



DATE: November 9, 2022 **REPORT NO.** JNH2022-39

TO: Chair and Members
John Noble Home Committee of Management

FROM: Michael Bastian, Administrator
John Noble Home

1.0 TYPE OF REPORT **CONSENT ITEM** [X]
ITEM FOR CONSIDERATION []

2.0 TOPIC

John Noble Home Administrator's Report [Financial Impact - None]
(JNH2022-39)

3.0 RECOMMENDATION

THAT the John Noble Home Administrator's Report JNH2022-39 BE RECEIVED.

4.0 PURPOSE

To provide an update to the Committee of Management about activities and items of interest from the Administrator of the John Noble Home about its operations and/or emerging trends in seniors' housing, care and services.

5.0 BACKGROUND

5.1 Infection Control/COVID 19

The Home remains to be outbreak free since July 26, 2022 and continues to exceed provincial standards with IPAC protocols including Rapid Antigen Testing to a maximum of three tests per week for staff and essential caregivers as well as daily testing for general visitors. Vaccination requirements remain in place with a need to show proof of three COVID vaccination doses before entry into the facility.

An indoor visiting space has been created that is off the resident home areas, to accommodate visitors that are not vaccinated. These spaces include the Solarium and Noble Lounge to name a few. Visitors will be able visit their loved ones even though they are not vaccinated, by wearing a face mask properly, participating in screening and the rapid testing process.

5.2 Fixing Long Term Care Act (FLTCA)

There continues to be updates to the FLTCA as the Ministry updates guidance documents frequently and sends out to LTC Homes.

The Home is adapting quite well with the new regulations. All teams have been working together sharing resources, having regular meetings, and communicating changes and compliance expectations. A summary of the new FLTCA was presented to all staff at our Town Hall Meeting on October 26.

5.3 Operations

A Staff Engagement Survey was rolled out on October 26, 2022 and it has garnered lots of attention as we encourage our team members to have a voice in our strategic operations. Their opinions are highly valued. We have a Human Resource student that has agreed to be an impartial participant that will tabulate, analyze, and summarize the results from all completed staff surveys after the deadline of November 11, 2022. The Leadership Team is onboard and excited to be involved as we all look forward to initiating positive change once we get results from the survey.

The Leadership Team facilitated four Town Hall Meetings on October 26, 2022 covering day shift and evening shift, respectively. Two Town Hall Meetings are scheduled to be facilitated for the night shift in the first week of November. The Town Hall meetings had good attendance. The presentation included the kickoff for the Staff Engagement Survey, an update on the new bed development and a summary of the Fixing Long Term Care Act.

5.4 Information/Education Items

3M Canada came to the John Noble Home in October to facilitate in-person education to registered staff with skin and wound care which focused on classifying pressure wounds and how to treat them.

3M Canada also facilitated in-services with PSWs which focused on PSW interventions to prevent skin tears and pressure ulcers. The Nursing Team reported in October that the skin and wound care program has been exceptionally effective recently with several wounds healing fast and residents' ulcers healing completely. These residents and their families are extremely happy with these interventions and the positive impact it has had with their lives.

Resident Council Week was held in September. Resident Council members showcased our new resident bill of rights which are posted in each home area. Resident Council also did write ups about themselves so co-residents can get to know them and displayed an information table for residents, families, and staff to come by and get some info.

The Recreation Team continues with facilitating outings for residents and drives in the country enjoying vibrant fall colours. The Recreation Team has been instrumental with keeping residents motivated and happy. Karli Cass, our Director of Programs has been recognized for her exceptional leadership and her positive influence on her teams. The Recreation Team continues to work closely together ensuring all residents, families and staff are having fun!

5.5 New Bed Development Update

On August 29 2022, G-Architects submitted the Home's Preliminary Operational Plan along with their preliminary drawings to the Ministry's Team lead in their Capital Development Division. Julie Girard is the team lead and she is currently working with one of the Ministry's technology specialists related to JNH.

On September 16, 2022, the Ministry confirmed review of the submission and reminded the understanding that without the relevant approvals and development agreement in place the Operator is proceeding at their own risk. Julie Girard sent a long list of questions and requests related to the impact on the existing facilities and general development questions as well as safety protocols in place during the construction. There were several questions related to service routes, building design, interior design and visual connections between serveries and dining rooms to name a few.

On September 27, 2022, G-Architects submitted a Matrix to the Ministry that had both their responses and the Home's responses to Julie's questions and requests.

On September 28, G-Architects and the Home's Bed Development Team met with Julie Girard from the Ministry and her technical specialist to discuss clarifications related to her list of questions and requests, and our responses. A revised Preliminary Operations Plan from the home and an updated report from G-Architects is currently being planned and will likely be submitted to the Ministry in the first week of November 2022.

On September 28, our Finance Director emailed Xaine Lobo from the Licensing department at the Ministry and requested an update on what items are yet outstanding in order to move through the approval process for our 20 additional beds. The 20 newer beds to be developed are still not approved by the Ministry; However, they are still allocated and we cannot foresee any issues with the 20 newer beds getting approved. We have not heard back from the licensing office yet and will be following up.

6.0 STRATEGIC DIRECTIONS

Employer of Choice
Education and Innovation
Excellence in Care

7.0 INPUT FROM OTHER SOURCES

Ministry of Long-Term Care
Long Term Care Commission

8.0 ANALYSIS

N/A

9.0 FINANCIAL IMPLICATIONS

N/A

10.0 CONCLUSION

The Administrator will continue to report regularly to the Committee of Management members about activities and items of interest to further enhance their knowledge and understanding of the John Noble Home and its operations as well as emerging trends and issues related to seniors' housing, care and services.



Michael Bastian, Administrator
John Noble Home

Attachments: June Happenings At Home newsletter

Copy to: N/A

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required yes no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk yes no

Is the necessary by-law or agreement being sent concurrently to Council? yes no