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**REPORT TITLE:**     **Nurse Call Solution Replacement for Sheridan Villa Long Term Care Centre (Document 2021-264N)**

**FROM:**                Sean Baird, Commissioner of Service Excellence and Innovation  
                              Nancy Polsinelli, Commissioner of Health Services

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## **RECOMMENDATION**

**That a contract for the Nurse Call Solution Replacement for Sheridan Villa Long Term Care Centre (Document 2021-264N) be awarded to Aatel Communication Inc. in the estimated amount of \$400,000 (excluding applicable taxes) for a contract period of 12-months pursuant to Procurement By-law 30-2018, as amended;**

**And further, that authority be granted to renew the Contract on an annual basis (or for multiple years at a discounted rate) in the estimated annual amount of \$15,000, (excluding applicable taxes), for ongoing licensing, maintenance, support, and to increase the Contract for any upgrades and additional licenses for the lifecycle of the solution, subject to satisfactory performance, price and approved budget;**

**And further, that authority be granted to the Director of Procurement to increase and extend the Contract across all five Regional Long Term Care Centres when the current nurse call systems require a replacement, subject to satisfactory performance, price and approved budget.**

## **REPORT HIGHLIGHTS**

- The nurse call solution is used in Long Term Care (LTC) homes as required by the Ministry for efficient communication between staff and residents.
  - Sheridan Villa has been using the current nurse call solution (Responder 4) for over 25 years. The solution has become outdated and is increasingly difficult to maintain and repair.
  - Replacement parts for the current Responder 4 solution are no longer manufactured. Maintenance and repair of the current solution is dependent on locating functioning used parts from other healthcare facilities through the vendor.
  - The objective is to adopt the same nurse call solution (Responder 5000) that is being implemented in the new Seniors Health and Wellness Village at Peel Manor across all five Regional LTC homes to maintain consistency and compatibility.
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## **DISCUSSION**

### **1. Background**

The nurse call solution is used in Long Term Care (LTC) homes for efficient communication between staff and residents. The solution also collects various details including when, where, and how call bells are used. Call bells are mandated by the Ministry of Health and Long-Term Care and would cause safety as well as compliance implications for the homes, should the current system fail. If the system fails, there is a significant impact on health and safety of residents as well. The Region currently manages and supports different nurse call solutions within the five LTC homes.

Sheridan Villa has been experiencing major issues with the Responder 4 nurse call solution, for the past several years and the home recently had equipment failure that resulted in significant repairs. Key replacement parts are not easily accessible for purchase and the vendor is no longer manufacturing these parts. The current solution is over 25 years old, has become obsolete and is no longer supported by the vendor. The result of downtime - the period in which the solution is unavailable - is becoming a significant issue to manage. As an example, nursing staff having to complete 15-minute rounds to physically check every room when the Nurse Call Solution is not functioning causes challenges from a service delivery/staffing and an operational repair cost perspective.

To help resolve these issues and ensure a functional system is in place that is in alignment with the LTC strategic technology plan, an initiative to replace the nurse call solution needs to be undertaken. The Rauland Borg Responder 5000, which is the most recent edition of the Responder series by Rauland AMETEK, Inc. has been secured as the new nurse call solution for the new Seniors Health and Wellness Village at Peel Manor as part of the design project for Peel Manor. The design project was awarded to Montgomery Sisan Architects through a competitive process, and as part of their submission, they identified EXP Consulting Ltd. for mechanical, electrical, safety and security design. EXP Consulting Ltd. developed the nurse call system and recommended the upgrade of nurse call system to the latest Rauland Responder 5000 nurse call system through Aatel Communication Inc. who is the only distributor and installer within this geographical area for the Rauland Responder 5000 system. It is critical to have a vendor who can immediately dispatch a technician to the home within a short notice to trouble shoot or repair any malfunctioning equipment.

The long-term objective is to adopt the same technology being implemented at the Seniors Health and Wellness Village at Peel Manor across all five Regional LTC homes. This implementation will address the current challenges, being faced by Sheridan Villa while aligning to the LTC technology strategy of standardizing technology across all five homes. The LTC Technology Strategy was developed collaboratively between Long Term Care and Service Excellence and Innovation with a focus on identifying a cost effective, reliable, and well supported technology architecture that enables integrated, person-centered care and timely decision making. By adopting one solution across all homes, the Region expects:

- Consistency, thereby, increasing the efficiency for support/maintenance. This will eliminate the need to reach out to multiple vendors for support, which creates a problem in the occurrence of an emergency.
- Dependable 24/7 technical support.

## **Nurse Call Solution Replacement for Sheridan Villa Long Term Care Centre (Document 2021-264N)**

- To potentially leverage the existing infrastructure and cabling. This would greatly simplify the installation and manage costs, with minimal disruption to the unit, staff and residents.
- Access to improved functionality/features.
- Results in cost savings through the consolidation of service level agreements, parts, etc.
- Efficiency in usability – staff working at different homes have system knowledge, reducing training time.

Aatel Communication Inc. is the only permitted supplier/installer for the Responder system that is within Sheridan Villa Long Term Care Centre jurisdiction. Aatel is also familiar with Sheridan Villa, as they were instrumental in the installation of the current Responder 4 solution. There is an existing relationship as Aatel is the current contracted vendor for the Resident Wander Alert systems used by Peel Manor, Sheridan Villa, Tall Pines and Malton Village. Most importantly, this initiative will align with the LTC technology strategy to have consistent technology across all five homes.

The initial term cost consists of the supply and installation of the equipment, accessories, materials, testing commissioning and training necessary for a complete audio, visual, or voice nurse call solution, in accordance with the specifications and applicable drawings.

## **2. Procurement Process**

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-law 30-2018, as amended.

## **FINANCIAL IMPLICATIONS**

There are sufficient funds for the 2021 Capital Cost Centres 135401 and 175401. Future licensing costs will be covered through operational efficiencies cost centre 23101. Any additional operating costs will be offset through the maintenance cost centre 23101.

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***Reviewed and/or approved in workflow by:***

Department Commissioners, Division Directors, Legal Services and Procurement.