

2018 Audited Operating and Special Project Fund Statements

	OPERATING FUND				SPECIAL PROJECT FUND	CAPITAL RESERVE FUND	CAPITAL FUND	TOTAL	
	Community Services	Long-Term Care	Housing Program	Total				2018	2017
<u>Ministry of Health and Long-Term Care</u>									
REVENUE									
Provincial grants – operating	\$1,277,425	\$1,124,717	\$ 15,697	\$2,417,839	\$ -	\$ -	\$ -	\$2,417,839	\$2,471,379
County of Renfrew	-	140,959	-	140,959	-	-	-	140,959	140,959
Client fees	131,351	-	-	131,351	-	-	-	131,351	115,174
Resident fees	-	486,266	-	486,266	-	-	-	486,266	494,754
Apartment rent	-	-	93,739	93,739	-	-	-	93,739	84,877
Donations and fundraising	-	-	-	-	45,105	-	-	45,105	55,294
Investment income (loss)	867	531	371	1,769	(21,183)	438	-	(18,976)	33,207
Memberships	-	-	-	-	1,289	-	-	1,289	1,340
Housing program	-	-	-	-	-	4,856	-	4,856	6,356
	1,409,643	1,752,473	109,807	3,271,923	25,211	5,294	-	3,302,428	3,403,340
EXPENDITURES									
Salaries	927,423	1,216,351	1,024	2,144,798	-	-	-	2,144,798	2,083,287
Employee benefits	145,537	160,750	9	306,296	-	-	-	306,296	316,400
Contracted services	-	31,769	-	31,769	-	-	-	31,769	66,440
Laundry	3,106	20,826	-	23,932	-	-	-	23,932	22,329
Raw food	68,196	70,642	-	138,838	-	-	-	138,838	128,374
Other dietary	-	10,541	-	10,541	-	-	-	10,541	5,319
Nursing supplies	-	44,941	-	44,941	-	-	-	44,941	46,337
Plant supplies	112,619	117,893	37,593	268,105	10,000	-	-	278,105	230,804
Water and sewer	4,695	4,695	9,370	18,760	-	-	-	18,760	18,463
Other administration	28,044	20,976	-	49,020	631	-	-	49,651	72,207
Staff and board training	8,534	3,987	-	12,521	-	-	-	12,521	11,122
Insurance	14,673	9,940	4,938	29,551	-	-	-	29,551	28,454
Transportation and travel	45,828	-	-	45,828	-	-	-	45,828	50,479
Program supplies and costs	26,064	21,695	-	47,759	-	-	-	47,759	146,750
Advertising	1,978	-	-	1,978	-	-	-	1,978	2,917
Amortization of property and equipment	-	-	-	-	-	-	40,492	40,492	39,603
Interest on mortgage	-	-	-	-	-	-	5,684	5,684	6,430
Municipal taxes	930	-	2,157	3,087	-	-	-	3,087	3,081
Management fees	-	-	10,701	10,701	-	-	-	10,701	6,787
Rent	5,190	5,190	-	10,380	-	-	-	10,380	10,278
Fees and dues	2,038	2,421	-	4,459	-	-	-	4,459	4,487
Professional fees	14,788	9,859	-	24,647	-	-	-	24,647	27,218
Capital reserve fund	-	-	4,856	4,856	-	-	-	4,856	6,356
	1,409,643	1,752,476	70,648	3,232,767	10,631	-	46,176	3,289,574	3,333,922
Excess of revenue (expenditures)	-	(3)	39,159	39,156	14,580	5,294	(46,176)	12,854	69,418
Inter-fund transfers	-	-	(39,889)	(39,889)	-	-	39,889	-	-
Fund balances – beginning of year	(2,762)	(50,259)	28,927	(24,094)	948,162	64,163	340,509	1,328,740	1,259,322
Fund balances – end of year	\$ (2,762)	\$ (50,262)	\$ 28,197	\$ (24,827)	\$ 962,742	\$ 69,457	\$ 334,222	\$ 1,341,594	\$ 1,328,740

NORTH RENFREW LONG-TERM CARE SERVICES INC.



