family member is encouraged and assisted to maintain or improve his/her level of independence.	91%		9%	
d)	There are opportunities for my family member to express his/her spiritual and cultural preferences.	84%		16%	
e)	Staff treat my family member with respect.	97%	3%		-the staff are amazing -99% of the time, some of the night time are rather in a hurry and don't seem to have time to deal with resident -always in our experience
f)	I would recommend the Home to others requiring long-term care.	100%			-I have and will continue to recommend the Oaks to other families requiring long term care -this is a wonderful facility for people who can't live independently any more -!For sure! The home is the Best -Dufferin Oaks is exceptional "A+Plus" -make room for me -I have recommended to others -I do recommend the home to other People -Definitely yes

B. Your Overall Satisfaction

		Agree	Disagree	No Opinion	Comments
a)	Overall, I am satisfied with the quality of the care and service.	100%			-I know mom is in good hands and that I am included in her circle of care -staff improvements are needed

b)	Overall, I am satisfied that Dufferin Oaks is clean and well-maintained.	100%		-Kudos to the housekeeping staff...the home is always so welcoming and cleaned
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Please advise where we exceeded your expectations:

-I can't say enough about the staff that care for Mom...they are super gals
 -My mother enjoys the privacy the room provides. The windows are large so that there is lots of light. We are so pleased.
 -staff attitude, care and concern is absolutely superb!
 -Heather Rideout was one of the most helpful people that I have ever met.
 -We haven't had any previous experiences so we are very impressed and grateful the care our mother receives. No complaints
 -The staff exceed in every way and every day!
 -physical atmosphere of the home
 -the professional care givers and staff in general have been patient going over physical concerns as well as her mental attitude. I most certainly appreciate this. Knowing how busy the staff must be.
 -friendly staff
 -Décor. Nice attitude of staff. Appreciate the fresh fruit offered to residents
 -care & friendliness of all staff at the Oaks
 -care is above expectations
 -Thanks. Keep on Keep on.
 -When my mother needed to be moved to the second floor, a private room was found for her, even though it meant moving another resident. Our family appreciated this extra effort.
 -all fine
 -happy environment
 -Overall I am pleased with the care but some nursing staff are not as personable as others- a little short and abrupt. I know it is hard to change some personalities but sometimes they should listen to themselves. My parent is appreciative of the care and kindness (usually) given.
 -I am very, very pleased with everyone on the staff at Dufferin Oaks. Every person I have met is courteous, considerate, genial, approachable. Just good people. I tell all my friends how highly I would recommend Dufferin Oaks.

Please advise where we did not meet your expectations:

-I can't think of anything
 -It's been fabulous.
 -doesn't apply to us
 -the staff are all amazing!
 -none- I expect this wonderful service and you deliver it with happiness and concern
 -the food. Variety and serving temperatures.
 -It never happens because if I have a problem we work to solve the problem
 -Staffing-level of respect, especially in regards to uninformed opinions in regards to how we see fit to provide for and care for our family member. Privacy issues, availability at the desk, some staff are extremely unfriendly
 -no complaints
 -physiotherapy
 -the problem of no notification for the injury to her had is the first time in a number of years that we were not advised of a problem right away. The follow up is in process now
 -Nil
 -None

What would you like to see done at Dufferin Oaks to improve residents' quality of life?

-Continue to bring in talented folks/groups from the community/elsewhere to augment the activation programmes...speakers, storytellers, musicians of a variety of backgrounds and genres
 -a walk or 5 minutes a day to talk with my family member

-No idea at this time. I promised Mom we'd discuss her residence there at the five week mark. At week four she volunteered "living here is like living in a large family, but you have your own room
 -perhaps access to outside activities, a tai chi program?
 -The residents require a CD player in the lounge to provide music. This was overlooked when the TV was replaced.
 -Maybe I can answer that question when it is my turn to reside there. (I doubled checked because my sister and I agree)
 -more events for the men
 -resident says "fine"
 -You can't improve on perfection!
 -They work very hard to do their very best
 -Daily physiotherapy
 -The staff are wonderful but we feel that there is too much work for the level of staffing- they need more help to allow them to give more personal time to the residents. The attention they do give is incredible and we cannot praise them enough.
 -Video monitoring of TV lounge area.
 -I think the quality of life and care at Dufferin Oaks is excellent.
 -more multicultural events. More hands on activities like gardening

Is there anything we did not ask you about in this survey that you want to tell us about?

