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**For Information**

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**REPORT TITLE: Seniors' Services 2020 Annual Report**

**FROM: Nancy Polsinelli, HBSc, RD, PAp, Commissioner of Health**

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**OBJECTIVE**

To report the 2020 annual performance of seniors' services operated out of Peel Long Term Care centres to Regional Council as the Committee of Management under the *Long-Term Care Homes Act, 2007* and provide an overview of ongoing efforts to support seniors along the care continuum through specialized supports and integration of care.

**REPORT HIGHLIGHTS**

- In 2020, long-term care services were provided to 811 people living in Peel Long-Term Care homes, and 652 people living in the surrounding community were supported by the Adult Day program in-person and virtually.
  - People participating and living in Peel Long Term Care homes are very satisfied with care and services, including during the pandemic.
  - The Region of Peel performed better than the provincial average on all six quality indicators for long term care home performance (see Appendix I).
  - The Region continues to be a leader in innovative dementia care with continued focus on implementation of the Butterfly model and the proposed creation of a transitional behaviour support unit at Peel Manor that will set the new standard for specialized dementia care.
  - The Region of Peel continues to prioritize safeguarding the wellbeing of people living and working in Regional homes during the pandemic, while maintaining a focus on providing high quality, compassionate and person-centred care.
  - Recently, staff have been focused on achieving full vaccination coverage among staff, residents and essential caregivers. As of November 15, 2021, all staff, students and volunteers must be vaccinated for COVID-19 as per Ministry direction.
  - In collaboration with local system partners and Ontario Health Teams, the Region is committed to achieving integrated, long term care at home for vulnerable seniors in the Peel community. The Seniors Health and Wellness Village at Peel Manor is foundational to this vision.
  - Advocacy to enhance supports and services for seniors remains a Regional priority. Staff continue to seek opportunities to influence provincial modernization efforts and achieve the enhanced funding and support required to ensure the aging population has access to high quality care along the continuum.
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### DISCUSSION

#### 1. Background

The Term of Council Priority, Enhance Seniors' Supports and Services, supports the Region of Peel to address gaps and complexities in the health and social systems that prevent seniors and their caregivers from accessing services that optimize their quality of life. The Region is continuously striving to provide high quality care, improve integration of seniors' services in the Peel community and ensure some of our most vulnerable seniors are supported with specialized supports that meet their complex care needs. Adult Day Services (ADS) and Long Term Care (LTC) service outcomes focus on ensuring Peel residents in need receive supports that allow them to stay in their homes longer and people living in Peel LTC homes receive care to enhance their quality of life.

The Region of Peel's five LTC centres – Sheridan Villa, Peel Manor, Tall Pines, Malton Village, and Vera M. Davis Centre – are home for up to 703 people with complex medical needs who require long term care to improve their quality of life. All five LTC centres each have a co-located Adult Day Services program that support community dwelling seniors to maintain their wellbeing and independence and provide respite for their caregivers.

In accordance with the *Long-Term Care Homes Act, 2007 (Act)*, Regional Council is the Committee of Management who is responsible for the oversight of the Region of Peel LTC homes. This includes ensuring performance and operations of the homes are in compliance with the *Act* and its regulations. Each year staff provide a report on the annual performance of the LTC centres.

#### 2. Adult Day Service and Long Term Care Delivery Update

##### a) Service Utilization and Health Status

The Region's ADS program provides therapeutic, recreation programming, and socialization for clients while providing respite, education and support for informal caregivers who care for their loved ones living in the community. In 2020, prior to the pandemic, the program served an average of 127 clients per day, was consistently at 100% occupancy, and had a waitlist of 310 individuals. As of March 19, 2020, all sites were closed for in-person programs and remained closed until July 12, 2021. While in-person programs were cancelled for most of the year, 517 seniors attended in-person programming prior from January through March and 652 individuals and their caregivers were supported during the in-person program closure through virtual programming including social work and nursing supports. Waitlists for ADS programs have grown significantly throughout the pandemic, with 455 individuals on the waitlist as of August 2021. Additionally, LTC services supported 811 people, with half over the age of 85 years. LTC utilized the closed ADS program areas to provide supportive care units for COVID-19 isolation when necessary.

