

COMMUNICATIONS
COMMITTEE OF MANAGEMENT-HURON LODGE
October 23, 2017
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**CORPORATION OF THE CITY OF WINDSOR
HURON LODGE LONG TERM CARE HOME
FAMILY SATISFACTION SURVEY 2017**

The Mission Statement of Huron Lodge:

Huron Lodge is a community that provides a heartfelt circle of care for individuals of all ages through teamwork, compassion and trust.

As an organization it is our responsibility to live up to our Mission Statement in all that we do. Having said that, your feedback is important to us. It is through your important input that we can change or improve how we care for our residents.

Relationship to Resident

- Spouse
- Child/Child-in-law
- Sibling
- Parent
- Friend
- Other _____

How long has your loved one lived at Huron Lodge?

Please rate on a scale of 1 to 5, with 1 being Strongly Disagree and 5 Strongly Agree

	1	2	3	4	5		N/A
As the Power of Attorney or Substitute Decision Maker, Huron Lodge provides an opportunity to be involved in all decisions related to my loved one's care.							
I know who to approach when there is a problem or concern.							
Staff respect the personal and physical privacy of my loved one.							
Staff provide care in a kind, friendly and caring manner.							
My loved one receives the necessary help for: Eating:							
Bathing							
Dressing							
Toileting							
The physician(s) is helpful and available for consultation as required.							
Physiotherapy service meets my loved one's needs.							
The recreation program enhances the quality of life of residents.							
The laundry service meets my loved one's needs.							
Cleanliness and general repair of the building is good.							
Meals are of good quality and served in a pleasurable manner.							
Business transactions and questions regarding finances are dealt with efficiently and confidentially.							

**CORPORATION OF THE CITY OF WINDSOR
 HURON LODGE LONG TERM CARE HOME
 FAMILY SATISFACTION SURVEY 2017**

The diversity and availability of spiritual care programs meets my loved one's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	YES			NO			
My loved one feels safe and secure in the home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend the home to family/friends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL:

	Poor	Fair	Good	Very Good	Excellent
Please indicate your overall rating of the home as a place to live.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any additional comments would be appreciated:

Would you like to request a meeting with the Administrator?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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OPTIONAL: Please complete the following if you would like us to contact you for additional input or follow up, particularly if you have a concern we can address.

Name:	<input type="text"/>					
Address:	<input type="text"/>					
Telephone Number:	<input type="text"/>			Postal Code:	<input type="text"/>	

Annual Resident Satisfaction Survey Huron Lodge

Huron Lodge is a community that provides a heartfelt circle of care for individuals of all ages through teamwork, compassion and trust.

As an organization it is our responsibility to live up to our Mission Statement in all we do. Your input as a resident is very important to us. It is through your important feedback that we can change or improve how we care for our residents.

Home Area: _____ Date: _____

Male _____ Female _____

Please circle the number between 1 and 5 that coincide with your response to each statement, with 1 being Strongly Disagree and 5 being Strongly Agree. If a question is not applicable to you, please mark it "N/A".

RECREATION

1. I have been encouraged and/or asked to participate in activities.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

2. The recreational programming meets my needs and provides an opportunity to participate in meaningful activities.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

3. There are opportunities for me to express my spiritual and cultural preferences, if I choose to.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

4. There are opportunities for me to do enjoyable things in the evenings.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Annual Resident Satisfaction Survey Huron Lodge

5. There are opportunities for me to do enjoyable things on the weekends.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

NUTRITION & FOOD SERVICES

6. My food and beverage preferences are considered.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

7. There is a sufficient variety of food.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

8. There are adequate portions.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

9. Huron Lodge provides a pleasurable dining experience.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

10. Huron Lodge offers menu choices.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

11. There is sufficient time to eat at your own pace.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Annual Resident Satisfaction Survey
Huron Lodge

12. Food Services Workers/Dietary Aides provide friendly quality service.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