-just the delivery of the identification bracelet. Moms going to feel less like she's in a hospital when the bracelet arrives
 -the staff are angels, we are so grateful that Mum is under their care
 -there are no words to express the thanks of our family to all of the staff on the 2nd floor who make her life so special. We are so grateful to everyone who continues to care for our mother. Thank You!!!
 -only I want to again thank the staff
 -I am often with (resident) for lunch and I am amazed at the kindness and graciousness of the staff with some very difficult and demanding residents. You have an outstanding "team" on staff
 -No! Thanks!

Would you be interested in attending 1 hour seminars between 7-9 pm on awareness of difference issues?

Circle: YES: 23% NO: 77%

- I live more than 2 hours away so it is hard to attend
- weekdays are difficult because I work full time and live out of town, but I will attend where possible.
- Could I attend over the internet? I live in PEI
- have to drive to Dundalk before dark
- Not able to attend at this time
- we live 2 hours away
- It it's not broken-don't fix it

If YES, Please circle ones that would be of interest to you: Alzheimer's(2), Dementia(3), Elder Abuse(2), Family Concerns /Support (1), Family Council (1), How to make the most of a visit with your loved one (3), Mental Health(1), Senior Activities(4), Senior Issues(2)
 Other (please list): _____

CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Ed Crewson and Members of Committee of Management

From: Valerie Quarrie, Administrator

Date: February 23, 2012

Subject: Shepherd's Cupboard Food Bank, Shelburne – Request for Assistance

Purpose

The purpose of this report is to follow up on request from the Shepherd's Cupboard Food Bank to provide administrative support.

Background & Discussion

At the October 26, 2012 meeting of the Community Services Dufferin Oaks Committee meeting, Chair Crewson informed the Committee that the person who leads the Shepherds Cupboard Food Bank is moving from the community and they are looking for administrative support to provide a sustainable future for the Food Bank. They are requesting assistance from Dufferin Community Support Services scheduling and coordinating volunteers.

The committee passed the following recommendation which was adopted by Council:

THAT, in response to a request from the Shepherds Cupboard Food Bank for administrative support, the Manager of Community Support Services meet with Ardith Dunlop to develop a proposal for the Committee's consideration.

There are currently 3 food banks operating in Dufferin County: Orangeville, Shelburne and Grand Valley. All operate independently. In Shelburne, the Shepherd's Cupboard Food Bank currently operates out of the Mel Lloyd Centre. The County of Dufferin provides an in-kind contribution by providing the space at no cost. The other two food banks do not receive space from the County. The food bank is funded 100% by donations and is run by approximately 50 volunteers.

A meeting was held with Patti Tardif, Dufferin County Community Support Services Manager and the 3 main volunteers from the Food Bank on December 7, 2011. Discussion took place with the Food Bank regarding their sustainability.

Administrative assistance requested includes:

- Banking
- Preparing and mailing thank you cards
- Organizing food collection
- Co-ordinating volunteers
- Assisting with inventory control
- Travelling to local stores for food purchases and coupon retrieval
- Assisting with food distribution
- Record keeping

Based on the discussion, it is estimated that the support requested would be required two days per week. The current staffing compliment is not able to provide this level of support. Research by staff indicates that there may be assistance available from other community and non-profit associations including the Orangeville Food Bank and the Ontario Food Banks Association.

Grey County, Wellington County, Simcoe County and the Region of Peel have all been contacted in order to inquire about their involvement with local food banks. None of them currently provide administrative or financial support to their local food banks.

Financial, Staffing, Legal or IT Considerations

There is no financial, staff, legal or IT considerations as a result of this report.

Recommendation

THAT the report dated February 1, 2012 from the Administration of Dufferin Oaks regarding the Good Shepherd Food Bank request for Administration Support be received for the consideration of the committee.

Respectfully submitted,

Valerie Quarrie
Administrator

Prepared by,

Patti Tardif
Manager, DCCSS

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Ed Crewson and Members of Committee of Management

From: Valerie Quarrie, Administrator

Date: February 23, 2012

Subject: Request for Proposal for Nurse Call System, Cabling and Patient Wandering System

Purpose

The purpose of this report is to recommend to the committee that the Request for Proposal (RFP) for Nurse Call System and Cabling for Dufferin Oaks be awarded to Aatel Communications.

