



COMMUNITY SERVICES/ DUFFERIN OAKS COMMITTEE AGENDA

Tuesday, March 4, 2014 – 10.00 a.m
Mel Lloyd Centre, 167 Centre Street, Entrance C
Emergency Operations Centre, Shelburne

Declarations of Pecuniary Interests

FORMER SHELBURNE HOSPITAL – Facility Tour at 10.00am

Prior to the meeting, the Committee will tour the former Shelburne Hospital to view the progress of the conversion project. The tour will start at 10.00am and Committee members are requested to bring protective footwear. Head protection will be provided.

PUBLIC QUESTION PERIOD

Members of the public will be provided an opportunity to ask questions of the Committee during this time. (Limited to 10 minutes)

COMMUNITY SERVICES

1. **COMMUNITY SERVICES/DUFFERIN OAKS – March 4, 2014 - ITEM #1**
Climate Change Study

A report from the Director of Community Services dated March 4, 2014 to advise the Committee of participation in a study of climate change and rural emergency management preparedness in Ontario, and to seek approval to provide a letter of support for this project.

Recommendation:

THAT the report of the Director, Community Services dated March 4, 2014 with respect to Climate Change Study be received;

AND THAT staff be given approval to provide a supporting letter for this project and support the request to have the County participate in the study.

DUFFERIN OAKS

2. COMMUNITY SERVICES/DUFFERIN OAKS – March 4, 2014 - ITEM #2
Resident and Family Satisfaction Survey for 2013

A report from the Administrator dated March 4, 2014, to inform the Committee of the results of the Resident and Family Satisfaction Survey distributed in November 2013.

Recommendation:

THAT the report of the Administrator, dated March 4, 2014 regarding the 2013 Resident and Family Satisfaction Survey, be received.

3. COMMUNITY SERVICES/DUFFERIN OAKS – March 4, 2014 - ITEM #3
Mel Lloyd Centre Roof Restoration

A report from the Administrator dated March 4, 2014 to inform the Committee on the tender preparation and the replacement of the Mel Lloyd Centre Roof and to request approval to obtain roof consulting engineering services for the project

Recommendation:

THAT the report of the Administrator, dated March 4, 2014 with respect to the Mel Lloyd Centre Roof Restoration be received;

AND THAT staff be directed to obtain the services of Thermaco Engineering under Option # 1;

AND THAT the funds required shall be taken from the Mel Lloyd Centre Roof Reserve.

4. COMMUNITY SERVICES/DUFFERIN OAKS – March 4, 2014 - ITEM #4
Permanent Coordinating Minutes

Permanent Coordinating Minutes from the meeting on February 10, 2014.

Recommendation:

THAT the minutes of the Permanent Coordinating meeting for February 10, 2014 be received;

NEXT MEETING: March 27, 2014 - 1.00pm
E.O.C., Mel Lloyd Centre, Shelburne



**REPORT TO
COMMUNITY SERVICES/DUFFERIN OAKS COMMITTEE**

To: Chair Crewson and Members of the Community Services / Dufferin Oaks Committee

From: Keith Palmer, Director of Community Services

Date: March 4, 2014

Subject: **Climate Change Study**

PURPOSE:

The purpose of this report is to advise Council of our participation in a study of climate change and rural emergency management preparedness in Ontario, and to seek approval to provide a letter of support for this project.

BACKGROUND & DISCUSSION:

In cooperation with Risk Sciences International (RSI) and the Ontario Center for Climate Impacts and Adaptation Resources (OCCIAR) as well as other agricultural and climate experts, Dufferin County Emergency Management is seeking approval to participate in a study to determine best practices for rural communities to prepare for, respond to and recover from climatological hazards. The co-leads of this project, RSI and OCCAR are seeking a letter of support from Dufferin County which will also identify Dufferin County as a participating study area. Risk Sciences International have submitted their "climate change and rural emergency management preparedness in Ontario" proposal to OMAFRA and have made it past the preliminary acceptance stage.

In addition to Dufferin County other partner areas include the Region of Niagara and the Credit Valley Conservation Authority. The study is proposed to take 2-3 years with input from Dufferin County staff approximately 3 to 4 times over the study period.

Financial Impact:

There is no financial impact on the County of Dufferin for participation in this study.

