



City of Hamilton
EMERGENCY & COMMUNITY SERVICES COMMITTEE
AGENDA

Meeting #: 20-008
Date: October 8, 2020
Time: 1:30 p.m.
Location: Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's Website:

<https://www.hamilton.ca/council-committee/council-committee-meetings/meetings-and-agendas>

City's YouTube Channel:

<https://www.youtube.com/user/InsideCityofHamilton> or Cable 14

Tamara Bates, Legislative Coordinator (905) 546-2424 ext. 4102

1. CEREMONIAL ACTIVITIES

2. APPROVAL OF AGENDA

(Added Items, if applicable, will be noted with *)

3. DECLARATIONS OF INTEREST

4. APPROVAL OF MINUTES OF PREVIOUS MEETING

4.1. September 24, 2020

5. COMMUNICATIONS

5.1. Katie Sullivan, respecting Support ACORN's Defending Our Homes campaign

6. DELEGATION REQUESTS

7. CONSENT ITEMS

8. PUBLIC HEARINGS / DELEGATIONS

- 8.1. Bryan Hayes, respecting reno victions and tenant harassment in Hamilton (approved September 24, 2020)

9. STAFF PRESENTATIONS

10. DISCUSSION ITEMS

- 10.1. 2020 Arena Opening Plan (HSC20031(a)) (City Wide)

- 10.2. Residential Care Facility Liaison Update (HSC20040) (City Wide)

- 10.3. Long Term Care Inspection Report - Wentworth Lodge (HSC20043) (Ward 13)

11. MOTIONS

12. NOTICES OF MOTION

13. GENERAL INFORMATION / OTHER BUSINESS

14. PRIVATE AND CONFIDENTIAL

15. ADJOURNMENT



EMERGENCY & COMMUNITY SERVICES COMMITTEE MINUTES 20-007

1:30 p.m.

Thursday, September 24, 2020

Council Chambers

Hamilton City Hall

71 Main Street West

Present: Councillors E. Pauls (Chair), T. Jackson, S. Merulla, and N. Nann

Regrets: Councillors B. Clark and T. Whitehead – Personal

THE FOLLOWING ITEMS WERE REFERRED TO COUNCIL FOR CONSIDERATION:

1. Flu Immunization Program (HSC20042) (City Wide) (Item 10.1)

(Jackson/Merulla)

- (a) That the Hamilton Paramedic Service provide mobile influenza immunization clinics for a period of 60 days, commencing October 15, 2020, in cooperation with CityHousing Hamilton and under the guidance of Hamilton Public Health, be approved; and,
- (b) That the Hamilton Paramedic Service pursue any available funding sources to cover the cost of providing the mobile influenza immunization clinics.

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Ninder Nann
 YES - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Chair - Ward 7 Councillor Esther Pauls
 NOT PRESENT - Ward 14 Councillor Terry Whitehead
 NOT PRESENT - Ward 9 Councillor Brad Clark

2. Wesley Day Program (HSC20044) (City Wide) (Added Item 10.2)

(Nann/Merulla)

That the General Manager of Healthy and Safe Communities, or his designate, be authorized and directed to:

- (a) Enter into agreements, in a form satisfactory to the City Solicitor, with Wesley Urban Ministries (or alternative Service Provider) to continue enhanced drop-in services to June 30, 2021 at a new location to be determined and at the previously approved budget; and,
- (b) That a Communication Plan be developed in conjunction with the Ward Councillor and implemented prior to the opening of any newly City funded drop-in service.

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
 YES - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Chair - Ward 7 Councillor Esther Pauls
 NOT PRESENT - Ward 14 Councillor Terry Whitehead
 NOT PRESENT - Ward 9 Councillor Brad Clark

3. Modular Housing (Item 11.1)

(Merulla/Pauls)

THEREFORE, BE IT RESOLVED:

- (a) That staff be directed to prepare a report (business plan) for the development of two modular housing pilot projects; and
- (b) That the report include a financing strategy that leverages Provincial and Federal resources for the capital and operating costs associated with a supportive housing service delivery model; and
- (c) That in consultation with Planning, Housing Services, Real Estate and other stakeholders, the report include a list of private and/or publicly owned sites for consideration; and
- (d) That the report include an expedited approval and construction process to facilitate the rapid development of the project(s) within a 12 month timeframe; and
- (e) That staff be directed to develop an application process whereby local housing providers can apply to design, develop and operate the project(s) in partnership with the City and other levels of government; and
- (f) That the report be presented to the Emergency and Community Services Committee for its consideration.