Background & Discussion

A RFP for the provision of a new nurse call system and cabling for Dufferin Oaks was issued November 17, 2011 and closed January 12, 2012.

A mandatory vendor site meeting was held at Dufferin Oaks on December 7th, 2011. The IT Manager and IT Technician conducted the vendor tour. Eight vendors attended the site visit.

The opening of the RFP's took place January 12th, 2012 and was attended by Warden Walter Kolodziechuk, Director of Corporate Service/Clerk Pam Hillock, Deputy Treasurer Aimee Raves, IT Manager Steve Hett, and Administrator of Dufferin Oaks Valerie Quarrie.

Seven companies responded as follows:

- Aatel Communications
- Barrie Communication Equipment
- BCI Networks
- Dial Tone Communications
- Helix IT
- KR Communications
- RNA Technology

A review team of Deputy Treasurer Aimee Raves, IT Manager Steve Hett, Administrator of Dufferin Oaks Valerie Quarrie, Director of Resident Care Jenny Power, and IT

Technician Graham Halkett was struck to perform an initial review of the RFP submissions and conduct interviews.
Submissions were reviewed based on:

	Evaluation Criteria	Weight Factor
1	Firm's Qualifications and relevant experience	15
2	Methodology and system features	30
3	Ongoing support and training	20
4	Overall quality of Submission	5
5	References	10
6	Fee Schedule	20
	Total	100

Following submission evaluations, three companies were selected for in-depth presentations and demonstration of their equipment on February 1st, 2012. Of the three companies, it was determined that only two of the companies met the criteria of the RFP. Aatel Communications is the preferred vendor because they met all of the criteria and submitted the lowest price of the top two.

The proposed re-cabling of the Dufferin Oaks provided by Aatel Communications will provide the least amount of disruption to residents. The wireless phones will provide the most durability and optimal coverage range.

Financial Impact

This project was included in the 2012 Capital Budget in the amount of \$350,000. The cost quoted in the RFP by Aatel Communications was \$282,772 + HST.

Local Municipal Impact

None

Recommendations

THAT the report of the Dufferin Oaks Administrator dated February 23, 2012 regarding the Request for Proposal for Nurse Call System, Cabling and Patient Wandering System be received;

AND THAT the RFP for the provision of Nurse Call System and Cabling to Dufferin Oaks be awarded to Aatel Communications.

Respectfully submitted,

Valerie Quarrie, Administrator

PERMANENT CO-ORDINATING MEETING

February 13, 2012

PRESENT:

Valerie Quarrie - Dufferin Oaks Administrator, Patti Tardif - DCCSS, Kim Shadlock - Health and Care Centre Coordinator, Earl Gray - Facilities Manager, Bruce Horsley - New Horizons, Rita Sethi - WDGPH

Regrets: Shelley Doney – Early Years, Meline Batten - FHT, David Egbert – Shelburne Family Physio, Kathy Beilke – OMOD

Items Discussed:

1. Facility Issues:

- Earl reminded committee members that the annual fire inspection is being held in the Mel Lloyd Centre and Dufferin Oaks this week. The fire alarm will be ringing in the Mel Lloyd Centre on Friday, February 17, 2012 in the afternoon for approximately 30 minutes to facilitate testing of the system.

2. New Horizons:

- Bruce asked for clarification on the evening hours for the FHT. Patti agreed to contact Meline for details.
- Bruce expressed concern that the light at the east end of the parking lot was not working. Earl advised that they are unable to get it working and have added an additional light to compensate.
- New Horizon's is experiencing problems finding adequate parking in the evenings. Valerie advised that parking is becoming an issue and that we will be looking where we can add extra spots when possible i.e. east end of lot but space is limited. Some Simon Street tenants do have assigned parking in the Mel Lloyd Centre lot as per our agreement with Simon Street when we redeveloped the back parking lot.
- David Tilson will be holding a public meeting at New Horizon's to discuss seniors' issues. The meeting date has not yet been scheduled but will most likely take place the last half of May, 2012.

3. WDGPH

- Rita reported that she is unaware of any parking issues faced by staff or clients.