ANNUAL REPORT for the year 2018

June 5, 2019
Seniors' Drop-In Centre
47 Ridge Road, Deep River
7:00 pm



2018 BOARD OF DIRECTORS

ELECTED

Patrick Aikens
Lesley Barry Secretary-Treasurer ■
Becky Bergeron Board Chair
Monica Mulvihill
Jodie Primeau
Mel Theil Vice Chair
Christine Shank
Jan Sunstrum Secretary-Treasurer
Kathleen Taylor ■

Resigned during term ■

APPOINTED

Bob McElroy (LTC Family)
Alan Lecours (Apt Family)

Funding for the North Renfrew Long-Term Care Centre has been provided by the Champlain Local Health Integration Network (LHIN).



STAFF

Beth Alexander	Candice Barker	Emma Barker	Haley Belanger
Lorraine Belanger	Kayla Bertrand	Samantha Brazeau	Cindy Bugden
Jessie Butler	Michele Carlin	Louise Casey	Emily Cooney
Laura Lee Daigle	Kelsey Daly-Lance	Veerle Debets	Katie Dennie
Alexis Dunga	Celeidgh Dziver	Helen Esilman	Cathy Everitt
Robert Fitzpatrick	Jody Gale	Barb Gallagher	Amanda Gilev
Nathan Griffiths	Kyle Harris	Charity Hewitt	Judi Howe
Heather Ivanski	Jessica Jackson	Terrilee James	Cindy Jennings
Dee-Dee Laroche	Jessica Leach	Allison Lepack	Charitale Leveille
Annabelle Luck	Lacey Lumsden	Michael Lusty-Smith	Kim MacKenzie
Melody MacLean	Ashley Maher	Niall Mancey	Heidi-Lynn McFarling
Melissa McIlquham	Annelise McNeely	Sue Minigan	Julie Morin
Ashley Morrison	Gerry Mungham	Cailla Myers	Brittany Nagora
Jessica Noel	Heaven-Leigh Norman	Shannon O'Connor	Tanay Patel
April Peplinski	Heather Peplinskie	Ken Phillips	April Poirier
Sara Rousselle	Anne-Marie Prout	Bonnie Ramsdin	Kim Rodgers
Lorraine Steele	Cheryl Schwindt	Jennifer Shannon	Melanie Smith
Marie Thompson	Claire Steer	Ashley Tessier	Linda Thomas
Khaled Zahlan	Kara White	Thomas Wilson	Ava Yates

BOARD CHAIR'S REPORT
Becky Bergeron

On behalf of the Board of Directors — Melanie Theil, Jan Sunstrum, Alan Lecours, Bob McElroy, Monica Mulvihill, Patrick Aikens, Christine Shank and Jodie Primeau — I would like to welcome you all to the North Renfrew Long-Term Care Centre Annual General Meeting.

I would like to start by thanking retiring Board Member Patrick Aikens for all of his contributions to the Board over the past few years. Your dedication to our Long-Term Care Centre has helped make it the institution we are all proud to be part of, and we wish you all the best.

2018 saw two new faces on our Board, Jodie Primeau and Christine Shank, and we thank them for joining and helping us keep our requirement to have nine Board Members. I would also like to thank all of our Board Members for finding time in their busy schedules to be part of this Board. Your efforts and dedication to ensuring "residents come first" do not go unnoticed.

2018 marked the second year into our three-year strategic plan as a Board, and we continue to strive for excellence in our four strategic directions: 1. Quality Care and Service Delivery, 2. Recruitment, Retention and Development of Human Resources, 3. Integration Opportunities, 4. Financial Responsibilities. This four-point plan has helped the Board focus on key areas and we will continue to refer to and evolve the plan as time progresses.