Local Municipal Impact:

This study will provide very specific information about the potential hazards in Dufferin County and will assist in our efforts to increase our resilience to disasters.

Recommendation:

THAT the report of the Director, Community Services dated March 4, 2014 – Climate Change Study be received;

AND THAT staff be given approval to provide a supporting letter for this project and support the request to have Dufferin County participate in the study.

Respectfully submitted

Keith Palmer
Director, Community Services



To: Chair Crewson and Members of Dufferin Oaks Committee
From: Valerie Quarrie, Administrator
Date: March 4, 2014
Subject: 2013 Resident and Family Satisfaction Survey

Purpose:

The purpose of this report is to inform committee members of the results of the Resident and Family Satisfaction Survey distributed in November 2013.

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 2013 and the results are included as an attachment to this report. The response rate was 34% or 54 surveys were returned which is the same return rate as last year but up from previous years.

Average satisfaction rating on the entire survey was 96%. Of note is that of those responding in the section "Your Overall Satisfaction" a score of 100% was received.

Financial Impact:

There are no financial implications to this report.

Local Municipal Impact:

None

Recommendation:

THAT the report of the Administrator regarding the 2013 Resident and Family Satisfaction Survey, dated March 4, 2014, be received.

Respectfully submitted,

Valerie Quarrie
Administrator

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

<i>DUFFERIN OAKS – SUMMARY REPORT FORM</i>		<i>TOPIC: Resident Family Opinion Survey 2013</i>
<i>RISK MANAGEMENT ASSESSMENT: []</i>		<i>DEPARTMENT/TEAM: Leadership</i>
<i>QUALITY ASSURANCE ASSESSMENT: [X]</i>		<i>DATE: January 27, 2014</i>
STANDARD	RESULTS OF MONITORING	ACTIONS
<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>2013 survey questions were reviewed by Family Council and Residents Council prior to distribution. Surveys were mailed out in November and were available on the floor. We again provided a link to Survey Monkey so those who wished could fill out the survey on line in addition to mail, fax or hand delivering. Overall Response Rate was 34% or 54 surveys were completed. This was the same rate as last year but a significant increase over previous years (2011 -21%, 2010 -29%, 2009 -19%). 17% responded on line.</i></p> <p><i>Of those responding: 74% of surveys were completed by Family Member(s)/Friend, 11% by Resident, and 15% with input from both.</i></p> <p><i>Average Satisfaction score on entire survey=96%</i></p> <p><i><u>1. Personal Care and Service:</u> Standard exceeded for all questions.</i></p> <p><i><u>2. Communication/ Advocacy:</u> Standard</i></p>	<p><i>Concerns expressed on individual surveys were forwarded to applicable managers and have been or 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> <ul style="list-style-type: none"> <i>-As of January, we have created 7 part-time lines from our casual lines to aid in consistency of staff in nursing. Nursing FTs have shadow PTs who work in the same home areas to aid in consistency. We are now trying to shadow FT Housekeeping staff more often to help with consistency.</i> <i>-Ongoing request for more staff. We continue to evaluate during the year and at budget time.</i> <i>-Menus are reviewed on a regular basis and are determined with input from monthly meetings with the residents.</i> <i>-Those with concerns over incontinence products are being contacted individually.</i> <i>-We are implementing a new laundry system by March 2014 that is to produce softer and cleaner laundry.</i> <i>-Found 4 commodes that were rusty underneath and replaced in December.</i>

