

BOARD CHAIR'S REPORT Christine Butler

On behalf of the Board of Directors — Melanie Theil, Jan Sunstrum, Alan Lecours, Bob McElroy, Monica Mulvihill, Donna Roach, Cindy Hogue and Penny Pettigrew-Farnel, I would like to welcome you to the North Renfrew Long-Term Care Centre Annual General Meeting.

2020 marked an unusual year for us and indeed the world. Canada's long-term care sector has been especially hard hit by the COVID-19 pandemic. Despite the challenges, our Long-Term Care Centre completed the third year of our three-year Strategic Plan. Despite ever-changing guidelines and regulations, we continued 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. The Board has extended the three-year Strategic Plan for another year and will continue strategic planning in light of the pandemic and our participation in the transformation of health care to Ontario Health Teams.

In 2020, the Long-Term Care Centre successfully recruited Shelley Yantha to take over when the Administrator retires. Shelley has hit the ground running and we are grateful for the many positive contributions that she has already made. We remain grateful that our current Administrator is willing to stay on and provide support during a transition period.

On behalf of the Board, I would like to express our sincere gratitude to the amazing staff and volunteers for their passion, hard work and dedication to our Centre. The staff truly make the residents and clients feel special and at home. From outings such as Camp Day to dressing up on holidays to planning fun-themed weekends and organizing window visits, the staff provide resident-centred care that is second to none. Our volunteers have all contributed to the quality of life in our Centre and the community over the past year by delivering meals, providing medical transportation and grocery deliveries, etc.

I would be remiss if I didn't thank all of the people who purchased memberships. Special thanks to those who are joining us today as we gather for the second year via Zoom. Your interest in and support for the Long-Term Care Centre is greatly needed and appreciated.

Finally, I would like to acknowledge former and new Board members. A sincere thank you to outgoing Board Chair, Becky Bergeron. Becky served on the Board for six years, with three years served as Board Chair. Thank you also to outgoing Board members Christine Shank and Monica Mulvihill for their recent terms. Their dedication and knowledge is greatly appreciated. In 2020, we welcomed new members Donna Roach (who is a past Board Chair), Cindy Hogue and Penny Pettigrew-Farnel. We are currently recruiting one more member to reach our full complement of nine. We thank all of our past and present Board Members for finding time in their busy schedules to be part of this Board. Their efforts and dedication to ensuring that residents are provided high-quality care in a home-like environment do not go unnoticed.

I extend thanks and appreciation to Michele Carlin and Kim Rodgers for their support of the Board. Their organizational skills, patience and ability to keep us focussed on the right things is not easy, yet they do it effortlessly. The Board appreciates your ongoing support.

You - the staff, volunteers, members and Board - make it easy to be proud members of this organization. These have been challenging times, as the COVID-19 pandemic threw challenge after challenge your way. You responded with dedication and determination. You worked tirelessly every day to support our loved ones. You are amazing and we thank you!

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

2020 was a year like no other at the North Renfrew Long-Term Care Centre!!

On March 13, 2020, the NRLTCC, its staff, residents, clients and volunteers had to adjust to a significant change in the way that care and service was provided. Suddenly, there were no visitors allowed into the Centre, every surface was disinfected constantly, there was a shortage in the PPE supply, residents and clients had to sit 6 feet apart while eating and then had plexiglass separating them once they returned to the Dining Room, Adult Day Service and Diner's Club programs were cancelled and then modified to accommodate the required precautions, Transportation service temporarily stopped as everyone was staying at home and only essential medical appointments were supported, Meals on Wheels became contactless, admissions to LTC and Respite involved a 14 day isolation period, Respite bookings were cancelled, Flex visits were limited to those that could be accommodated at the end of a shift, as staff could not work in more than 1 location, mandatory masking was implemented, weekly and more frequent testing of staff became mandatory, residents and clients could not leave the property, the Respite unit became a PPE storage area, interviews, meetings, book club and choir were hosted by Zoom, and many members of the public did not want to be near staff who worked in a long-term care home as they feared they would contact COVID-19.