2018 was to be the year we hired a new Administrator for the Long-Term Care Centre. Despite having potential candidates apply and interview for the position, we have yet to find the person with the experience, skills and qualities we are looking for in a new leader. We are fortunate our current Administrator is willing to stick with us until the Board finds the right person for the role.

A quick note to mention that organizing and supporting a Board of nine busy people is no easy feat, and yet Michele Carlin and Kim Rodgers seem to have the patience and ability to do just that. The Board appreciates your ongoing support.

Finally, I would like to thank all the staff for their passion, hard work and dedication to our Centre. You make it easy to be proud members of this organization. You are amazing. Thank you. As we enter into the 25th year of the North Renfrew Long-Term Care Centre, I look forward to the celebrations and opportunities that await us.

Mission Statement

North Renfrew Long-Term Care Services Inc. is committed to supporting people to achieve the best possible quality of life by focussing on the individual choices of residents/clients and their families.

ADMINISTRATOR'S REPORT
Kim Rodgers

As the needs of the North Renfrew clients and residents continue to change, along with the provincial health care environment, the North Renfrew Long-Term Care Centre remains flexible in its response.

The Long-Term Care Program received a Resident Quality Inspection (RQI) in June 2018, with no non-compliances noted. Residents, family members, staff and Supervisors were all involved in the RQI process and a clear Compliance Inspection was an event to be celebrated. The annual Resident Satisfaction Survey was conducted with very positive results, indicating that our residents and their families recognize the excellent care and service provided daily. Our 2018 QIP also showed very positive results of resident satisfaction with their quality of life at the Centre, as well as continuing to provide baseline information regarding resident transfers to the Emergency Department and Fall Rates for the long-term care residents. There were 10 admissions to the Long-Term Care program in 2018.

In 2018, the following services were provided:

• 4635 Meals on Wheels	-	66 clients
• 5018 Congregate/Diner's Club Meals	-	119 clients
• 6208 One-Way Transportation Trips	-	166 clients
• 1826 Adult Day Service Days	-	32 clients
• 13092 Personal Support Hours in the Apartments	-	12 clients
• 9418 "Flex" Program Days	-	31 clients
• 193 Community Respite Days	-	11 clients
• 7244 Long-Term Care Resident Days	-	30 clients
• 179 Long-Term Care Respite Days	-	10 clients

2018 saw further improvements to our IT systems, improvements to the resident environment, major elevator repairs, deck replacement and continued partnerships with funders, partners and various community groups. The NRLTCC continues to struggle to provide adequate staffing in all programs requiring PSWs, resulting in the Respite program being limited to only those clients who did not require constant supervision during the night, as this shift cannot be filled. The Centre continues to demonstrate its presence as a "hub-model" for senior's care in our community, enabling clients to move from one program to another seamlessly. The NRLTCC provides meeting space for the Seniors Friendship Club movie afternoons, the Dementia Society Support Group and Memory Cafe, a local book club that requires an accessible meeting space, card groups, the Horticultural Society, the Valley Artisans, the Candu Swim Club and other not-for-profit community groups. The NRLTCC continues to support the Dementia Friendly Community project and the grocery delivery project in partnership with Jan's Valu-Mart.

In 2018, the NRLTCC received generous donations from the Deep River Community Foundation, Northern Credit Union, Lawn Bowling Club, the Rusty Dillabough Draw and from caring individuals, families and corporations. These donations are essential to the work of the NRLTCC, as no funding is provided from the MOHLTC for required upgrades and maintenance of the Centre. The NRLTCC is most thankful for the generosity of our community.