LAUNDRY

13. The laundry service is adequate and meets my needs.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

14. My clothing has been labeled appropriately and discreetly.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

15. Laundry is returned in a timely manner.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

ENVIRONMENTAL SERVICES

16. The home is clean.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Annual Resident Satisfaction Survey
Huron Lodge

17. The building is well maintained.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

18. The decor in public areas is pleasing.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

19. Your room is clean.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

ADMINISTRATION

20. I am satisfied that my questions and concerns are answered and/or followed up.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

21. Information and questions regarding my finances are dealt with efficiently.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

22. I know whom to contact with my questions or concerns.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Annual Resident Satisfaction Survey Huron Lodge

Comments:

CARE

23. I am kept informed about and participate in decisions related to my care.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

24. Staff respect my personal and physical privacy.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

25. Care is provided in a kind, friendly and gentle manner.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

26. I am given the help I need to do the following:

Eating, Bathing, Dressing, Going to the Bathroom

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

27. My questions are answered promptly and staff is available to discuss my care.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

28. The staff works as a team to support me.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

29. I feel comfortable approaching staff about any issue or concern I may have.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Annual Resident Satisfaction Survey
Huron Lodge

30. Staff are friendly, courteous and helpful to me.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

31. Huron Lodge provides a homelike environment.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

32. There are private areas where I can visit with my company.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

33. I am encouraged to personalize my room.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

34. I feel safe and secure.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

35. The outside grounds are accessible and stimulating.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

36. Staff and volunteers demonstrate a genuine concern about my well being.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

37. I am treated with respect.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

38. I can express my opinion without fear of consequences.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

Annual Resident Satisfaction Survey
Huron Lodge

SERVICES

39. The following services at Huron Lodge meet my needs.

Dental Care

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Hairdressing

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

CONTINENCE PROGRAM

40. Continance products utilized are comfortable and maintain my dignity.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

41. Are effective for their containment and odor control.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

Comments:

Annual Resident Satisfaction Survey
Huron Lodge

42. Overall, I am satisfied with the quality of care and service at Huron Lodge.

Strongly Disagree		Neutral		Strongly Agree
1	2	3	4	5

43. What number would you use to rate how well the staff listen to you on a scale of 0-10 with 0 being the worst possible and 10 being the best possible.

Worst 0 1 2 3 4 5 6 7 8 9 10 Best

44. I would recommend this nursing home to others.

Definitely Yes

Probably Yes

Definitely No

Probably No

45. Additional Comments:

Thank you for the time you have taken to let us know how we are doing and how we might improve.

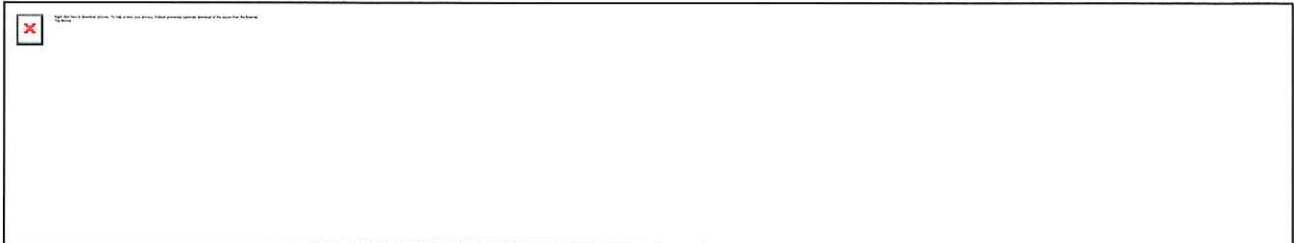
Sincerely,

The Management Team of Huron Lodge

AC:ds

From: AdvantAge Ontario Bulletin [nzivkovic@advantageontario.ca]
Sent: Thursday, September 28, 2017 3:00 PM
To: Sirbu, Alina
Subject: Omnibus Bill Includes Proposes Amendments to LTCHA

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NEWS	LEARNING	CAREERS	RESOURCES	ABOUT	CONTACT
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Omnibus Bill Includes Proposes Amendments to LTCHA

September 28, 2017

AdvantAge Ontario is sharing with members that the expected amendments to the *Long-Term Care Homes Act, 2007* (LTCHA), related to enforcement and confinement were introduced for First Reading in the Legislature yesterday, as Schedule 5 of the proposed omnibus bill, the [Strengthening Quality and Accountability for Patients Act, 2017](#).

