



Hamilton

**Seniors Advisory
Committee**

December 2, 2022

Minutes 22-012

10:00am– 12:00pm

Due to the COVID-19 and the Closure of City Hall

All electronic meetings can be viewed at:

City's YouTube Channel

<https://www.youtube.com/user/InsideCityofHamilton>

In Attendance:

Penelope Petrie (Chair), Maureen McKeating, Marian Toth, Marjorie Wahlman, Ann Elliott, David Broom, Peter Lesser, Alexander Huang, Tom Manzuk, Sheryl Boblin, Noor Nizam

Also, in Attendance:

Lisa Maychak, Project Manager, Healthy & Safe Communities Department
Kim VanderMeulen, Program Secretary, Healthy & Safe Communities Department
Graeme Wallace, Program Secretary, Healthy & Safe Communities Department

Absent with Regrets:

Aref Alshaikhahmed, Sarah Shallwani, Councilor N. Nann, Councilor T. Jackson, Kathryn Wakeman, Carolann Fernandes,

Absent: Kamal Jain, Steve Benson,

1. CEREMONIAL ACTIVITIES (Item 1)

(i) Land Acknowledgement presented by A. Elliott.

P. Lesser has volunteered to read the Land Acknowledgement at the next meeting.

2. APPROVAL OF AGENDA (Item 2)

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

(i) Addition of Communication received from Sarah Shallwani
(Item 13.7)

(ii) Age-Friendly Survey (Item 13.8)

(S. Boblin/A. Huang)

That the Seniors Advisory Committee approves the December 2, 2022 agenda, as amended.

CARRIED

3. APPROVAL OF MINUTES OF PREVIOUS MEETING (Item 4)

(i) Spelling correction of D. Broom's surname.

(M. Wahlman/A. Elliott)

That the Seniors Advisory Committee approves the September 9, 2022 minutes, as amended.

CARRIED

4. DISCUSSION ITEMS (Item 10)

(i) **Working Groups (Item 10.1)**

(M. Wahlman/P. Lesser)

That the following updates be received:

(a) Getting Around Hamilton Working Group

- There are no updates from this working group.

(b) Elder Abuse Working Group

A. Elliott reported this working group had a discussion on a draft motion submitted by D. Broom regarding Shalom Village. A suggestion was submitted to invite Sheila from Elder Abuse Ontario to this working group for a future meeting. M. Wahlman stated that A. Alshaikhahmed is now the new chair of the Elder Abuse Working Group.

(c) Housing Working Group

M. Toth reported the motion for Heat Mitigation was accepted from City Council. M. Toth was invited to attend an Age-Friendly Collaborative meeting and presented Housing Working Group activities undertaken. M. Toth will be meeting with L. Maychak and Kamba Ankunda, Housing Services to discuss the scope of the housing guide and its requirements.

(d) Communication Working Group

D. Broom reported that the last Communication Working Group meeting was cancelled and will be re-scheduled in January.

D. Broom also attended the Age-Friendly Collaborative meeting and highlighted the activities and achievements the Communication Working Group has made progress on.

CARRIED

(ii) Working Committees (Item 10.2)

(M. Wahlman/P. Lesser)

That the following updates be received:

(a) Age-Friendly Plan - Governance Committee

A. Elliott reported that the Hamilton Council on Aging was not successful at obtaining a grant that looks at equity and dementia-friendly education but are pursuing other funding.". The committee approved the terms of reference and are now looking at more recruitment for goal champions. Request to the committee for any suggestions of potential second goal champion partners from the community around transportation and public and outdoor spaces to please contact either A. Elliott or P. Petrie. L. Maychak will follow up with an email to the Senior's Advisory Committee to explain in detail what specifically the committee is looking for.

(b) Seniors Kick Off Event

- There are no updates from this committee.

(c) International Day of Older Persons Committee

L. Maychak reported the International Day of Older Persons event took place in October. M. Wahlman and A. Huang attended this event. M. Wahlman and A. Huang both reported the presentations were phenomenal, but the event was not as well attended as it has been in the past.