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
 YES - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson
 YES - Chair - Ward 7 Councillor Esther Pauls
 NOT PRESENT - Ward 14 Councillor Terry Whitehead
 NOT PRESENT - Ward 9 Councillor Brad Clark

FOR INFORMATION:

(a) APPROVAL OF AGENDA (Item 1)

The Committee Clerk advised of the following changes to the agenda:

5. COMMUNICATIONS (Item 5.1)

5.1 Correspondence respecting Temporary Emergency Shelter

- (a) John Stanley
- (b) Jessica Langley
- (c) Carmen Orlandis
- (d) Deborah Francis
- (e) Michelle Cho
- (f) Damon Joo
- (g) Bryan Watson
- (h) Pam Summers
- (i) Sharon Chisholm
- (j) Dr. R. Pan, Excel Dental

Recommendation: Be received.

6. DELEGATION REQUEST (Item 6.1)

6.1 Bryan Hayes, respecting reno viction and tenant harassment in Hamilton (for a future meeting)

10. DISCUSSION ITEMS (Item 10.2)

10.2 Wesley Day Centre (HSC20044) (City Wide)

(Merulla/Jackson)

That the agenda for the September 24, 2020 Emergency and Community Services Committee meeting be approved, as amended.

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
 YES - Ward 4 Councillor Sam Merulla
 YES - Ward 6 Councillor Tom Jackson

**Emergency & Community Services Committee
Minutes 20-007**

**September 24, 2020
Page 4 of 5**

YES - Chair - Ward 7 Councillor Esther Pauls
NOT PRESENT - Ward 14 Councillor Terry Whitehead
NOT PRESENT - Ward 9 Councillor Brad Clark

(b) DECLARATIONS OF INTEREST (Item 2)

There were no declarations of interest.

(c) APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)

(i) September 24, 2020 (Item 4.1)

(Merulla/Nann)

That the Minutes of the September 10, 2020 meeting of the Emergency and Community Services Committee be approved, as presented.

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
YES - Ward 4 Councillor Sam Merulla
YES - Ward 6 Councillor Tom Jackson
YES - Chair - Ward 7 Councillor Esther Pauls
NOT PRESENT - Ward 14 Councillor Terry Whitehead
NOT PRESENT - Ward 9 Councillor Brad Clark

(d) COMMUNICATIONS (Item 5)

(Nann/Merulla)

That the following Communications Items, be received, as presented:

(i) Correspondence respecting Temporary Emergency Shelter (Added Item 5.1)

- (a) John Stanley
- (b) Jessica Langley
- (c) Carmen Orlandis
- (d) Deborah Francis
- (e) Michelle Cho
- (f) Damon Joo
- (g) Bryan Watson
- (h) Pam Summers
- (i) Sharon Chisholm
- (j) Dr. R. Pan, Excel Dental

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
YES - Ward 4 Councillor Sam Merulla
YES - Ward 6 Councillor Tom Jackson

YES - Chair - Ward 7 Councillor Esther Pauls
NOT PRESENT - Ward 14 Councillor Terry Whitehead
NOT PRESENT - Ward 9 Councillor Brad Clark

(e) DELEGATION REQUESTS (Item 6)

(Nann/Jackson)

That the Delegation Requests from Bryan Hayes, respecting reno victions and tenant harassment in Hamilton, be approved for a future meeting:

Result: Motion CARRIED by a vote of 5 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
YES - Ward 4 Councillor Sam Merulla
YES - Ward 6 Councillor Tom Jackson
YES - Chair - Ward 7 Councillor Esther Pauls
NOT PRESENT - Ward 14 Councillor Terry Whitehead
NOT PRESENT - Ward 9 Councillor Brad Clark

(j) ADJOURNMENT (Item 14)

(Merulla/Nann)

That there being no further business, the Emergency and Community Services Committee be adjourned at 2:15 p.m.