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

<i>DUFFERIN OAKS – SUMMARY REPORT FORM</i>		<i>TOPIC: Resident Family Opinion Survey 2013</i>
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<i>QUALITY ASSURANCE ASSESSMENT: [X]</i>		<i>DATE: January 27, 2014</i>
<i>STANDARD</i>	<i>RESULTS OF MONITORING</i>	<i>ACTIONS</i>
	<p><i>exceeded for all questions.</i></p> <p><i>3. <u>Living Environment</u>: Standard exceeded for all questions.</i></p> <p><i>4. <u>Participation</u>: Standard exceeded for all questions.</i></p> <p><i>5. <u>Quality of Life</u>: Standard exceeded for all questions except the question “There are opportunities for my family member to express his/her spiritual and cultural preference” which was rated at 80%. This question had the highest rating of No Opinion at 12% indicating this was not of relevance for them. Standard exceeded for all other questions</i></p> <p><i><u>Overall Satisfaction</u>: 100% Satisfaction Rate.</i></p>	<ul style="list-style-type: none"> <i>- Have obtained a new physiotherapy company in Feb 2014 that will allow families to purchase additional physiotherapy if they wish to as a result of Ministry cuts in funding. Will suggest adding Physiotherapy to next satisfaction survey.</i> <i>-Purchasing new bus in 2014 to enhance resident outings.</i> <i>- Art Therapy was a well-received program and we will be continuing for 2014. We are also adding art therapy for 2nd floor thanks to donation from our Auxiliary.</i>
<i>ASSESSED BY: V. Quarrie</i>		<i>PRESENTED TO Q.S. TEAM ON: Feb 11, 2014</i>
<i>DATE ASSESSED: January 27, 2014</i>		<i>PRESENTED TO C.O.M. ON: Feb 27, 2014</i>



County of Dufferin

Dufferin Oaks Home For Senior Citizens

Completed by: 74% Family Member(s)/Friend, 11% Resident, 15% Both

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.	96%	4%		- agree in all areas except for issues with roommate's noise & attitude -items are often lost and broken
b)	My family member is well cared for.	98%	2%		-I receive timely reports on health, any changes to treatment and other updates from third party providers. I feel I can talk to the staff about any concerns I have and that concerns will be addressed -toileting routine needs great improvement -additional care concerning hearing aide- cleaning and replacing of batteries -within the parameter of the system - we have been extremely happy with what we have experienced since placement
c)	Care is provided in a kind, friendly, and gentle manner.	100%			-much better -my response is based on on-going phone calls I've had with staff. From the time she has been there, staff have kept me updated on resident's needs, health concerns, doctors etc. and I appreciate this

					-most of the time -I really appreciate that everyone participates in her care
	My family member is given the help that he/she requires to do the following:				-before/after hip surgery was very good. Normally would be N/A -don't know- I think she is well treated-she doesn't complain -all -independent (so far) -most of the time
d)	- eating	98%		2%	-he is able to eat on his own -I know it is difficult at times but would like him to be encouraged to feed himself. It is one area where he can continue to be independent! -no help needed
e)	- bathing	100%			-only for twice weekly baths, otherwise N/A -would like help getting hair dry with hair dryer and is it possible to put in easy curlers in once in a while -my mother hates bathing, she seems better with it at this nursing home than her previous one
f)	- dressing	98%	2%		-mouth care certain days -sometimes needed
g)	- going to the bathroom	96%	4%		-needs improvement on a toilet routine but everyone doesn't follow it. She must be taken to the BR- not asked if she needs to go. She has been incontinent a lot of time when we visit her -not needed -mother quite often wears inappropriate clothes for the season -we sometimes find him alone in the bathroom -my mother peed herself ONCE when she wasn't feeling well in previous nursing home and they made her wear incontinent product every day. She got used to it but you told me you are trying to wean her off them. Was pleased to hear that as I don't believe she requires it.

h)	If your loved one wears an incontinent product, is it appropriate?	86%	5%	9%	<ul style="list-style-type: none"> -product could be better designed for female usage -too bulky but may be required -don't know -not needed
i)	Consideration is given to my family member's food preferences.	96%	4%		<ul style="list-style-type: none"> -asked several times to put ketchup on food to make it more tasty when pureed -generally -portions could be smaller
j)	Staff work as a team to support my family member.	100%			<ul style="list-style-type: none"> -appreciate multi-disciplinary team -a more daily consistent staff team would be preferred-greater comfort for resident and increased efficiency for staff -use own PSW but RN and RPN are great support for mum when needed, others at the desks are friendly and helpful -sometimes with the turnover in staff, information doesn't always get passed on. -quite pleased with Dufferin Oaks as I believe my mother is. Took her a few weeks to get over the anxiety. THRILLED that her mental health was taken care of right away, weaned off addiction to anxiety meds and depression meds working way better. She is in a much better frame of mine, THANK YOU.

