



Report to Homes Committee of Management

From: Michele Harris, Director of Homes and Seniors Services

Date: June 10, 2025

Subject: Homes – Committee of Management – Long-Term Care Director's Update
January 1, 2025 – March 31, 2025

Recommendation(s):

THAT the report titled "Homes – Committee of Management – Long-Term Care Director's Update January 1, 2025 – March 31, 2025" dated June 10, 2025 be received and filed.

Introduction:

This report provides an overview of recent updates, and Ontario Health, Ministry of Health, and Ministry of Long-Term Care announcements which impact the three (3) County of Elgin Long-Term Care Homes services and operations for the period of January 1, 2025 – March 31, 2025.

Background and Discussion:

Ministry Updates

On January 2, 2025, the Ministry of Long-Term Care (MLTC) released a memo and Fact Sheet related to policy guidance to support implementation of amendments to Section 80 of the Ontario Regulation 246/22 under the Fixing Long-Term Care Act, 2021. The amendments came into force on January 1, 2025 and included:

- Onsite requirements for registered dietitians in long-term care homes including provisions for a back-up plan (remote care via telephone or video conferencing) to ensure continuous dietary management and support; and, written records of actions and strategies taken related to a back-up plan.

On January 6, 2025, the Ontario Centres for Learning, Research and Innovation (CLRI) announced that they are launching a new ministry funded program "Dementia Care Sector Preparedness Initiative" in January 2025. This initiative aims to enhance dementia care across Ontario's long-term care homes by providing homes with the opportunity to get support in evaluating their current dementia care approaches and

models and in assessing opportunities for the adoption and delivery of new or enhanced dementia care approaches and models. This data, at the home and sector level, will help homes prepare for the proposed new legislative amendments to the *Fixing Long-Term Care Act, 2021* (FLTCA) that if approved, will require all LTCHs to have an organized program for dementia, as part of a broader effort to improve dementia care and supports in Ontario. This initiative aims to advance dementia care practices, improve the quality of life for residents and equip front line staff with the necessary skills and judgement. Homes that participate in this initiative will be provided with a stipend to cover participation costs. All three (3) Elgin County Homes participated in the initiative and received a stipend.

On January 13, 2025, the MLTC released a memo reminding LTCHs about the French Translation Services available for LTCHs. Under the FLTCA all homes must post the Fundamental Principle and the Residents' Bill of Rights in both English and French, and, have strategies in place to support the needs of residents who cannot communicate in the language used within the Home. The Regional Translation Network Program (RTNP) supports translation of eligible materials intended for LTCH residents and their caregivers/families into French. All LTCHs are eligible to request translation services with no charge to the Home. All three (3) Elgin County Homes have met this requirement.

On February 13, 2025, the MLTC released a memo clarifying the reporting requirements for *C. auris* advising that only *C. auris* infections, versus *C. auris* colonization, are reportable.

On February 24, 2025, the MLTC released a memo regarding the provincial election that was held on February 27. The memo outlined the legislative mandate to ensure that all eligible Ontarians, including those living in LTCHs, had the opportunity to vote. Each of the three (3) Elgin County Homes had a polling station that was accessible to all residents.

On March 20, 2025, the MLTC released a memo regarding the 2023 Long-Term Care Home Annual Report (LTCHAR) and Long-Term Care Home Subsidy Calculation Worksheet with instructions providing financial staff members with information for completing the LTCHAR by June 18, 2025.

Ministry of Long-Term Care, Ontario Health and Health Quality Ontario Reporting

Long-Term Care Homes continue to have weekly, quarterly, annual and other one-time sensitive reporting and document extension/submission obligations and requirements which are completed within the authority of the delegation bylaw.

Reporting and documents submitted for the three County of Elgin Homes during the timeframe of January 1, 2025 – March 31, 2025, within the delegation bylaw include the following:

- Each home continues to complete the LTCH data submission (L9 Form) weekly to provide details regarding bed vacancies, bed rate changes, etc.

- Each home continues to submit, in consultation with finance and human resource department staff, quarterly staffing reports to the MLTC.
- Completion of integrated technology solutions (ITS) funding survey.

Continuous Quality Improvement Requirements

The FLTCA requires long-term care homes to:

- Establish an interdisciplinary quality improvement committee.
- Ensure the home's continuous quality improvement initiative is coordinated by a designated lead.
- Annually prepare a report on the continuous quality improvement for the home and publish on their website.
- Maintain a record of the names of the people who participated in the evaluations of improvements in the continuous quality improvement report.

All three homes prepared and published the annual report on the Homes website as required and have submitted a quality improvement plan (QIP) to Health Quality Ontario for the 2025 – 2026 timeframe, prior to the deadline of March 31, 2025.