4. Health and Care Centre

- Kim, Rita, Laurie and Maureen from the Shelburne Implementation Advisory Work Group have met to work on communication and marketing for the Health and Care Centre. They are focusing on branding and a logo, and are looking for input from Dufferin Arts Council and local high-schools.
- Kim has received feedback from local residents that the signage, both inside and outside the building, is confusing. Consideration should be given to coming up with a better way to distribute information to the public on the services that are available in the Mel Lloyd Centre, their hours of operation and where they are located in the building.
- To-date, two specialist clinics have been held, Internal Medicine and General Surgery. Two scheduled specialist clinics have had to be cancelled due to lack of referrals.

- Judy Wickens has been hired as the Specialist Clinic/Telemedicine Coordinator. She has been hired on a one year contract and starts the position on March 7, 2012.
- Kim advised that Telemedicine was used last week, requests have been received for future use.

5. **Dufferin Oaks/DCCSS**

- Patti advised that a Hoarding II workshop has been scheduled for March 21, 2012. The location has not yet been confirmed.
- We currently have two vacancies in The Village. It is anticipated that OMOD will have a new tenant in March, 2012. The second apartment will most likely be rented by April, 2012.
- Volunteer Dufferin is planning a launch of their web site April 12, 2012. Location has not yet been confirmed.

6. **Ontario March of Dimes**

Patti received the following report from Christine:

- Pancake breakfast is being held February 21, 2012 at noon in Crewson's Court.
- OMOD will also be holding a silent auction and dinner in March, 2012. Date to be confirmed.
- Concern was expressed over cleaning in the tub room and washroom. Patti will speak to housekeeping.

Next Meeting: March 19, 2012 @ 11:30 am at DCCSS office

From: Correspondence Services (MOH) [mailto:CSU.MOH@ontario.ca]
Sent: January-30-12 11:11 AM
To: Michelle Dunne
Subject: Your letter to the Ministry of Health and Long-Term Care (our ref: 12-1009/CL)

Thank you for writing on behalf of Mike Dickin to the Honourable Deb Matthews, Minister of Health and Long-Term Care, regarding the raw food per-diem rate for long-term care (LTC) homes.

As you're aware, the raw food allowance in LTC homes is \$7.46 per day, effective July 1, 2011.

I would like to provide you with some [Ministry of Health and Long-Term Care](#) information regarding dietary services in LTC homes.

The [Long-Term Care Homes Act \(LTCHA\)](#) and [Regulation 79/10 \(Regulation\)](#) provides that every licensee of a LTC home shall ensure that there is a written plan of care for each resident. The plan of care must cover all aspects of care, including nutritional and dietary care needs.

The Act and the Regulation require LTC homes to have an organized program of nutrition care and dietary services as well as hydration services. LTC homes must ensure that residents receive safe, adequate, nutritious and varied food and fluids. As part of the requirements relating to dining and snack service, LTC homes are required to ensure that food service workers are aware of the residents' diets, special needs and preferences.

LTC homes must have at least one registered dietician who is a member of the staff and at the home for at least 30 minutes per resident per month. The registered dietician must complete a nutritional assessment for each resident on admission and whenever there is a significant change in the resident's health condition. In addition, the dietician must assess the resident's nutritional status, including height, weight and any risks relating to nutrition care, as well as hydration status and any risks relating to hydration nutrition status

In addition, LTC homes must ensure that their dietary services program includes menu planning, food production, dining and snack service, and the supplies and equipment required for food production and dining and snack service.

The ministry receives correspondence from people all over Ontario who relate their concerns and offer suggestions for improving the health care system. Hearing their ideas is essential in helping us shape a province that reflects the needs and concerns of all Ontarians. As such, we have also forwarded your letter on to the appropriate ministry program area for their consideration.

Thank you again for writing.

Sincerely,

C. LeBoutillier
Correspondence Services
Ministry of Health and Long-Term Care

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Crewson and Members of the Community Services Committee

From: Keith Palmer, Director of Community Services

Date: February 23rd, 2012

Subject: **Hiwhois Assistance Group – Property Update**

PURPOSE:

The purpose of this report is to update committee and council of an inquiry made by the Carters Professional Corporation, Barristers, and Solicitors & Trade-mark Agent on behalf of the Chair of the Hiwhois Assistance Group with respect to the potential dissolution of the Hiwhois Assistance Group in January 2011.

BACKGROUND & DISCUSSION:

On January 31, 2011 staff met with legal representatives of the Hiwhois Assistance Group regarding a plan that would lead to the dissolution of the Hiwhois Assistance Group. Hiwhois is a 100% rent -geared-to income (RGI) housing provider with two units in the Town of Orangeville consisting of two residential homes. In April 2011, the Director of Community Services provided a report to council recommending that staff be directed to work with legal representatives of the Hiwhois Assistance Group in the development of a business case to be submitted to County Council for consideration.