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.	100%			-when they have time
b)	I feel comfortable approaching staff about any issue or question.	100%			-I find the 1 st floor staff are very helpful and keep me informed. They are always pleasant and informative
c)	Staff are friendly, courteous, and	98%	2%		-some staff say they'll be back and never return to help me

	helpful to me.				with my care needs. Some are wonderful. One staff member has a poor manner. Once she gave me someone else's pills. Many times she has left pills in my room and I am blind -staff are exceptional. They are so delightful, kind to my father and my family. You all are incredible. We are so grateful to each one of you. We can't thank you enough for the love and kindness you give my father. THANK YOU!
d)	The Home keeps me informed about changes in my family member's status.	100%			-Esther is constantly keeping me informed about changes in physical/mental well-being. Much Appreciated. -for the most part. Sheila is great! -very much so
e)	When I have concerns about resident care issues, I know who to communicate these concerns to.	94%	4%	2%	-when I inquire about an issue it goes to another level for their input -I had a concern about safety and I was extremely pleased with the quickness this matter was dealt with and the time spent reassuring me that it would not be ignored -this is important to me as I live some distance away from the Oaks. -my family are advised -but staff are helpful at directing our queries appropriately -not sure- should it be the nurse in charge at that time?
f)	I have confidence that issues raised will be dealt with in a fair and timely manner.	92%	8%		-Doctors are rude! Dentist fantastic! Hygienist fantastic! -I have never received a call back from head of Dufferin Oaks -the follow through with necessary communication continues to require greater attention -issues with roommate slow to be resolved -on a few occasions we have had to re-address the same issue

3.	Living Environment	Agree	Disagree	No Opinion	Comments
a)	The Home provides a homelike environment.	96%	4%		-staff are very friendly and helpful -we think some additional points of interest beyond a tv

					<p>should be added to the EL/GV sitting room where most resident are place for extended periods of time</p> <p>-I have not been able to visit personally but judging from my talks with staff, I'm sure she is well looked after. I'm called when there's a problem and I truly appreciate this</p> <p>-individual rooms are comfortable but the common areas are depressingly institutional</p> <p>-not home but good!</p> <p>-nothing will compare to home. It is the next best thing when your family cannot care for an individual that needs stimulations with Alzheimer's and constant care. We are again grateful what Dufferin Oaks provides. I don't think it can be a homelike environment with items away because of the nature of this illness but the staff create the best environment of home through their love and compassion</p> <p>-it's a beautiful home. After being subject to the experience of another home, we are THRILLED with the homelike environment of Dufferin Oaks.</p>
b)	There is space to sit and visit privately with my family member.	94%	6%		<p>-there is no place to sit to get away from other residents</p> <p>-there is little option other than the individual room- no other home – like space</p> <p>-there seems to be a lack of patio chairs by patio doors most times</p> <p>-yes in her room. If we try to visit in common areas, other residents tend to take over conversation but we know if that becomes a problem we can go to her room and they are just lonely enjoying visitors so don't like to be rude.</p>
c)	I am encouraged to personalize my family member's room.	94%	4%	2%	<p>-quite often told to remove item from above the cupboard but others still have items.</p> <p>-my mother take care of that quite nicely on her own.</p>
d)	The Home provides a safe environment for my family member.	100%			<p>-Have notice an improvement in this areas in the last few months. Was a concern before.</p> <p>-Strongly agree</p>
e)	The outside grounds are easily accessible and stimulating.	92%	6%		<p>-Loves spending time outside. We enjoy the balcony as well</p> <p>-I agree with 1st statement, I would not endorse stimulating</p>

					<ul style="list-style-type: none"> -fabulous -the grounds are lovely but greater access would be beneficial to residents -yes but my mother hasn't stepped outside in years. She has been invited for walks and has always declined. I am hoping that changes next summer. She hibernates in the winter. LOL.
f)	Personal laundry services meet my family member's needs.	94%	6%		<ul style="list-style-type: none"> -I think the labelling should be done at the floor they are on. -Some items lost but very overall very good -was disappointed with the quality of care so I have chosen to launder my husband's shirts. -great service -clothes and bedding could be softened
g)	My family member's personal clothing is correctly labelled on a timely basis.	96%	4%		<ul style="list-style-type: none"> -very well done -I have dropped off compression socks for labelling and I never saw them again. -almost always- corrections made!! -I have not used this. -have had clothes mislabeled -That was taken care of immediately upon arriving.
h)	The Home provides an enjoyable dining experience (ie. pleasant environment, service, quality of food) for my family member.	96%	2%	2%	<ul style="list-style-type: none"> -food has improved -An observed change in menu options that are not as appetizing as previously enjoyed -very pleasant. A highlight of the day -I like the food -bright cheerful dining room -depends who is serving the king of experience it will be.