(d) McMaster Institute for Research on Aging

B. Spinner provided an update that this working committee no longer exists but will do some follow up with McMaster Institute on Research and Aging's Chief Executive Officer about other possible opportunities. The Seniors Advisory Committee will keep this item on the agenda at this time. P. Petrie has offered to reach out to her contacts at McMaster and see if there is another group that would be a good fit with the Seniors Advisory Committee. L. Maychak suggested that we invite Brenda Vrkljan to a future meeting to present on her research.

(e) Ontario Health Coalition

- Member C. Fernandes will continue to send the committee email updates through L. Maychak.

(f) Our Future Hamilton Update

- There are no updates from this committee.

(g) Senior of the Year Award

Seniors Advisory Committee members reported the Senior of the Year Award was a fantastic event and L. Maychak did an amazing job organizing it.

CARRIED

5. MOTIONS (Item 11)

D. Broom put forward the following motion:

(i) Ongoing Abuses in Long Term Care Homes in the City of Hamilton

(D. Broom/Sheryl Boblin)

WHEREAS sexual and physical abuses continue to have a negative impact on some of the most vulnerable, seniors resident living in some long-term care homes in the City of Hamilton.

WHEREAS up until the end of January 2021, 119 deaths attributed to COVID 19 occurred in the 28 Long-Term Care homes in the City of Hamilton with 70% of those deaths in just 4 long-term care homes. One of those long-term care homes is Shalom Village, 60 Macklin St. N., Hamilton (Ward 1) where 17 deaths occurred.

WHEREAS, on April 9, 2022, CBC News article reported the Ministry of Long-Term Care inspectors allege the abuse at Shalom Village Long-Term Care home went undocumented, the home didn't do police checks on new employees and didn't follow proper protocol during a COVID-19 outbreak, among other things.

WHEREAS the inspection at the home with 127 licensed beds was conducted throughout the month of January and published online on Feb. 28. It resulted in 22 written notices, including the failure to protect residents from abuse, 16 voluntary plans of correction and five compliance orders.

WHEREAS the orders were each given dates to comply by, ranging from May 2, 2022, to Aug. 1, 2022.

WHEREAS the province says a registered practical nurse (RPN) watched a personal support worker (PSW) "inappropriately apply an intervention" to a resident, the "intervention" was a skin cream. The incident was not reported to management until four days after it had occurred, and there was no documentation of the incident or assessments conducted," read the inspection. As a result, [the PSW] was able to return to work and another abuse incident occurred. Shalom Village says the PSW who allegedly abused residents were "immediately removed from the home" and it "addressed the related training issues." Shalom Village also says in the second alleged incident, nursing staff promptly contacted police and the home "fully cooperated with their investigation. "Police told CBC News that occurred in August 2021 and was for assault, not sexual misconduct". Police did not say if any charges resulted from the case.

WHEREAS there was a case of alleged neglect when a resident was hurt while two PSWs were caring for them, but the report states it has no written statements or eyewitness accounts from either PSW. "When interviews were not conducted with all witnesses as part of an alleged abuse investigation, the results of the investigation may have been inaccurate, which placed residents at risk for being abused in the future," the report read.

WHEREAS The Hamilton Spectator now reports on Wednesday November 23, 2022 "More allegations of abuse at Shalom Village that a second provincial inspection of Shalom Village again raises allegation of abuse, delays in reporting and insufficient background checks of staff.

WHEREAS infection, prevention, and control (IPAC) have been found for a second time at the home on Macklin Street north, Hamilton. The inspection also claims food service workers were so unaware of resident's diets that a senior was served a meal known to make them sick.

WHEREAS leadership has been in upheaval during the pandemic with a revolving door of CEO's, administrators, and directors of care. As of July 2022, a former CEO has returned to Shalom Village to take charge. Yet the Ministry of Long-Term Care inspection, carried out on multiple dates from August 11 to September 1, resulted in one compliance order stemming from allegations of abuse and neglect involving consent and pain management issues. In addition, the report revealed the home didn't comply with an order from the February inspection to train all staff by May 2nd on the province's zero tolerance policy of abuse and neglect of residents.

WHEREAS the inspector found 10 staff members hired between May and July did not go through proper checks. Over the course of the pandemic, the province has allowed homes to hire staff while police checks were pending. However, the new hires are supposed to sign declarations that list any criminal charges, orders, or convictions as well as findings or proceedings around misconduct. However, no declarations were done until July 21, despite the inspection in February flagging issues around police checks. The PSW at the

center of sexual abuse allegations in the first inspection hadn't been properly checked by the home.