In 2019, the NRLTCC will continue to address the needs of our community, clients, residents and stakeholders: the call system and door lock systems will be integrated, we will update and improve the back garden, we will continue to ensure that the apartments and the long-term care floor are aesthetically pleasing, we will continue to recruit volunteers who are essential to the success of many of our programs, we will continue to work to increase our staffing complement, the "Flex" program will change to reflect the needs of our clients and maximize the staffing and low funding available, we will work with CUPE to negotiate a new Collective Agreement and we will complete the 2019 QIP, in alignment with the Strategic Plan established by the Board of Directors. Most importantly, the NRLTCC will remain responsive to the needs and issues identified by our residents, clients and our community and will address these in a resident/client-focussed manner.

In 2019, the NRLTCC will work within the changing provincial health care environment and will remain flexible to the impact of these changes. A new Administrator will be hired and transitioned into the position.

Most importantly, in 2019, the NRLTCC will celebrate "25 Years of Caring" with our residents, clients, families and staff. The staff at the NRLTCC provide quality care and service that exceeds our residents' and clients' expectations every day. It is through their caring that the NRLTCC ensured success in 2018 and over the past 25 Years!!! Thank you and congratulations to all!!!

Vision Statement

North Renfrew Long-Term Care Services Inc. will continue to strive to be a model of excellence in resident/client-focussed care and to share our knowledge and experience with others.

MEDICAL DIRECTOR'S REPORT
Dr. Elizabeth Noulty

The Medical Staff works closely with the staff at the North Renfrew Long-Term Care Centre to ensure that our residents/clients receive the highest quality of care. As Medical Director, I continue to ensure that the legislation and regulations under the Long-Term Care Homes Act for medical care are met. The Medical Team provides care in a manner that respects the North Renfrew Long-Term Care Centre's philosophy of individualized "Resident/Client-Focussed Care"; with our low doctor—resident ratio, we endeavour to meet each resident/client's physical, social and spiritual needs in a safe, home-like environment.

In 2018, we had 10 admissions to the long-term care beds and 47 admissions to 2 respite/short-stay beds. The team at the NRLTCC continues to strive to have a high level of provider competence; again this year, staff were involved in education programs including prevention of elder abuse, WHMIS, lifts & transfers, Just Clean Your Hands, minimizing of restraints, complaints procedure, Gentle Persuasive Approach, fire extinguisher training, Accessibility for Ontarians with Disabilities Act training, workplace safety training and many other inservices.

Immunization for Seasonal Influenza was promoted for all residents, clients and staff, resulting in a 100% immunization rate for staff in 2018. There were no Outbreaks in 2018.

The NRLTCC continues to benefit from the consultation services of the Geriatric Mental Health outreach program; this team provides suggestions regarding the management of depression, aggression and responsive behaviours for our residents and respite/short-stay clients. Long-term care residents continue to benefit from a physiotherapy program contracted with Lifemark. As required, residents receive assessment and treatment from the Occupational Therapist and the Speech & Language Pathologist provided through the Champlain LHIN. The Medical Staff have regular consultations with the Pharmacy and Nursing Staff every 3 months to review each medication and treatment for every recipient.

In 2018, we implemented a Quality Improvement Plan focused on the "Resident Experience" with very positive results. In 2019, we will further evaluate the "Resident Experience" with our long-term care residents, as well as continuing to determine a baseline of Emergency Department use by our long-term care residents; this will enable the NRLTCC to prevent avoidable transfers and ensure all residents receive the appropriate care in the appropriate setting. NRLTCC will also continue to review the Falls Rate for long-term care residents in 2019 to determine trends for causative factors and prevention, as well as comparison to the Provincial average, using a consistent definition of a Fall. Lastly, the North Renfrew Long-Term Care Centre will determine the number of complaints that were acknowledged to the complainant within 10 business days of the complaint.

Values

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| ▪ Volunteerism | ▪ Openness |
| ▪ A Home-Like Environment | ▪ Respect |
| ▪ Flexibility and Innovation | ▪ Excellence |
| ▪ Charitable Philosophy | ▪ Sustainability |
| ▪ Community | |