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.	96%		4%	-they are very happy that I am here
b)	I know whom to approach when I have a concern or problem about	98%	2%		<ul style="list-style-type: none"> -have never had concerns -not really

	activities.				-extremely important -Tara is wonderful and engaging
c)	I am encouraged and/or asked to participate in in-Home activities.	87%	2%	11%	-not really -I would not want to get anyone in trouble -haven't been asked about this yet -I have been invited but due to my work schedule and conflicting religious beliefs we can't often attend in home activities. My only regret is that this sometimes causes my mom embarrassment
d)	I am sufficiently informed regarding the range of activities available in the Home so that I can support my family member's involvement.	90%	6%	4%	-find the boards outside activity room and dining room very helpful -my mother tells me about all her activities and she's in her room less at this nursing home than previous one – that makes it a success to me!
e)	I feel comfortable expressing my opinions and feelings about my family member's care.	96%	4%		-I'm sure they do feel free -depends on the staff member -the staff is wonderful in every way. We are so grateful to each of them. One of them said that they love my dad in a compassionate way. It makes my heart sing.
f)	Information and questions regarding my family member's finances are dealt with efficiently.	94%	2%	4%	-better than first encounter -family look after finances -still managing my own so far -Heather is of great assistance and gets back to me promptly with any concerns.

5.	Quality of Life	Agree	Disagree	No Opinion	Comments
a)	A community feeling exists at Dufferin Oaks.	100%			-maybe some issues between residents -it is almost like a little village
b)	Staff, volunteers and others demonstrate a genuine concern about my family member's well-being.	100%			-one staff member took a picture of my mom the first time she met her great-grandchild and gave it to her afterwards. That was very sweet and showed genuine concern for my mother.
c)	My family member is encouraged and assisted to maintain or improve his/her level of independence.	94%		6%	-would like to see her taken for a walk in her walker everyday -this becomes more challenging for all staff as resident needs

					<p>are becoming greater without increased staffing.</p> <ul style="list-style-type: none"> -he isn't able -please continue to encourage him to feed himself -allowance of independence stellar -more physio standing would be good -I'm sorry physio has been cut back -with cut backs in physio , that would have been his only independence
d)	There are opportunities for my family member to express his/her spiritual and cultural preferences.	80%	8%	12%	<ul style="list-style-type: none"> -have asked to have attendance at church services even if can't participate -my mom doesn't really have any except maybe she has a soft spot for St. Patrick's Day being Irish and green being her favourite colour.
e)	Staff treat my family member with respect.	98%	2%		<ul style="list-style-type: none"> -great improvement since moved -always -amazing -depends on the staff member
f)	I would recommend the Home to others requiring long-term care.	100%			<ul style="list-style-type: none"> -most certainly -very much so -100% -until a better model for elder care exists -Has been recommended -and I have!

B. Your Overall Satisfaction

		Agree	Disagree	No Opinion	Comments
a)	Overall, I am satisfied with the quality of the care and service.	100%			<ul style="list-style-type: none"> -I feel that this is a great home. -roommate issues still exist. -greatly satisfied
b)	Overall, I am satisfied that Dufferin Oaks is clean and well-maintained.	100%			<ul style="list-style-type: none"> -Very clean and maintained -would like to see the bathroom cleaner- it smells of ammonia . also the seat of the commode is rusty -Definitely! Home area (ME/EG) is extremely well maintained! -100%

-VERY!!!!