Result: Motion CARRIED by a vote of 4 to 0, as follows:

YES - Ward 3 Councillor Nrinder Nann
YES - Ward 6 Councillor Tom Jackson
YES - Chair – Ward 7 Councillor Esther Pauls
YES - Ward 4 Councillor Sam Merulla
NOT PRESENT - Ward 14 Councillor Terry Whitehead
NOT PRESENT - Ward 9 Councillor Brad Clark

Respectfully submitted,

Councillor E. Pauls
Chair, Emergency and Community Services
Committee

Tamara Bates
Legislative Coordinator
Office of the City Clerk

Bates, Tamara

Subject: FW: Support ACORN's Defending Our Homes campaign!**From:** Katie Sullivan < >**Sent:** September 24, 2020 1:58 PM**To:** clerk@hamilton.ca**Subject:** Support ACORN's Defending Our Homes campaign!

Dear City Clerk,

I have been renting for the majority of my life here and Toronto, and plan to rent for the rest of my life due to escalating housing costs. It's inhumane to let apartments go into disrepair to get tenants out, I currently live with a tenant on ODSP and they are treated so different than even I am - their daughter and her husband are also living below poverty line and are blamed constantly for their place not being organized, though they never are given any updates on any repairs they ask for. This story is sadly so common and the norm. Landlords should not be able to evict/force out tenants to be able to renovate and then charge more. Property should not be a business - not when HUMAN lives are at stake.

I'm writing to ask for your support for ACORN Hamilton's Defending Our Homes campaign that calls on the Mayor and Council to pass a new housing policy that would save affordable housing in the city.

As you know the housing crisis in Hamilton has gone from bad to worse, mainly due to factors outside of the control of local government. Loose provincial rent control laws have led to skyrocketing rents for Hamilton tenants, combined with poor policy development and inadequate funding for affordable housing from higher levels of government, the city is in a difficult position when it comes to housing.

Low and moderate income tenants face the highest risk of displacement. As ACORN so aptly points out in their new report (<https://acorncanada.org/resource/hamilton-defending-our-homes>), there are landlords in Hamilton that are neglecting basic repairs, building maintenance and pest prevention and developers are buying up Hamilton's affordable rental stock with the plan of pushing out the existing tenants to maximize profit.

Hamilton ACORN is asking for the City of Hamilton to develop a policy that puts the health and housing security of tenants ahead of the profit of developers.

ACORN is calling for:

- Renoviction Bylaw to disincentivize tenant displacement similar to the Renoviction Bylaw passed in New Westminster, BC
- Landlord Licensing to ensure landlords keep their properties in good repair

We know your office cares deeply about these issues. Please support this call to action.

Sincerely,
Katie Sullivan

▫

Request to Speak to Committee of Council

Submitted on Saturday, September 19, 2020 - 4:45 am

==Committee Requested==

Committee: ~~General Issues Committee~~ Emergency and Community Services

==Requestor Information==

Name of Individual: Bryan Hayes

Name of Organization:

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request: reno victions and tenant harassment in Hamilton

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? Yes



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 8, 2020
SUBJECT/REPORT NO:	2020 Arena Opening Plan (HSC20031(a)) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Steve Sevor (905) 546-2424 Ext. 4645
SUBMITTED BY:	Chris Herstek Director, Recreation Division Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

Not Applicable

INFORMATION

Recreation staff initially reported in August 2020 about the reopening plan for City operated ice arenas. At that time, the intention was to open five arenas on August 31, 2020 for immediate use by affiliated youth ice groups. The initial arena opening schedule was a conservative plan based on the pre-season needs for the months of September and October. Following consultations with various ice users, the opening date was shifted at their request to September 8, 2020 so that they would have more time to prepare their volunteers.