The Continuous Quality Improvement Committee at each Home meets monthly to work on the QIP and other key performance indicators all of which is discussed quarterly at Professional Advisory Committee Meetings.

Bobier Villa Annual Report for 2024-2025, and, 2025-2026 Quality Improvement Plan (QIP) Progress Report, Narrative Report and Workplan Report

[Bobier Villa CQI Initiative Annual Report 2024-2025](#)

[Bobier Villa QIP Progress Report 2025- 2026](#)

[Bobier Villa QIP Narrative Report 2025- 2026](#)

[Bobier Villa QIP Workplan Report 2025- 2026](#)

Elgin Manor Annual Report for 2024-2025, and, 2025-2026 Quality Improvement Plan (QIP) Progress Report, Narrative Report and Workplan Report

[Elgin Manor CQI Initiative Annual Report 2024-2025](#)

[Elgin Manor QIP Progress Report 2025- 2026](#)

[Elgin Manor QIP Narrative Report 2025- 2026](#)

[Elgin Manor QIP Workplan Report 2025- 2026](#)

Terrace Lodge Annual Report for 2024-2025, and, 2025-2026 Quality Improvement Plan (QIP) Progress Report, Narrative Report and Workplan Report

[Terrace Lodge CQI Initiative Annual Report 2024-2025](#)

[Terrace Lodge QIP Progress Report 2025- 2026](#)

[Terrace Lodge QIP Narrative Report 2025- 2026](#)

[Terrace Lodge QIP Workplan Report 2025- 2026](#)

Agreements and Documents Executed

The following agreements and documents have been developed and executed in consultation with legal services, the procurement team, and, as required, the Chief Administrative Officer (CAO), and align with the authority of the delegation bylaw.

- January 3, 2025, agreement with Vitalis for one-year extension as outlined in original agreement for provision of foot care services.
- January 19, 2025, agreement with Medline Canada for one-year extension as outlined in original agreement for provision of incontinence supplies.
- January 27, 2025, agreement with Point Click Care (PCC) for skin and wound application.
- January 27, 2025, CAO and Director of Homes and Seniors Services signed and submitted extension of respite bed, one/home, for January 1, 2025 – December 31, 2025.
- January 27, 2025, Schedule A, Description of Home and Services for each of the three LTCHs.
- February 2025, agreement signed with Anderson College for nursing clinical student placements.
- February 4, 2025, updated fire plan, sign off by local fire department for Terrace Lodge inclusive of Phase 3 of the Terrace Lodge redevelopment project.
- February 20, 2025, signed extension letter for Long-term Care Service Accountability Agreement (LSAA) for each of the three (3) LTCHs.
- February 21, 2025, agreement with Mohawk College for clinical student placements.
- February 27, 2025, Medical Director Agreement with Dr. Eric Wong for Terrace Lodge Medical Director services.
- February 27, 2025, Attending Physician Agreement with Dr. Eric Wong for Terrace Lodge resident medical services.
- February 27, 2025, Medical Director Agreement with Dr. Derek Vaughan for Bobier Villa and Elgin Manor Medical Director services.
- February 27, 2025, Attending Physician Agreement with Dr. Brendan Boyd for Elgin Manor resident medical services.
- February 27, 2025, Attending Physician Agreement with Dr. Derek Vaughan for Bobier Villa and Elgin Manor resident medical services.
- February 27, 2025, Terrace Lodge Redevelopment, Phase 3, Part A, Building Readiness Pre-Occupancy Inspection Checklist submitted to MLTC.

- February 27, 2025, Terrace Lodge Redevelopment, Phase 3, Part B, Nursing Pre-Occupancy Inspection Checklist submitted to MLTC.
- February 27, 2025, Terrace Lodge Redevelopment, Phase 3, Part B, Dietary Pre-Occupancy Inspection Checklist submitted to MLTC.
- February 27, 2025, Terrace Lodge Redevelopment, Phase 3, Part B, Environmental Pre-Occupancy Inspection Checklist submitted to MLTC.
- February 2025, Memorandum of Understanding between County of Elgin (Elgin Manor) and Thames Valley District School Board (Southwold Public School) regarding emergency evacuation plans.
- March 11, 2025, agreement with Westminster Mobile Imaging for one-year extension as outlined in original agreement for provision of xray and ultrasound services.
- March 19, 2025, Schedule E, Declaration of Compliance for Long-term Care Service Accountability Agreement (LSAA) submitted with one exception related to ongoing DEI and Indigenous Training and implementation work (training and work is in progress and ongoing).
- March 19, 2025 letter signed by CAO for one-time funding received for diagnostic equipment for skin and wound app, vital signs machines/software to integrate with PCC, submitted to Ontario Health West.
- March 28, 2025, Terrace Lodge Redevelopment Phase 3, Confirmation of First Resident Form submitted to MLTC.
- Clinical placement Stipend Master Agreement with the MLTC as part of the Personal Support Worker Stipends and Incentives Program submitted by Elgin County Homes, awaiting final sign off by Ministry.