The COVID-19 pandemic has highlighted the urgent need to address the increasingly complex care needs of seniors living in the community. Prior to the pandemic, 60 per cent of clients in the Region of Peel's ADS program had a cognitive impairment diagnosis (i.e., dementia) and 71 per cent had complex medical care needs. As seniors transition from the community to long term care, medical complexities increase. In 2020, 83.5 per cent of people living in Peel Long Term Care homes had a cognitive impairment, including dementia.

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### **b) Lived Experiences in Peel Adult Day Services and Long Term Care Homes**

Every year annual satisfaction surveys are conducted with people participating in Adult Day Services, and living in Long Term Care. While ADS provided virtual services in 2020, 91 per cent of participants reported improvements in socialization, 93 per cent reported improved cognitive stimulation and participants experienced an average 20 per cent increase in mood after they received virtual services. Based on the people living in the Region's LTC homes, 86 per cent said they would recommend their home to others as a place to live. As well, during this pandemic, 83 per cent of people living in the Region's LTC centres and 94 per cent of their families were satisfied with the centres' overall response to the pandemic.

### **c) Quality of Care in Region of Peel Long Term Care Homes**

People living in our LTC homes are assessed on a quarterly basis on six quality indicators of resident care. Peel LTC is meeting or performing better than the provincial averages on all six quality indicators, including during the pandemic, on prescribing antipsychotic medication without a psychosis diagnosis, worsened pressure injuries, use of physical restraints, falls, worsened pain, and worsened mood from symptoms of depression. Appendix I provides an overall scorecard on how Peel LTC measures up on each quality indicator to the provincial average.

While Peel LTC homes continued to perform better than the provincial averages on all quality indicators, the COVID-19 pandemic negatively impacted the mood of people living in LTC compared to the previous year. The implications of the pandemic resulted in worsening depressive symptoms for those living in LTC (from 14.7 per cent in Fiscal Year 2019/2020 to 15.6 per cent in Fiscal Year 2020/2021).

### **d) Butterfly Implementation**

Through the COVID-19 pandemic, the Region has remained dedicated to providing emotion-based care through the Butterfly model where possible. However, implementation has been challenging due to staffing challenges, infection prevention and control (IPAC) measures that limited communal dining, residents not being able to freely engage with others, limited family interactions, and delayed environmental changes due to restrictions on visitors and support workers in alignment with public health requirements.

While the spread of the Butterfly model to additional Regional homes was paused in 2020 due to the pandemic, the skills training in emotion-based care continued to be practiced in established spaces. As of March 2021, the Butterfly model is continuing to be implemented at Sheridan Villa and beginning at Davis Centre. Expansion of the Butterfly model to Peel Manor will occur in 2022, aligned with completion of the new Seniors Health and Wellness Village. Two Butterfly households at Peel Manor are included as per the Butterfly model implementation plan approved by Council on May 10<sup>th</sup>, 2018 in a report titled "Dementia Butterfly Care Model". The costs for 14 additional FTEs and one-time implementation costs for training and structural changes are included in the 2022 proposed capital budget.

As the Region moves towards recovery from the COVID-19, staff are exploring opportunities to reinstate efforts to spread the Butterfly model through other service

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areas and with families and are implementing a comprehensive evaluation plan to ensure continuous improvement and quality outcomes associated with the model.

### e) COVID-19 Response

The Region of Peel continues to prioritize safeguarding the wellbeing of people living and working in Regional homes during the pandemic, while maintaining a focus on providing high quality, compassionate and person-centred care. Throughout the course of the pandemic, both the federal and provincial governments have provided emergency funding to support LTC with IPAC and maintaining quality service for residents. This included \$11 million in COVID prevention and containment funding in 2020 and 13 million in 2021 (to date) for the Region's long term care homes. In the wake of the pandemic and the final report of Ontario's Long-Term Care COVID-19 Commission, the province has also committed to improving quality of care in long term care homes, including an increase in direct care to a minimum four hours per resident.