The ice user groups are continuing to accept registration to their various programs. To date, based on late August/early September discussions with groups, we adjusted the opening schedule as follows:

- Mohawk 4 Ice Centre – September 1, 2020 (completed)
- Chedoke Twin Pad Arena – September 8, 2020 (completed)
- Harry Howell Twin Pad Arena – September 8, 2020 (completed)
- Morgan Firestone Arena – September 8, 2020 (completed)

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

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SUBJECT: 2020 Arena Opening Plan (HSC20031(a)) (City Wide) - Page 2 of 2

- Rosedale Arena – September 8, 2020 (completed)
- Inch Park Arena – September 15, 2020 (completed)
- Glanbrook Arena – October 1, 2020
- J.L. Grightmire Arena – October 1, 2020
- Westoby (Olympic) Arena – October 19, 2020
- Valley Park Arena – November 2, 2020
- Bill Friday (Lawfield) Arena – November 2, 2020
- Mountain Skating Centre – November 2, 2020
- Dave Andreychuk Arena – November 2, 2020

Many precautions are being implemented in our centres and significant procedures for cleaning and sanitization are now part of our standard operational routines. These procedures along with the provincial gathering limits have resulted in the reduction of available ice opportunities. At the present time, we are focusing on providing limited access to our seasonal affiliated ice users (youth organizations that have met our affiliation standards). Without knowing what each sport governing body would implement as it relates to future programming restrictions, recreation staff started with providing affiliated user groups with 50% of their projected requests of allocated ice time for the month of September. Recreation staff were cognizant that ice users still needed more time in September and October to validate their membership numbers.

Public programming (public skate, seniors skate, parent and tot skate, shinny), ad-hoc rentals including adult groups were planned to be open in January 2021; however, there is a possibility of reviewing this sooner provided that the availability of ice slots increases.

Recreation staff are ensuring that arenas are not opened unnecessarily and that we are being efficient with the operation of the arenas in light of the current pandemic. Staff have requested firm membership numbers as well as information from all ice users on type of programming by October 15, 2020. This will give user groups time to complete their registrations and it will also provide staff with more concrete membership numbers instead of relying on projections. It will also provide staff with a better understanding if the programming being planned is permitted by the respective provincial sport organization. Following the submission deadline, Recreation staff will be able to determine if any other arenas need to be open to support the demand for the remainder of the ice season.

APPENDICES AND SCHEDULES

None



INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 8, 2020
SUBJECT/REPORT NO:	Residential Care Facility Liaison Update (HSC20040) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Rikki Frith (905) 546-2424 Ext. 7604
SUBMITTED BY:	Paul Johnson General Manager Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

Emergency and Community Services Committee at its meeting of June 19, 2020 approved the following:

“That Staff be directed to report back on the recommended accountability standards, service levels and process requirements for the various types of complaints that can be addressed by the RCF Liaison position, including details regarding:

- (i) How the facility will be told that there is a complaint and given an opportunity to correct the situation;
- (ii) If the investigation reveals non-compliance, how the facility will be required to correct the situation and ensure future compliance and how the public will be notified; and,
- (iii) How the Complainant will be provided with follow up information regarding the outcome of the investigation.

That the General Manager of the Healthy and Safe Communities Department will report quarterly a summary of the complaints received, and the status of the complaints”.

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SUBJECT: Residential Care Facility Liaison Update (HSC20040) (City Wide) - Page 2 of 3

INFORMATION

A one-year temporary Residential Care Facility (RCF) liaison position was created in June 2020 to answer phone calls and emails from RCF residents and/or their families, friends, caregivers, staff, etc. who have serious concerns or complaints about their residential care facility. Concerns may include (but not limited to) facility cleanliness or disrepair, food issues (lack thereof or quality), infestation, abuse or neglect, aggressive residents or lack of supervision, medication control and/or fire hazards. Posters advertising the RCF complaint liaison phone number and email were distributed to all Hamilton-based RCFs for posting in their common areas.

All complaints received are logged and forwarded on to the appropriate city staff to deal with (i.e. Municipal Law Enforcement (MLE), Public Health, Hamilton Fire Department) or, in some cases (including abuse and neglect), to the Retirement Home Regulatory Authority (RHRA) (www.rhra.ca or 1-855-ASK-RHRA). Where the RHRA might play a role, residents or their advocates are encouraged to call the RHRA directly to connect with someone who can either provide immediate support and recommendations or can begin an official investigation into the facility. If an investigation is warranted, results are posted on the RHRA website approximately 90 days after the investigation is opened.