Project Updates

- Registered Nurses Association of Ontario (RNAO) Clinical Pathways, Year 1, implementation go live date set for April 1, 2025.
 - Year 1 focus includes Admission Assessment, Delirium Assessment, and Resident and Family Centred Care.
 - Front-line staff training continued throughout January – March 2025 and funded through ministry one-time funding.
 - Policy and procedures and assessments reviewed to streamline processes, reduce duplication, standardize assessments and align with legislative requirements.
 - The Clinical Pathways project aligns with the RNAO Best Practice Spotlight Organization (BPSO) project work.
- InterRAI LTCF
 - Management staff of the Home and MDS RAI coordinator staff continue to attend/participate in webinars and educational opportunities to prepare for implementation, and to minimize any potential financial impact.
 - MLTC has notified LTCHs that our three (3) Homes will receive training June – September 2025 and go live implementation is October 1, 2025.
- Skin and Wound Application (PCC)
 - Funding received related to diagnostic equipment application approval.
 - Training scheduled for registered staff and management April 2025.
 - Implementation of skin and wound application May 2025.

- Skin and wound champions to implement first and “train the trainer” model to train all front line registered staff.
- Streamline process and accuracy in skin and wound assessments, treatment and outcomes.
- Real time data and photos for skin and wound team meetings, professional advisory committees, care conferences, team huddles to support quality improvement goals and positive wound and skin care outcomes.
- VitalLink implementation
 - Funding received related to diagnostic equipment application approval.
 - Training scheduled for April 2025.
 - Implementation May 2025.
 - Streamline resident care and services, provide registered staff with additional opportunities for direct resident care and services

Policy and Procedure Updates

While policy work was undertaken by the management team during January – March 2025, education and policy changes will be implemented in April – June 2025.

Financial Implications:

On January 2, 2025, the MLTC released a memo regarding the 2024-2025 LTC Staffing Increase Top-Up and Resident Health and Well-Being Program Consolidation. Effective January 1, 2025, eligible LTCHs will receive an adjustment to the monthly funding provided for staffing investments to help increase direct hours of resident care. The ministry also communicated an investment to enhance access to social support services provided by registered social workers (RSWs), social service workers (SSWs) and other allied health professionals (AHPs) to increase overall health, well-being and quality of life in LTCHs through the Resident Health and Well-Being (RHWB) program. The County of Elgin Homes have achieved the direct care hours target of 4 hours/resident/day within the required timelines.

On January 6, 2025, the MLTC announced one-time funding specific to the Skin and Wound Professional Growth Fund, in addition to the Supporting Professional Growth Fund. This change was effective January 1, 2025 for the 2024-2025 year. All three (3) Elgin County Homes received, utilized and reported on the one-time funding (\$4.39/bed/month for January 1 – March 31, 2025) as per the criteria – prioritized for skin and wound care education and training, and additional funding for education unrelated to skin and wound care.

On March 21, 2025, the MLTC released a memo regarding Funding for LTC Infection Prevention and Control (IPAC) Leads. The MLTC advised that they would be providing up to \$4,411,100 of remaining reserve funds to support the salary and benefits for IPAC leads in LTC Homes. All three (3) Elgin County Homes receive IPAC funding to support the IPAC lead roles in the Homes.

Advancement of the Strategic Plan:

The long-term care director's update report aligns with the following Corporate Strategic Plan priorities:

- Strategy 2: Organizational Culture and Workforce Development
- Strategy 3: Service Excellence and Efficiency

Local Municipal Partner Impact:

The announcements from the Ministry of Long-Term Care and Ontario Health West support the quality of care and support positive outcomes for the three (3) County of Elgin Long-Term Care Homes as staff and managers work collaboratively to provide care and services to the residents of our Homes and community clients.

Communication Requirements:

Information has been communicated to the appropriate departments, resident council, family council, residents, staff and visitors as required.

Conclusion:

The long-term care homes management team continues to be thankful for the support from Council, the Chief Administrative Officer, the Senior Management Team, and staff in all departments as we work collaboratively to maintain and improved the quality of services and care for our residents, families, staff and communities.

All of which is Respectfully Submitted

Approved for Submission

Michele Harris
Director of Homes and Seniors Services

Blaine Parkin
Chief Administrative Officer/Clerk