We have issued a [press release](#) wherein we identify support for approaches that target high-risk homes and compliance issues directly impacting resident care and safety, but we warn that more must be done to support the vast majority of LTC homes who are in compliance with provincial rules and regulations but struggling to meet the care needs of residents.

If passed, the proposed amendments to the LTCHA would introduce:

1. Strengthened enforcement and inspection framework (more details below), and;
2. Consent-based framework related to confinement – the provisions regarding secure units and rights advice were never proclaimed. The changes proposed will address this by repealing those provisions and replacing them with a system that deals with confinement generally and sets out procedural protections (e.g. rights advice can be requested, issues can be taken to the Consent and Capacity Board).

In the immediate, we are sharing a high-level description of the proposals related to enforcement for members, but the Association is engaged in a comprehensive review and analysis of the entirety of [Schedule 5](#) for the purposes of informing the Association's response.

High Level Description:

- A system of administrative monetary penalties is set out.
- In addition to revoking licenses, provisions are included to allow Director

or Minister-initiated license suspensions. In addition, interim management orders for a specified period of time may be issued where the licence has been suspended or revoked.

- Provisions are added permitting the Minister to issue Ministerial directives (i.e. wound care).
- New provisions allow Orders to be filed with the Superior Court.
- Two provincial offences (failure to protect residents from abuse and neglect; failure to comply with an order) are set out along with corollary provisions.
- A number of amendments of a technical nature are made, as well as amendments respecting the French version of the Act.

The government issued a [news release](#) on the omnibus bill that members may want to review.

We will continue to monitor this closely and share developments and information as required.

Members should note that there are several pieces of legislation with proposals for amendments that are of particular relevance to members, including proposals related to the *Retirement Homes Act, 2010* (RHA). More specifically, Ontario has a robust oversight system enforced by the Retirement Homes Regulatory Authority (RHRA) and recently consulted on ways to continue to improve the system in place. Changes would:

- Strengthen the oversight powers of the RHRA.
- Increase transparency, accountability and governance through changes that include permitting the Auditor General to conduct value-for-money audits of the RHRA and by giving the minister authority to require reviews of the RHRA.

We are discussing the RHA changes with the Ministry of Seniors Affairs and will share further details with members.

Members with comments are encouraged to contact [Kathryn Pilkington](#), Director of Professional Services and Health Policy.

7050 Weston Road, Suite 700, Woodbridge, ON, L4L
8G7

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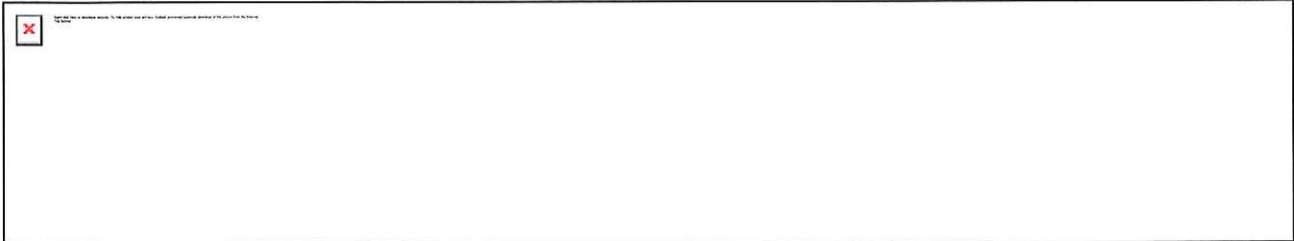