The following table outlines the contact volume/type of contacts received, including complaint status, in the first quarter of this year-long initiative (July-September 2020):

Complainant	Complaint Type	Departments Involved	Outcome
Parent	Concerns re home cleanliness, infestation, lack of communication	Councillor's Office Public Health MLE RCF Subsidy	Resolved. No charges laid.
Resident	Ongoing complaints around food quality/quantity and menu planning, infestation, roommate issues, A/C (hot), inaction by home management/operator	Public Health MLE RHRA RCF Subsidy	Most issues resolved. Ongoing pest management. Property Standards Order issued (flooring) until mid-October.
Parent	Concerns re group home restrictions (visitors, healthcare staff, access to outdoors), nutrition, financials	Public Health	Resolved. No charges laid.

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SUBJECT: Residential Care Facility Liaison Update (HSC20040) (City Wide) - Page 3 of 3

Complainant	Complaint Type	Departments Involved	Outcome
Friend	Concerns re resident neglect, access to resident's account, lack of appropriate nutrition, poor hygiene care	Public Health RHRA	Resolved. No charges laid.

Other phone calls and emails received via the RCF Liaison complaint mechanism were not specific to RCF residents and/or caregivers, friends, family, etc. These included neighbour complaints specific to RCF resident behaviours (i.e. drug dealing and use, public urination/defecation, noise/bad language, theft, aggressive panhandling), perceived lack of supervision by operators/RCF home staff, general disorderly conduct within a neighbourhood and the perceived impacts these behaviours have on house values. Where possible, these complaints were shared with MLE and complainants were advised to contact the Hamilton Police Services for more immediate disturbances. Other phone calls and emails received had nothing to do with RCFs and were redirected as appropriate.

MLE and Public Health staff also track complaints received through their offices and if a pattern emerges, additional steps can be taken (including but not limited to suspension of RCF operator license renewal) to ensure compliance. In some cases, the same complaint comes in via several different contacts (emails and phone calls to various departments, Councillor's office, Customer Contact Centre and RCF liaison). Representatives from the RCF multi-disciplinary team believe that a revamp of Schedule 20 would address some of the duplicities seen with these concerns.

The next quarterly update is anticipated in mid-January, 2021.

APPENDICES AND SCHEDULES ATTACHED

None



Hamilton

INFORMATION REPORT

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	October 8, 2020
SUBJECT/REPORT NO:	Long Term Care Inspection Report - Wentworth Lodge (HSC20043) (Ward 13)
WARD(S) AFFECTED:	Ward 13
PREPARED BY:	Karen Allcroft (905) 546-2424 Ext. 1900 Holly Odoardi (905) 546-2424 Ext. 1906
SUBMITTED BY:	Paul Johnson General Manager Healthy and Safe Communities Department
SIGNATURE:	

COUNCIL DIRECTION

None

INFORMATION

The Ministry of Long-Term Care (MLTC) is responsible for legislating, regulating, evaluating and funding care and service provided within the 627 Long Term Care (LTC) Homes across the province of Ontario.

On July 1, 2010, the new *Long-Term Care Homes Act* (LTCH Act) was enacted. This Act, and its associated *Ontario Regulations 79/10*, includes a requirement that all LTC Homes have an annual inspection. Although not expressly communicated to LTC Homes, or acknowledged publicly, the emphasis for Compliance Inspections has shifted in the last several years from unannounced annual visits to focused inspections triggered by Complaints or Critical Incident Reporting. Homes now have more frequent visits from MLTC Compliance Inspectors in response to complaints and/or submission of Critical Incidents System (CIS) Reports. The overall time that Compliance Inspectors are in the Home is greater due to more visits in the calendar year and an average of 1-3 weeks per visit. In addition to these in person inspections, Homes are also expected to

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**SUBJECT: Long Term Care Inspection Report - Wentworth Lodge (HSC20043)
(Ward 13) - Page 2 of 3**

review identified CIS reports over the phone with a Compliance Inspector throughout the year.