WHEREAS a staff member is alleged to have given a resident medication despite the senior adamantly refusing it. The inspector found documentation validating the resident didn't need the medication that was supposed to only be given when required.

WHEREAS another resident was alleged to have been frequently denied pain medication by the staff member. The resident and family members complained about the pain medication being withheld but the inspection found no investigation (by the home) was done. "Failing to investigate allegations of neglect may have placed the resident and others at risk" stated the inspection. In addition, the resident alleged they were physically harmed three times, but no investigation was done despite a charge nurse being informed. There is no indication the police were informed as required under the Long-Term Care Act. The home was ordered to give the problem staff member education on what constitutes abuse and neglect as well as residents' rights, consent, and pain management. It was also ordered to ensure allegations of abuse and neglect against a specific resident are immediately reported and investigated. The director of care and their assistant were ordered to review the home's policy on mandatory reporting.

WHEREAS allegations around delayed reporting abuse, Shalom Village was also accused of failing to immediately report an unexpected death. The death occurred after the resident was sent to hospital because of a "significant unexpected change" in their health. The inspection claims the director wasn't immediately informed about it and Shalom Village waited two days to put the death into the province's critical incident reporting system.

WHEREAS the inspection also found failings when it came to an altercation between two residents that resulted in injuries, none bad enough to require hospitalization. Both residents had a documented history of this type of behavior. There is no indication of any police involvement as required under the Long-Term Care Act.

WHEREAS the inspection flagged concerns about food service workers being unaware of resident's diets, preferences, and special needs. A resident approached the inspector to express concern about being served a food that was known to make them sick despite it being written in their care plan as off limits.

WHEREAS in a second case, a resident had specific nutritional needs related to a health condition that weren't being met despite several complaints from the senior and their family.

THEREFORE, BE IT RESOLVED:

- (a) That Council for the City of Hamilton, the councilor for Ward 1 be made aware of the flagrant and ongoing abuses at Shalom Village; and
- (b) That Council for the City of Hamilton request that the Ministry of Long-Term Care Ontario take charge of Shalom Village until such time as home is compliant and proper leadership is in place to mitigate any future abuses at this home.

CARRIED

7. GENERAL INFORMATION/OTHER BUSINESS (Item 13)

(A. Elliott/M. McKeating)

That the following information be received:

(i) Role of Secretary (Item 13.1)

(A. Huang/D. Broom)

The Seniors Advisory Committee (SAC) is looking for volunteer to fill the role of the secretary for this term. Member Tom Manzuk has volunteered to take on this role.

CARRIED

(ii) 2023 Procedural Handbook (Item 13.2)

A reminder to the Senior Advisory Committee to review the 2023 Procedural Handbook and send any feedback to L. Maychak by January 31, 2023, who will forward to Clerks.

(iii) Follow up on Heat Mitigation motion (Item 13.3)

M. Toth provided an update that Council has approved this motion.

(iv) Motion to approve SACs 2018-2022 Achievements (Item 13.4)

This item will be brought back in January to the agenda once L. Maychak provides updates on the status of motions previously submitted by the Seniors Advisory Committee.

(v) 2018-2022 Achievements (Item 13.6)

P. Petrie provided a presentation on the Senior Advisory Committee's achievements and the request for 2023 budget to Emergency and Community Services Committee. This will now proceed to council for approval.

(vi) Communication from Sarah Shallwani (Item 13.7) (D. Broom/M. Wahlman)

S. Shallwani has submitted her resignation to the Senior Advisory Committee (SAC). The SAC committee has accepted her resignation.

CARRIED

(vii) Age-Friendly Survey (Item 13.8)

The Age-Friendly survey will be emailed to members of this committee by L Maychak. Seniors Advisory Committee members are asked to share this survey with their contacts. Survey link: www.emailmeform.com/builder/emf/HCoA/2022AgeFriendlyHamilton

8. ADJOURNMENT (Item 15)

(A. Huang)

That the Seniors Advisory Committee be adjourned at 12:04

CARRIED

Next Meeting: January 6, 2023