As reported to Council on October 8, 2020 in the report titled "COVID-19 Planning and Recovery in Long Term Care", the Region has taken many measures to maintain care delivery and resident and staff safety, including the redeployment of staff to support LTC, including 95 per cent of ADS staff until July 2020, and 75 per cent through December 2020. Staff have also remained committed to strong IPAC measures and innovative solutions to maintain family and social connections for people living in long term care homes.

Through the fourth wave of COVID-19 pandemic, three of the five Regional homes have experienced an outbreak or been placed under investigation by Public Health as a result of resident or staff positive cases. In all cases, outbreaks were initiated by unvaccinated staff.

The Region continues to strive for full vaccination coverage among both staff and residents and essential caregivers. As of September 2021, 95 per cent of Region of Peel LTC residents have received two doses of the COVID-19 vaccine, and 72 per cent have received three doses thus far. Currently, 86 per cent of LTC home staff have received two doses of COVID-19 vaccine; 79 per cent of our essential caregivers have received two doses of COVID-19 vaccine; and 84 per cent of our Adult Day Services staff have received two doses of COVID-19 vaccine.

On October 1, 2021, the Ministry of Long Term Care announced mandatory COVID-19 vaccinations (unless medically contraindicated) for all in-home staff, support workers, students and volunteers in long term care homes across Ontario, effective November 15, 2021. In addition, vaccinated staff will be subject to random testing at regular intervals. The Ministry will also be moving forward with enhanced inspections of homes, and audits of existing testing practices.

### f) Compliance with the *Long-Term Care Homes Act, 2007*

The Ministry of LTC conducts unannounced inspections in every LTC home across the province. The focus of the inspection can range from a complaint, critical incident, or Resident Quality Inspections. Inspections include confidential interviews with residents, family members and staff, as well as direct observations of how care is being delivered and a review of records. Completed reports are posted publicly.

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Based on 2020 inspections, there were 14 non-compliance findings (compared to 32 in 2019) and one order across our five LTC homes (compared to three in 2019, and five in 2018). Peel LTC homes take action to address any non-compliance findings to ensure compliance with the *Act* through policy revisions, developing new processes and tools, enhancing training, and reinforcing roles and responsibilities of the interdisciplinary team.

### **g) Health System Transformation**

As of April 1, 2021, LTC and ADS' accountability agreements with the Local Health Integration Networks (LHINs) were transferred to Ontario Health (Central). The LHINs will operate as Home and Community Care Support Services and will be responsible for home care services, LTC home placements, and referrals to community services. At this time, there are no implications for service delivery, however Ontario Health will be providing system oversight.

## **3. Regional efforts to enhance specialized supports and integrate services**

In addition to the operation of long term care homes and the ADS program, the Region continues to play an integral role in service delivery across the whole continuum of care. This includes the delivery of housing and community-based supports for seniors that still have most of their independence, creating seniors-friendly built environment through a public health lens, and enhancing community-based care options, leveraging the Seniors Health and Wellness Village at Peel Manor. As a municipal government, the Region also continues to play a system support role, acting as a backbone for community coordination and integration of services, working closely with local Ontario Health Teams to achieve the shared vision of seamless wraparound care for the Peel community.

In alignment with the Term of Council Priority, Enhance Seniors' Supports and Services, the Region is committed to addressing the increasingly complex care needs of all seniors in Peel. This includes the development of innovative, specialized supports and ongoing advocacy to ensure that seniors have access to the services they both need and deserve.

### **a) Creating a Transitional Behaviour Support Unit at Peel Manor**

With Council's continued support and leadership, the Region of Peel has become a leader in innovative dementia care and is working towards creating a Centre of Excellence in Dementia Care at Peel Manor. As a component of this work, staff have submitted a proposal to the Ministry of Long-Term Care, seeking funding and approval for a 29-bed Transitional Behaviour Support Unit (TBSU), which if funded will be located in one of the two Butterfly resident home areas at the new Peel Manor.