After several conversations with the Carters Professional Corporation, the County of Dufferin and representatives of the Ministry of Municipal Affairs and Housing, the following has been determined that Hiwhois will not dissolve its operation but internally change the make-up of its current board leaving responsibilities to rest with the St. Marks Anglican Church Board. Details of the board transition are detailed below.

St. Mark's Anglican Church ("St. Mark's") is a religious charitable organization consisting of a parish church in the Diocese of Niagara, of the Anglican Church of Canada will oversee the operations of Hiwhois to enable the current Hiwhois board members to resign.

St. Mark's has a history of overseeing Housing operations within the County. As such, The County, as the Social Housing Consolidated Municipal Service Manager (CMSM), is satisfied that St. Mark's has the ability to assume responsibility of overseeing the operations of

Hiwhois as a non-profit housing corporation in accordance with the current Operating Agreement and the Act.

In order to implement St. Mark's oversight over the Hiwhois operations, the by-laws of Hiwhois will be amended to provide that at least two-thirds (2/3rds) of the Directors must be drawn from the parishioners of St. Marks and that no person will be admitted as a Member or elected or appointed as a Director of Hiwhois without the prior approval of St. Mark's. Thereafter, within 60 days of the amendment to Hiwhois' by-law, the parishioners of St. Mark's and any other individuals appointed by St. Mark's will be admitted and elected as Members and Directors of Hiwhois respectively.

After that, the current Members and Directors of Hiwhois will resign to permit the new Members and Directors of Hiwhois approved by the Board of St. Mark's to assume control over the operations of Hiwhois and work with the County as the Service manager to fulfil the requirements of the board in relation to operating agreements originally set with Hiwhois.

Hiwhois will continue to fulfil all of its obligations under the Operating Agreement and the Act after St. Mark's begins overseeing the Hiwhois operations and St. Mark's will sign an acknowledgement confirming that Hiwhois will continue to use the Two Houses in accordance with the terms of the Operating Agreement and the Act and will not be using the Two Houses for any other purpose.

By proceeding in this manner, the obligations relating to the continuation of the non-profit housing program at the Two Houses as outlined in applicable Operating Agreement will continue to be met by Hiwhois, as overseen by St. Mark's.

LOCAL MUNICIPAL IMPACT:

There will be no local municipal impact as a result of this action. Ministerial Consent is not needed for the transition of operating boards

FINANCIAL IMPACT:

There will be no financial impact as a result of this action.

RECOMMENDATION:

THAT the report of the Director, Community Services dated February 23rd, 2012 – Hiwhois Assistance Group – Property Update be received;

AND THAT staff be directed to assist with the transition of the Hiwhois board to the St. Marks board in efforts to continue the effective management/operational responsibilities of the Hiwhois Assistance Group.

Respectfully submitted,

Keith Palmer
Director, Community Services.

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Crewson and Members of Community Services Committee

From: Keith Palmer, Director of Community Services

Date: February 23, 2012

Subject: Dental Program for Ontario Works Recipients using Social Assistance Restructuring Fund

PURPOSE:

The Purpose of this report is to update Committee on a proposal to provide dental funding for Ontario Works (OW) recipients who are seeking employment or are expecting mothers; utilizing the Social Assistance Restructuring fund (SAR) already budgeted for 2012.

BACKGROUND & DISCUSSION:

When the Ontario government implemented the Ontario Child Benefit in 2008, they tasked municipalities with the responsibility of reinvesting Social Assistance Reinvestment Funds (Ontario Works Savings) into programs that helped to reduce child poverty or promote labour market attachment. Social assistance reinvestment levels are established by the Minister of Finance and must meet specific objectives. Reinvestment amounts for municipalities are derived from the following:

- The monthly Ontario Child Benefits and the full National Child benefit Supplement (NCBS) payment are no longer being deducted from Ontario Works;
- The portion of "Basic needs" for children that is removed from Ontario Works; and
- The back to school allowance and the winter clothing Allowance removed from Ontario Works

As per Ministry protocols these savings are geared to low income families with children in efforts to reduce child poverty and/or to promote attachment to the labour market.