Please advise where we exceeded your expectations:

- care and concern of floor attendants and activity directors
- Everything!!!Everyone!!
- activities and quality of musical entertainment
- exercise time
- care has improved considerable since last 2 meetings
- most of the nursing staff and especially the young girls that serve the kitchen food are very friendly , polite and respectful
- cleaning staff do a remarkable job. Very rarely are their odours, not easy given incontinence issues
- activation on 2nd floor especially Tara's work and demeanor (wow) and work is exceptional
- communication with nursing staff and NP when there are health issues has been excellent. Very fortunate to have mom at Dufferin Oaks!!
- very kind and caring
- the friendliness of the staff and their willingness to assist, not just the RPNs and the PSW's but the Food Services Staff and Housekeeping staff as well. Everyone goes out of their way to make the resident feel special. The effort that is put into organizing special events and setting up the displays in the lobby. The Remembrance Day service was well done.
- concern and friendliness of the staff
- I am very happy and satisfied in this home
- overall I am very happy with the care my mother receives
- In all departments. I find it very convenient to have the office with cash available and stamps and post office with a very obliging staff and the tuck shop is a real convenience
- your staff exceed my expectations in all areas. Thank you for all you do and the care you all give. God Bless.
- cleanliness of rooms and general areas
- in the kindness and compassion of the staff
- my brother is very well cared for in all aspects. Our family are very pleased and thankful for all the wonderful people who love and care for him. We know it is difficult but we have been very pleased with all efforts to keep him busy and happy.
- staff was very good and heartfelt during the time after resident lost her daughter and her friend and continue in a caring way.
- Very helpful when resident had to go to hospital. Lots of extra help. Thanks very much
- I really like RPN Debbie. She was wonderful. Betty Ann is very nice to me. Lina has lots of good activities
- the total caring environment is exceptional. Cleanliness – exceptional. Interaction with residents-outstanding.
- we feel that our family member is being well looked after and respected by all staff.
- clean friendly environment
- with the quality of compassion and care for my father. Plus I have seen the genuine concern and available help and care for others. It is exceptional to have a place like this in our community for a family member in great need. Thank you
- overall cleanliness
- upgraded to a semi-private when available
- Everywhere! From my first visit I knew that no other place would be nice enough for my mother and I'm thrilled she is in your care.
- compassionate and supportive care when very ill
- RPN/PSW staff continue to offer their best efforts- many go above and beyond the expected level of service! Much appreciated.
- always address concerns promptly
- Dufferin Oaks exceeds all of my expectations. The staff is the very best anywhere

Please advise where we did not meet your expectations:

- great staff in all areas
- the communication hierarchy of information regardless of the level it's critical nature, demands continuous emphasis and attention. All concerned need a reminder that there is a direct cause and effect to their extending an effort to communicate in a timely, efficient and effective manner
- overall very good but slow in dealing with roommate's noise and attitude(verbal comments)
- heating (my room).Maintenance fixing broken chairs
- too long to acquire a urine sample when UTI is suspected. Challenges are recognized but 7 days too long-Solutions have been discussed
- understanding that our family member likes to be independent, we still have concerns about his reluctance to ask for help transferring in the bathroom
- you are doing a great job
- I don't like my family, friends, visitors being harassed to buy tickets at the front door.
- I would like more privacy at the front desk. Mary does a fantastic job but one resident listens in all the time and interjects
- you have met my expectations
- there are staff members that promise they will help me and never return. My meds should be given to me not left in my room.
- very difficult to find staff at the nursing stations after a meal . I understand that this is their meal time. Perhaps this could be staffed to allow one person at the desk?
- toileting routine is very disappointing. Some days when we come she is very wet and smells so we feel very distrusting of the staff.
- I feel misled by social workers when advised to admit my family member. It was not a pleasant experience. Both doctors have given me the impression to mind my own business because all I am to expect that this is a last resort to spend your last days until you die. Also any preventable care is frowned upon and resented.

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

- since mom was moved to a private room he has been very happy. That makes us happy too.
- would like to see great improvement with the toileting routine – maybe schedule in the BR to check off times she needs to be taken. Does not have the cognitive abilities to push the call bell
- more physiotherapy
- Maintenance, more newspapers, assisting transportation to library, radio
- we feel the care provided by the staff is very good and understand resident can be a little independent and the staff continue to allow for this
- none
- your programs are fabulous- residents like lots of music programs
- I can't think of one thing!! Strippers-HaHaHa!
- more outdoor activities in the good weather.
- no answer- I wish I could
- additional hairdresser
- I don't like to see tickets being sold to my friends especially at the front desk or being approached.
- bigger portions
- a greater understanding of the mental health benefits of regular 1) outdoor access 2) activities that contribute to a feeling of usefulness eg table setting, folding laundry etc. 3) frequent one on one engagement 4) stimulating home environment e.g. a family cat, home-like furnishings (books, plants)
- everything is satisfactory
- more access to physiotherapy. Perhaps an outside PT could be hired by a dozen families to come once or twice a week? Could Dufferin