This specialized support unit will aim to stabilize individuals with advanced dementia and associated behaviours that cannot be managed in a regular LTC/community setting through targeted, emotion-based care. Leveraging Peel's experience with the Butterfly model, and operating the current specialized unit at Sheridan Villa, the Region is well positioned to create a TBSU that will set a new provincial standard for supporting people with advanced dementia. Highlights of the proposed approach include:

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- Enhanced system flow and efficiency by targeting individuals that can be stabilized within 90 days.
- Emotion-based care as the foundation of care delivery to enhance individual experience and optimize overall wellbeing and outcomes.
- Enhanced staffing model and collaboration with an interdisciplinary team (i.e., Behaviour Therapist, BSO-Recreation Therapist, and Neuro behavioural Nurse Practitioner Team).
- Collaboration with system partners to ensure integration with other care pathways and system supports in alignment with the vision of Ontario Health Teams to achieve coordinated and streamlined care.
- Reduced use of anti-psychotic medication as an expected result of emotion-based care combined with the clinical expertise of the interdisciplinary team.

Staff will keep Regional Council apprised of any updates related to the TBSU proposal and will provide a comprehensive report with program details if approved.

### **b) Building a Regionalized Community Paramedicine Program in Peel**

Leveraging funding from the Ministry of Long-Term Care, the Region of Peel recently launched the Community Paramedicine for Long-Term Care (CPLTC) program which will provide support to seniors on or eligible for the LTC waitlist. The vision for the program is a 'made in Peel' approach that meets local needs and is seamlessly integrated with health care partners to wrap care around vulnerable seniors. Working collaboratively with LTC and Community Support Services, and building from the High Intensity Supports at Home (HISH) Community Paramedicine expansion program launched early in 2021, enhanced programming will play an integral role supporting them to stay at home for as long as they are able.

Additional information on the ongoing roll out of new Community Paramedicine programs is included in the report titled, "Paramedic Services Program Update" also on today's Regional Council agenda.

### **c) Advocacy update**

The COVID-19 pandemic has exacerbated existing pressures on the LTC sector in Ontario and has had a devastating impact on seniors. While emergency funding provided by the provincial government to address IPAC challenges and ensure continued access to quality of care is welcomed, staff continue to advocate for the longer-term, sustainable funding and supports that will better enable seniors to age in place and ensure high quality, emotion-based care in LTC homes and the community. Recent advocacy efforts are included as Appendix II:

Advocacy to support enhanced supports and seniors remains a key priority. As the province moves forward with LTC modernization staff will continue to seek opportunities to influence provincial directions and advance Regional advocacy positions.

## **4. Proposed Direction**

Peel LTC and ADS will continue to focus on initiatives to improve quality of life and experiences for people who participate, live, and work in the centres. While some work has been paused due to COVID-19, priority areas will include:

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- Monitoring for provincial direction related to the LTC COVID-19 Commission recommendations and LTC modernization, to inform next steps and implications across the five centres.
- Evolving the Region's connection with Ontario Health.
- Ensuring the alignment of the development of the integrated care model of service delivery in the Seniors Health and Wellness Village at Peel Manor with the evolving health system transformation.
- Shifting culture to prioritize emotional well-being through the Butterfly Model.
- Enhancing programs and services based on feedback from people participating, living, and working in Peel LTC centres and ADS programs.
- Ongoing advocacy for emotion-based care in LTC and across the care continuum, funding to support the Seniors Health and Wellness Village at Peel Manor and additional funding and integration of Community Support Services.

Staff will continue to review the best available evidence and enhance existing programs and services to meet the needs of this community.

### CONCLUSION

Staff will continue to work across the seniors' care continuum to improve the quality of life and experience for those with complex medical needs, be responsive to the needs of seniors during the pandemic and deliver and enhance services in accordance with provincial regulations in order to advance the Region's mandate of creating a healthy, safe and connected community for individuals at every stage of life.

### APPENDICES

Appendix I – Quality of Care Scorecard

Appendix II – Recent Advocacy Efforts

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