Dufferin County's SAR reinvestment amount was \$127,000 in 2011, and it was invested in healthy eating programs for families with children on OW, a back to school program for children, additional employment resources, and winter clothing for children.

In 2012, Community Services would like to maintain the existing programs, and begin to pilot a new dental program. The dental program would be offered and evaluated throughout the year to determine its take up and sustainability in the future.

Providing the opportunity for improved dental hygiene impacts the health of local citizens in many ways. It improves employment prospects and also contributes to better health. Several different studies conducted by periodontitis suggest that there are connections between dental health and heart disease. The dental program would target two groups receiving Ontario Works, individuals who are taking steps to secure employment and expecting mothers.

In addition, there is growing medical evidence that links a poor periodontal health to having a low birth weight or premature baby in women. To address the health of Ontario Works (OW) participants, this new dental program will cover some – non emergency and preventative care for expecting mothers and eligible participants, which are not currently mandatory benefit covered under OW. Restorative or preventative work which directly supports the person's employability and overall health would be approved to an annual maximum of \$600/participant.

Financial Impact:

At the end of 2011, a number of OW recipients were actively involved in employment preparation. It is anticipated that approximately \$40,000 will be set aside to address dental care for the proposed target groups. The required annual Service Manager's Social Assistance Reinvestment has been factored into the 2012 OW budget. There will be no additional impact to the County budget to facilitate this pilot

Local Municipal Impact:

The proposed dental program would assist families on Ontario Works address barriers to employment and provide families with financial resources to address expensive non-emergency dental care.

Recommendation:

THAT the report of the Director, Community Services regarding Dental Program for Ontario Works Recipients using Social Assistance Restructuring Fund , dated February 23rd, 2012 be received.

AND THAT, council approve the use of a portion of the Social Assistance Restructuring Fund for purposes of addressing dental care for social assistance recipients.

Respectfully submitted

Keith Palmer
Director, Community Services.

THE CORPORATION OF THE COUNTY OF DUFFERIN



REPORT TO COMMUNITY SERVICES DUFFERIN OAKS COMMITTEE



To: Chair Crewson and Members of Community Services Committee

From: Keith Palmer, Director of Community Services

Date: February 23, 2012

Subject: 2012 Emergency Management Exercise Forum

PURPOSE

The purpose of this report is to inform Council that the emergency management exercise for 2012 will take the form of an Emergency Management Forum, which will satisfy annual emergency management compliance.

BACKGROUND

On an annual basis every municipality in Ontario is required to conduct an emergency management exercise to test the ongoing development of skills required to address the responsibilities of Municipal Emergency Control Groups. For 2012 the County of Dufferin intends to host an emergency management forum on September 12th with a focus on the challenges small communities face. This forum will bring together industry leaders to share experiences in dynamic and innovative sessions.

Attendees

Delegates to this forum will include members of each of our member municipalities and the County of Dufferin as well as several stakeholders including neighbouring counties, provincial ministries and not-for-profit agencies. With more than 100 different individuals identified as having a role in the local emergency plan and a similar number having interest in emergency management locally, it is anticipated that as many as 200 delegates may be in attendance at this forum.

Forum Content

The proposed line-up of topics includes something for everyone involved in emergency management. To date speakers have been canvased for the following topics:

- The Haiti Experience
- Partnerships in Emergency Management
- Health Emergencies
- Emergency Medical Services
- Crisis Communications
- Large Scale Evacuations
- Insurance After a Disaster; Climate Change
- Paediatric Emergencies
- Social Media During Disasters
- Representatives from the Goderich Tornado

While there will be a wide variety of topics and speakers, each delegate will have the opportunity to attend three plenary sessions and the choice of two concurrent sessions. Attending these sessions will satisfy the ongoing requirements to remain compliant locally.

Financial Impact:

While there will be different expenses related to the event, the estimated cost of the forum will fall within the 2012 program cost for the annual emergency exercise. As a result, there will be no additional financial impact.

Local Municipal Impact:

This forum will be offered in Dufferin County and will bring together a wide range of sector professionals, local politicians, agency representatives, and provincial ministry staff. Local municipalities will be able to use their attendance at the forum to satisfy their emergency management compliance requirements in 2012.

Recommendation:

THAT the report of the Director, Community Services regarding 2012 Emergency Management Exercise Forum, dated February 23rd, 2012 be received for information purposes.

Respectfully submitted

Keith Palmer
Director, Community Services.