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**REPORT TITLE: Butterfly Model – Implementation Update**

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

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## **RECOMMENDATION**

**That a contract (Document 2018-576N) for the implementation of the Butterfly Care Model be extended with Meaningful Care Matters (formerly Dementia Care Matters), in the estimated amount of \$103,500 (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) for license costs and ongoing support for the lifecycle of the program, subject to satisfactory performance, price and approved budget.**

## **REPORT HIGHLIGHTS**

- Implementation and spread of the Butterfly model has been impacted by the COVID-19 pandemic, including staffing challenges and infection prevention and control (IPAC) measures that have impeded key social aspects of the model.
- Expansion of the Butterfly Model continues across all five Regional homes with full implementation and certification expected by year end 2023.
- Staff continue to work with Meaningful Care Matters (formerly Dementia Care Matters) to implement the model to its full capacity and achieve annual Butterfly accreditation.
- As implementation of the Butterfly model has now resumed, staff continue to focus on ensuring sustainability across the five homes and advocate to other levels of government for funding and support that will enable the success of emotion-based care models.

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## **DISCUSSION**

### **1. Background**

As a municipal long-term care home operator, the Region of Peel cares for people with complex care needs, fills gaps in service to address community need, and as a decided leader in the sector, is transforming care through an emotion-based, person-centred approach. In alignment with the Region's Term of Council Priority "Enhance Seniors' Supports and Services", the Region is continuously working to ensure seniors receive the high quality, specialized care that they need and deserve.

Since 2017, the Region of Peel has been working to implement the Butterfly Model of Dementia Care (Butterfly model), with the initial pilot occurring at Malton Village. Moving away, from traditional task-oriented care, the Butterfly model strives to make living environments for people with advanced stages of dementia enriching, engaging and more home-like to meet their emotional needs and support overall wellbeing. On May 10, 2018,

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Regional Council unanimously endorsed the development of a sustainability and expansion plan, to ensure that all five Regional long term care homes have a Butterfly Household.

### **2. Implementation of the Butterfly Model at Regional Long Term Care Homes**

#### **a) Current Status of Implementation**

Through the COVID-19 pandemic, the Region has remained dedicated to providing emotion-based care through the Butterfly model and used technology to support virtual engagement. However, the pace of implementation has been impacted by 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 contracted workers in alignment with public health requirements.

As of March 2021, implementation of the Model has resumed at Sheridan Village and has begun at the Davis Centre. Throughout the spring and summer of 2021, training and education was provided to new Butterfly staff hired during the pandemic and refresher education for existing Butterflies and leadership team members at Malton Village.

Through continued partnership with Meaningful Care Matters (formerly Dementia Care matters) implementation support has evolved to encompass reinforcing and evaluating emotion-based care approaches which include:

- the continued modifications to the physical environment to ensure home-like spaces that are representative of the lived experiences and interests of people living in our homes;
- the re-launch of family-style dining to create moments of connection through the sharing of meals; and
- the ongoing facilitation of moments of engagement that are meaningful and purposeful to each person with a focus on reinforcement and evaluation.

A mid-point audit at the Davis Centre, and annual accreditation at Malton Village and Sheridan Villa are planned for the Spring of 2022.

#### **b) Implementation Planning Through 2023**

In 2022, implementation will continue with the Davis Centre and it is projected that accreditation will be attained by the end of 2022. The spread of Butterfly will continue through the year with launch of the model at Peel Manor and Tall Pines. At Peel Manor, education will commence in early 2022 and the projected training timelines will coincide with the opening of the Seniors Health and Wellness Village at Peel Manor ensuring there is readiness to support people living in the new Butterfly home areas focused on emotion-based care upon project completion. It is anticipated that Peel Manor will have a mid-point audit of their home area in late 2022 with full certification six-months later.

Tall Pines will be the final home to implement the model. It is projected that implementation will begin with training in the second half of 2022; changes to the physical space and care model will continue through 2023. Butterfly accreditation at Tall Pines is targeted for the end of 2023.

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Throughout phases of implementation at each home, ongoing work focused on sustainability and spread of emotion-based care approaches will continue. With Council's leadership, staff also continue to advocate for funding, policy and measurement support from other levels of government to enable the spread and sustainability of emotion-based care.

### **3. Proposed Direction**

The Region of Peel continues to work with Meaningful Care Matters to support implementation and ongoing evaluation of the Butterfly model across Regional homes, including an annual accreditation process. Continued partnership with Meaningful Care Matters ensures that the model is being sustained to its full capacity and is maximizing opportunities to optimize emotional wellbeing. As endorsed by Regional Council in 2018, this includes an annual license agreement, evaluation, and accreditation with Meaningful Care Matters. Staff are recommending that the Long Term Care Director and Director of Procurement be authorized to approve annual fees for accreditation on an ongoing basis, as well as fees associated with training and sustainability.

### **PROCUREMENT IMPLICATIONS**

This is a non-competitive contract, in accordance with the Procurement By-law, Regional Council approval is required.

### **RISK CONSIDERATIONS**

The Region of Peel is recognized as a leader in innovative dementia care, at the forefront of implementation of emotion-based care models in the province. Ongoing implementation across all five homes is essential for the health and wellbeing of LTC residents with dementia and equity across the five Regional homes.

### **FINANCIAL IMPLICATIONS**

The current approved budget is adequate to cover the costs of the proposed contract extension. Future annual increases to the contract through the annual budget process.

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