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From: AdvantAge Ontario Bulletin [cminicucci@advantageontario.ca]
Sent: Tuesday, September 12, 2017 9:55 AM
To: Sirbu, Alina
Subject: Proposed Changes to the Regulation under the LTCHA

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Proposed Changes to the Regulation under the LTCHA

September 12, 2017

AdvantAge Ontario is sharing with members that the Ministry of Health and Long-Term Care has posted to the [regulatory registry](#) their proposed changes to the Regulation under the *Long-Term Care Homes Act, 2007*. The proposed regulatory amendments include:

- Spousal reunification – consistent with our submission, the Ministry is seeking to ensure spousal reunifications are prioritized.
 - The Ministry proposal is somewhat complicated. It seeks to create “reunification priority access beds” that would be designated by the Director for the purpose of meeting spousal reunification needs. More specifically, the proposal would allow the Director to designate “reunification priority access beds” (with a separate waiting list) for persons in crisis who are seeking to be reunified in a long term care home with their spouse/partner.
 - Members will find attached to this e-bulletin a [description of the proposal](#).
- Specialized units – allowing the Director to designate a specialized unit on his/her own initiative (right now, only a LHIN may do so).
- Disclosure of personal information (between colleges and LTC homes) - the Minister or Director under the LTCHA would be required to disclose personal information about an individual to a health regulatory college and the Ontario College of Social Workers and Social Services Workers, where the Minister or Director is of the opinion that it is advisable to do so.
- Service of documents - Ministry would be permitted to serve a document by using a commercial courier.

With the exception of spousal reunification, these changes are all technical in nature.

The [language of the proposed regulatory changes](#) is also attached for member

convenience. It is also available on the regulatory registry.

The consultation period will be open for 45 days and close on October 26, 2017.

If approved, these changes would come into effect on January 1, 2018.

AdvantAge Ontario will monitor and update members. We will also share details, when available, about government's plans to make changes to the LTCHA in order to enhance enforcement options available to them.

Members with questions may contact [Kathryn Pilkington](#), Director of Professional Services and Health Policy.

Kathryn Pilkington
Director of Professional Services and Health Policy

7050 Weston Road, Suite 700, Woodbridge, ON, L4L
8G7

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Erie St. Clair **LHIN**

Susan Martin Joins the Erie St. Clair LHIN Board

Susan Martin, a resident of Chatham-Kent, has been appointed as the newest member of the Erie St. Clair (ESC) LHIN Board of Directors. The official Order-in-Council issued by the Public Appointments Secretariat of the Province of Ontario took effect on August 31, 2017. Susan attended her first Open Board meeting on September 19, 2017, at the ESC LHIN office located at 180 Riverview Drive, Chatham.

With the addition of Susan, the Erie St. Clair LHIN Board now has a compliment of nine of a potential twelve Board members. The members represent a wide cross-section of rural and urban communities from across Chatham-Kent, Sarnia/Lambton, and Windsor/Essex.

Susan Martin is a veteran health care professional with over 35 years of leadership experience supporting and leading in the field of health information management. Throughout her career, she has been recognized as an expert in developing team-based solutions to assess and respond to the changing health care management needs of care providers and patients/clients. Susan is a certified Health Information Management Professional and holds an MBA from Wilfrid Laurier University. Throughout her career, she has held leadership positions in hospitals in Windsor, Chatham, Kitchener-Waterloo, Leamington and Sarnia, retiring as Chief Information Officer at Bluewater Health in 2005. A strong proponent of the vital role that digital health plays in the provision of safe, timely and high-quality care, Susan has been involved in many local and regional initiatives to advance the development of the electronic health record across the continuum of care. She has also been involved in related regional committees with a focus on privacy and confidentiality, data integrity, decision support, and utilization management.

Susan's most important role is that of mother of two grown sons and "Grandma Sue" to a very busy grandson. She brings with her great understanding of being a personal caregiver to cherished family members throughout chronic and terminal illnesses. She is active in her church and in her IODE chapter.

