




**CITY OF HAMILTON**  
**HEALTHY AND SAFE COMMUNITIES DEPARTMENT**  
**Long Term Care**

<b>TO:</b>	Chair and Members Emergency and Community Services Committee
<b>COMMITTEE DATE:</b>	March 23, 2023
<b>SUBJECT/REPORT NO:</b>	Procurement of Physiotherapy Services in Municipal Long-Term Care Homes (HSC23014) (Wards 7 and 13)
<b>WARD(S) AFFECTED:</b>	Wards 7 and 13
<b>PREPARED BY:</b>	Holly Odoardi (905) 546-2424 Ext. 1906
<b>SUBMITTED BY:</b>	Angela Burden General Manager Healthy and Safe Communities
<b>SIGNATURE:</b>	

## RECOMMENDATION

Pursuant to Procurement Policy 11 – Non-competitive Procurements, that Council approve the extension to Contract C5-21-14, for the provision of Physiotherapy Services and Exercise Services used at Macassa and Wentworth Lodges until January 31, 2024 and that the General Manager, Healthy and Safe Communities Department be authorized to negotiate, enter into and execute the extension and any ancillary documents required to give effect thereto with Hamilton Physio Clinic, in a form satisfactory to the City Solicitor.

## EXECUTIVE SUMMARY

This Report is requesting Council's approval for the extension of Contract C5-21-14 until January 31, 2024 (an extension of approximately 10 months to the current Contract) to maintain continuity of physiotherapy and exercises services to the residents of Macassa and Wentworth Lodges (the Homes) while staff complete a competitive procurement process to secure a vendor for these services in accordance with the City's Procurement Policy.

## Alternatives for Consideration – Not Applicable

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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.

**FINANCIAL – STAFFING – LEGAL IMPLICATIONS**

Financial: There are no financial implications associated with Report HSC23014. This service for residents is fully funded through the Ministry of Long-Term Care

Staffing: There are no staffing implications associated with Report HSC23014.

Legal: Legal Services staff may be required to assist with any amendment to extend the Contract.

**HISTORICAL BACKGROUND**

The current contract for Physiotherapy Services and Exercise Services required at the Homes, Contract C5-21-14 (Contract) which was awarded to Hamilton Physio Clinic (Hamilton Physio) on January 26, 2015, was due to expire on March 31, 2020. With the onset of the pandemic in March 2020, staff at both Homes did not have the capacity to undertake a competitive procurement process as their sole focus at this time was to provide enhanced care to the residents during the COVID-19 pandemic. In order to maintain the continuity of the services provided by Hamilton Physio, staff brought forward and approved four Policy 11 Non-Competitive Procurements to extend the current Contract; first Policy 11 approved on January 14, 2020 for three months, second Policy 11 approved on March 13, 2020 for nine months, third Policy 11 approved on January 25, 2021 for five months and the fourth Policy 11 approved on August 5, 2021 for one month. The Policy 11 extensions allowed for a total of 18 months to be added to the Contract (April 1, 2020 to September 30, 2021).

In May of 2021, the nursing leadership team worked with the Procurement Section to develop and complete the issuance of C5-12-21, a Request for Proposals (RFP) to secure a new contract for a proponent to provide onsite physiotherapy and exercise services for the residents of the Homes. Although the RFP was issued with the expectation that an award would be made by September 30, 2021, staff subsequently cancelled the RFP prior to selecting a vendor. As staff worked through the evaluations of the proposals, it became evident that the description of the scope of services was insufficient to provide the level of service that is now required for the Homes and their residents. In light of this, Procurement staff advised that it was in the best interests of all parties to cancel the RFP and immediately secure Council Approval to continue with current vendor in order to revise the scope of work and remain in compliance with Procurement Policy.

## **POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS**

The Long-Term Care Homes have an obligation under the *Fixing Long-Term Care Act* (2021) and *Ontario Reg. 246/22*: indicating that they shall ensure that therapy services are available for residents onsite, specifically physiotherapy and exercise programs provided to residents.

The recommendations in Report HSC23014 comply with the City of Hamilton's By-law 20-205 as amended, Procurement Policy 4.11, Policy 11 – Non-Competitive Procurements.

## **RELEVANT CONSULTATION**

Procurement was consulted and supports the recommendation in this Report.

## **ANALYSIS AND RATIONALE FOR RECOMMENDATION**

Since September 2021, it has been staff's intention to work with the Procurement Section to revise and issue a new RFP as per Report HSC21040. However, the continued pandemic in Long-Term Care (LTC) continues to heavily affect the work that staff perform at the Homes and their inability to focus on preparing a revised RFP for physiotherapy services. In addition to dealing with the challenges of the pandemic, the Homes have had to address and manage further hindrances including multiple COVID-19 Outbreaks, health human resource challenges, the introduction of the new *Fixing Long-Term Care Act* and Regulations, as well as carry out other procurement processes to secure goods and services necessary for the care and operation of the Homes.

The Procurement Policy, Policy 4.11, Policy 11 Non-Competitive Procurement requires Council approval where the extension of a contract "exceeds 18 months from the expiry of the contract with a vendor". Since the current Contract C5-24-14 with Hamilton Physio Clinic has been extended from October 7, 2021 to April 7, 2023, Council approval is required to extend the Contract any further.

Due to continuance of the pandemic, staff is requesting an additional 10-month extension to the Contract with Hamilton Physio, to allow the leadership team to continue to focus on the health and safety of our residents, staff, and Homes. Hamilton Physio has proved to be a competent and satisfactory vendor to the City. The extension of the Contract will allow staff to continue to work with the Procurement Section with the goal to issuing a new RFP and award a new contract before January 31, 2024. The further extension will also ensure there are no service disruptions to our 430 residents across both Homes.

**ALTERNATIVES FOR CONSIDERATION - None**

**ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN**

**Healthy and Safe Communities**

Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

**APPENDICES AND SCHEDULES ATTACHED - None**