Oaks organize this?
 -improved physio and exercise programs
 -continued physical activities, music programs and social interaction
 -more physiotherapy
 -I wish my mother would go outside once in a while but I don't want to force her and I don't expect you to either but I believe visits with her family would improve her quality of life if she could get over her fear of going out.
 -the family is very pleased with the care that is being received however messages are left at home instead of calling me at work during business hours
 -tv shows like sports, game shows where resident can interact personally- rather than watching drama and making up their own story or cannot hear
 -more staff need to be hired to care for residents
 -consistency in the staffing lines. Continued variety of activities/imported guest artists/musicians/speakers
 -more music activities e.g. CDs of old shows or concerts i.e. Dean Martin, Perry Como, Anne Murray

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

-not at this time
 -provide envelopes & Christmas cards to send to family members
 -none
 -we are very pleased with Mom's care
 -I would like someone to contact me re: anything she might like for Christmas gift
 -missing some of the clothing and given a list of these items to the staff i.e. winter jacket , sweater, pants and cd player
 -I think you have covered everything
 -I think a 1-5 scale would be more useful rather than agree /disagree
 -the most important is the phrasing of Long Term Care Home rather than expression of Facility. Kudos.
 -I would recommend a question about physio/exercise programs
 -No
 -Can't think of anything. Thank you.

Please note that Dufferin Oaks has a Family Council. They usually meet the 2nd Wed. of every month but they are willing to change times if needed. If you are interested in participating or wish further information, please contact Kim Black @ 519-925-2140 ext. 5260

Thank you for completing our questionnaire. Your input is essential for us to improve our service to better meet our residents' needs. You may remain anonymous, if you wish. However, if you would like us to know how you personally responded to this survey, in order to assist us in addressing any specific concerns, please complete the following information:

Name:	
Address:	
Telephone:	
Resident's Name:	



I would like Senior Management to contact me.
Thank you for your time — It will make a difference



To: Chair Crewson and Members of Dufferin Oaks Committee

From: Valerie Quarrie, Administrator

Date: March 4, 2014

Subject: Mel Lloyd Centre Roof Restoration

Purpose:

The purpose of this report is to inform committee on the tender preparation and the replacement of the Mel Lloyd Centre Roof and to request approval to obtain roof consulting engineering services for the project.

Background & Discussion:

The 2014 approved capital budget provides for the restoration of the Mel Lloyd Centre Roof for all wings except for the Bouwhuis Wing roof which was replaced in 2007.

In order to develop the specifications for the tender process and to oversee the project to meet the specifications, roof engineering expertise is required in order to complete this project. Based on the advice of Michael Giles, Chief Building Official, Thermaco Engineering Services has the roof consulting expertise specifically required by the County and has been used successfully by the County for previous projects. The scope of work to be provided includes:

1. Evaluate and measure all roofs.
2. Provide cost estimates for designs.
3. Provide detail engineering and design for each roof system.
4. Attend meetings with project manager.
5. Prepare detail design drawings and specifications
6. Provide tender contract documents for tendering
7. Attend a tender site meeting with six to eight contractors.
8. Provide a letter of recommendation of award of contract.
9. Issue a CCDC contract for signature by all parties.
10. Hold a pre-construction meeting on site with contractor.
11. Provide contract administration services not limited to daily inspections, pre-construction site meetings, bi monthly progress meetings, final inspection reviews, issue of substantial performance of contract, issue of certification of payments for contractor, transfer of documentation from contractor, review of shop drawings, prepare deficiency lists, provide

warranty inspections, transfer warranties. Provide twenty five (25) site visits during the construction. Thermaco will hold bi weekly construction meetings during the process. We estimate to hold approximately six (6) bi-weekly meetings.

12. Provide pre final inspection review upon completion.
13. Provide final inspection review upon completion.

Design Considerations

Thermaco will provide a risk management and environmental review of the site to determine suitability of material selection. The site will be evaluated based on the following criteria

1. Access to site.
2. Odours
3. Operations – I .e. high public access.
4. Safety on site.
5. Combustibles of materials
6. Fire codes
7. Building codes
8. Heights
9. Complexity of roofs
10. HVAC equipment
11. Ventilation Upgrades
12. R value upgrade to new building code standards.