The Erie St. Clair LHIN has a total population of approximately 636,020 people. It's one of 14 LHINs across Ontario mandated to plan, integrate, and fund local health services including hospitals, home and community care, community health centres, long-term care homes, mental health and addiction programs, and community support services agencies. The Erie St. Clair LHIN and its Board of Directors are responsible for approximately 1.1 billion dollars of health care services delivered in Chatham-Kent, Sarnia/Lambton, and Windsor/Essex.

QUOTES

“As health care immerses itself in the digital world, concerns regarding privacy continue to challenge progress. There is no question that both privacy and digital efficiencies must prevail side by side. We are very fortunate that our newest Board Member, Susan Martin, brings years of experience in both these realms. In addition to her MBA and years of experience in managing health care information, her experience in the world of decision support will help us bridge the gap between data and patients.”

- Martin Girash, Board Chair, Erie St. Clair LHIN

“It is a privilege to join the ESC LHIN Board of Directors, and I look forward to working with other Board members to help set a path that will enable citizens within Erie St. Clair to have access to quality care at the right time, in the right place, and delivered in the right way. Having worked in hospitals and with care providers and agencies throughout the ESC LHIN area, and other areas in Ontario, I will draw upon my experiences and knowledge to make a meaningful contribution to future strategic planning.”

- Susan Martin, Board Director, Erie St. Clair LHIN

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Windsor-Essex County Health Unit

360 Fairview Avenue W Essex, ON N8M 3G4



Phone Number: (519) 776-5933 Fax Number: (519) 776-6102

RESIDENTIAL FACILITY INSPECTION REPORT

Facility Information: Huron Lodge - Facility 1881 Cabana Rd W Windsor, ON N9G 1C7	Facility Number: XX-000-00061 Report Number: 027-004236-8 Inspection Date: August 9, 2017 Contact Name: Ashley Shoemaker Community: Windsor
Site Phone: 519-253-6060 Site Fax: 519-977-8027	In Compliance?: Yes
Facility Category: Residential Facility, Nursing Home Inspection Type: Required: Compliance Inspection - Infection Control Action(s) Taken: No Additional Action Delivery Method: Hand Delivery	
Opening Comments and Observations:	

Closing Comments:

Conditions were satisfactory at the time of inspection.

Owner or Agent Acknowledgement  I have read and understood this report.	Inspector  68027 Jelena Reeves, Public Health Inspector
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Compliance Legend: YES = Yes, NO = No, N/A = Not Applicable at Time of Inspection

Windsor-Essex County Health Unit

360 Fairview Avenue W Essex, ON N8M 3G4

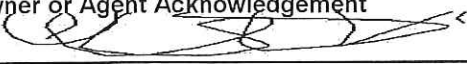
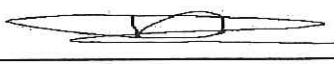
Phone Number: (519) 776-5933 Fax Number: (519) 776-6102

FOOD PREMISES INSPECTION REPORT

Facility Information: Huron Lodge - Food Cathy Harris 1881 Cabana Rd W Windsor, ON N9G 1C7	Facility Number: FI-000-00167 Report Number: 027-004235-37 Inspection Date: August 9, 2017 Contact Name: Cathy Harris Community: Windsor
Site Phone: 519-253-6060 Site Fax: 519-977-8027	In Compliance?: Yes
Facility Category: Food (Institutional), Boarding/Lodging Home/Kitchen	
Inspection Type: Required: Compliance Inspection - Food Safety	
Action(s) Taken: No Additional Action, Certified FH (Management) Onsite During Inspection, Certified FH (non-supervisory) Onsite During Inspe	
Delivery Method: Hand Delivery	
Opening Comments and Observations:	

Closing Comments:

Conditions were satisfactory at the time of inspection.

Owner or Agent Acknowledgement  I have read and understood this report.	Inspector  68027 Jelena Reeves, Public Health Inspector
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Compliance Legend: YES = Yes, NO = No, N/A = Not Applicable at Time of Inspection