Wentworth Lodge has not had an annual Resident Quality Inspection (RQI) since September 2017. Rather than completing a single comprehensive RQI, the Compliance Inspectors have made multiple visits in response to CIS reports and written complaints submitted by the Home. In total, the Compliance Inspectors have been in Wentworth Lodge five times in the last two years to complete targeted and triggered inspections.

The Ministry determines the Home's report card through a decision matrix based on a graduated scale. The inspectors will consider the severity of the issue, the scope of the issue and the compliance history of the area of concern in their matrix.

A summary of the two Inspection Reports for Wentworth Lodge is attached as Appendix "A" to Report HSC20043. The Inspection Reports include five identified compliance issues and the expectations for improvement. The report includes a reissue of a Compliance Order, which was issued due to resident to resident abuse, and the Homes duty to protect its residents from abuse. All cases investigated in this report regarding resident to resident incidents of abuse were due to cognitive impairment.

Approximately 85% of LTC residents have some type of cognitive impairment and approximately half of LTC residents exhibit aggressive behaviour which varies from resident to resident. Aggression in LTC would be referenced as someone being verbally or physically abusive, socially disruptive, or resisting care and assistance. In many of these incidences in LTC this is not true aggression, but a response to something in the person's environment and their inability to interpret the situation correctly due to their cognitive impairment. "Responsive behaviours" are behaviours that often indicate an unmet need in a person whether cognitive, physical, emotional, social, environmental or other, or a response to circumstances within the social or physical environment that may be frustrating, frightening or confusing to a person. Some examples of responsive behaviours would be pushing or hitting, irritable outbursts, or spitting, etc.

The reissue of the Compliance Order further required that Wentworth Lodge Leadership Team participate in a MLTC Director Referral consult via phone on September 18, 2020

During the Director Referral consult, the MLTC acknowledged that much work has been done with respect to the Home's Zero Tolerance for Abuse and Responsive Behaviour Programs. Further, it was shared by the Home that the systemic challenges associated with COVID 19 have impacted the ability to transfer residents with high risk behaviours to alternate levels of care. The staffing impact in the Home relative to the single employer restriction for LTC Homes has created a challenge in the ability to book staff to complete 1:1 monitoring. A plan of correction is being developed and the Home

**SUBJECT: Long Term Care Inspection Report - Wentworth Lodge (HSC20043)
(Ward 13) - Page 3 of 3**

expects a follow-up inspection from the MLTC, wherein it is hoped that the Compliance Order will be removed in full.

Staff remain committed and vigilant in reporting and responding to any identified quality of life or quality of service findings. Staff continue to work with their provincial association, AdvantAge, to advocate for increased resources in Long Term Care which would further support quality care in each Home and across the sector.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report HSC20043: Inspection Reports Summary for Wentworth Lodge

**Appendix “A” to Report HSC20043
Page 1 of 1**

Inspection Reports Summary for Wentworth Lodge

Date of Visit	Report Received	Inspection Trigger	Area(s) of Focus	Compliance Findings
July 24 – Aug 10/20	Aug 31/20	2 Complaints 2 Critical Incidents System Reports (CIS)	Plan of Care	Resident was transferred from bed to a wheelchair which was not supported in the resident care plan. No injuries or negative outcomes. Resident Power of Attorney (POA) has now provided consent for transfers using the mechanical lift.
July 24 - Aug 10/20	Sept 1/20	7 CIS 1 Complaint	Failure to Protect from Abuse, Plan of Care, Reporting Abuse, Responsive Behaviour Program	<p>Resident with dementia and responsive behaviours had an interaction with two other residents that resulted in a bruise and a small skin tear.</p> <p>Resident is known to have responsive behaviours and MLTC indicates staff failed to anticipate or stop the interaction. Plan of care should be more fulsome.</p> <p>A staff person failed to alert a supervisor that a resident with dementia touched the chest of another resident with dementia. No finding of sexual abuse but the issue was not immediately reported to MLTC.</p>