Financial Impact:

Thermaco has provided 3 options for services:

- Option #1 – As listed above includes 25 site reviews for \$23,000 plus HST.
Option # 2 – As listed above but with 15 site reviews for \$18,500 plus HST.
Option # 3 - As listed above but with 42 site reviews for \$30,000 plus HST.

The Capital budget allows for \$500,000 for the replacement of the roof. Thermaco estimates the cost of the roof construction will range up to \$450,000.

Local Municipal Impact:

None at this time

Recommendation:

THAT the report of Valerie Quarrie, Administrator, dated March 4, 2014 regarding the Mel Lloyd Centre Roof Restoration be received,

AND THAT staff be directed to obtain the services of Thermaco Engineering under Option # 1

AND THAT the funds required shall be taken from the Mel Lloyd Centre Roof Reserve.

Respectfully submitted,

Valerie Quarrie
Administrator.

PERMANENT CO-ORDINATING MEETING

February 10, 2014

PRESENT:

Earl Gray - Facilities Manager, Bruce Horsley– New Horizons, Ashley Lush – FHT, Patti Tardif – DCCSS, Shelley Doney – Early Years, Valerie Quarrie - Dufferin Oaks Administrator

Regrets: Tom Craig – WDGPH, David Egbert – Shelburne Family Physiotherapy, Ann Abbott – MODC
Tammy Conley - MODC

Items Discussed:

1. **New Horizons**
 - Bruce thanked Earl for his assistance to hang a flag in the New Horizons' room.
 - New Horizons has already sold out on a trip to Cirque du Soleil in October
2. **March of Dimes Canada**
 - Thanks to Maintenance for clean up in the garbage room.
3. **Family Health Team (FHT)**
 - A new wound care nurse has started in the FHT. The nurse is also hoping to start an Ostomy Clinic.
 - Specialist Clinics are going generally well especially ones such as Ortho.
 - The FHT is still accepting new patients.
 - The FHT has a new NP replacing Sherry. Welcome to Rachna!
4. **Dufferin Oaks/DCCSS**
 - The Income Tax Clinic for Low Income Seniors is being held at the Mel Lloyd Centre on March 7, 2014 from 10:00am to 11:00am.
 - The Canadian Hearing Society is holding a Hearing Clinic in the Mel Lloyd Centre Auditorium on May 14, 2014. Details to follow.
 - Assisted Living program operating in Shelburne is currently at capacity.
 - Assisted Living program operating in Orangeville has room for new clients. If anyone knows of a senior that would benefit in Orangeville, please contact Patti.
 - Winter weather has resulted in the Day Program being closed for 8 days already this year.
 - There will be upcoming Elder Abuse Training in April for frontline workers and seniors in April. Details to follow.
 - A 48 week exercise and falls program for seniors by the CCAC is to be held at the Simon Street Apartments. When Patti is aware of more details, she will share.

5. **Facility Issues:**

- The sound panels were not installed in the meeting room due to staff shortages in Maintenance and all the snow. Hopefully will have installed this month.
- The Mel Lloyd Centre parking lot and the Mel Lloyd Centre roof (all but Bouwhuis wing) are being done this year. This will be two large projects that will impact parking space available during the upcoming months. Val will let tenants know of construction dates as we know more.
- It has been a difficult year for snow removal. County contractor has removed snow piles this weekend. This is great relief as the number of parking spots was dwindling. We will continue to notify county when snow becomes a problem.
- New Horizons reports a light out in their Shuffleboard room and the FHT reports some lights out at Entrance C. Maintenance will follow up.
- ML Fire is in today testing Fire Extinguishers in both the MLC and the Oaks.

6. **WDGPH:**

- No report.

7. **Ontario Early Years**

- OEY will be closed on Family Day
- Breast Feeding Clinics are being held in the Early Years Meeting Room starting on March 3, 2014. Have not heard back from Public Health regarding contact information. Val will contact Public Health to confirm.
- Food Bank had some extra food stored in the Early Years Meeting room but that has now been removed.
- On February 20, 2014 OEY is holding an open house from 6:00pm to 7:00pm for parents.

Next Meeting: March 17, 2014 @ 11:30 am at DCCSS office