



# INFORMATION REPORT

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

## 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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OUR Vision: To be the best place to raise a child and age successfully.

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

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

**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](http://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):

<b>Complainant</b>	<b>Complaint Type</b>	<b>Departments Involved</b>	<b>Outcome</b>
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.

<b>Complainant</b>	<b>Complaint Type</b>	<b>Departments Involved</b>	<b>Outcome</b>
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