Through all of this, the residents and clients were cared for in a manner that supported them to have quality of life and enjoyment. The staff adapted, adjusted, and modified existing procedures to comply with recommendations and best practices that seemed to change daily.

In 2020, the following services were provided:

• 3782 Meals on Wheels	-	56 clients
• 1083 Congregate Dining Units	-	56 clients
• 348 One-Way Transportation Trips	-	70 clients
• 1007 Virtual Adult Day Service Visits	-	16 clients
• 10225 Personal Support Hours in the Apartments	-	9 clients
• 7223 Long-Term Care Resident Days	-	23 residents

These statistics are very low compared to other years.

The NRLTCC is dependent on our volunteers to provide some of these services. Throughout the pandemic, the regular dietary volunteer continued to support the work of the NRLTCC and volunteer Meals on Wheels drivers delivered meals in a contactless manner to protect themselves and the client; the clients were most grateful for this essential service and provided space outside their front doors to enable safe deliveries. A volunteer delivered the grocery orders of the apartment clients to the front door of the NRLTCC twice weekly and when essential medical appointments resumed, volunteer drivers returned to drive clients in NRLTCC-operated vehicles, equipped with plexiglass to protect drivers and clients. The NRLTCC is most grateful for these volunteers, their donation of time and their commitment to serving the clients of the organization.

The NRLTCC is very thankful for the support from our community when we needed it. Donations of PPE, hand sanitizer, and other equipment poured in. The NRLTCC experienced a significant need for cloth gowns and asked the community for help; over 200 gowns were sewn by local volunteers and dropped-off at the front door of the NRLTCC – these gowns continue to be worn daily by staff. This level of community support is incredible.

The NRLTCC received generous donations from the Deep River Community Foundation to support the purchase of essential PPE and to support the replacement of the boilers. The NRLTCC also received donations from generous individual donors and families, as well as from the Rusty Dillabough Draw. The NRLTCC continues to be awed by the generosity of our community.

As we move forward through 2021, the NRLTCC will continue our work to protect the residents and clients from the spread of COVID-19, using different strategies: eye protection, vaccines, rapid antigen testing, and updated screening procedures. At this time, we're very proud that 100% of the residents and clients have been fully vaccinated and 97% of NRLTCC staff have been vaccinated, with less than a handful left to receive their 2nd dose; we also know that 88% of the Essential Caregivers have also been fully vaccinated. We will continue to work, with direction from the Renfrew County & District Health Unit and the Province, to provide living environments that will promote the prevention of the spread of disease.

In 2021, the NRLTCC will continue efforts to increase our staffing complement in all departments, as we move towards re-opening and restructuring the community programs and towards providing the "4 hours of care" per resident, as committed by the Ministry of Long-Term Care. We will work to modernize our infrastructure and attempt to accommodate some of the spatial requirements that COVID-19 has demonstrated to be a need.

In 2021, Shelley Yantha, the Executive Director/Administrator (Acting) will transition into her leadership role. S. Yantha has demonstrated commitment to the organization during her 8 months of orientation, embracing our resident-focussed philosophy of care. A year of working together ensures continuity of leadership for the organization, following the Strategic Direction of the Board of Directors.

Finally, and most importantly, through all of the stress and challenges that surrounded COVID-19 and 2020, the staff of the NRLTCC have provided care and service to the residents and clients that exceeded their expectations on a daily basis. The NRLTCC cannot thank the staff for all that they have done, at work and in their home lives, to protect the residents and clients from the spread of disease. The staff have demonstrated commitment and provided time, patience, support and caring through a very stressful year.

Thank you!!! Thank you!!! Thank you!!!

Vision Statement

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

MEDICAL DIRECTOR'S REPORT Dr. Elizabeth Noulty

2020 was a most unusual year!!!

As Medical Director, I continued to ensure that the legislation and regulations under the Long-Term Care Homes Act for medical care were met. Throughout this Pandemic, the Medical Staff continued to provide care in a manner that respects the North Renfrew Long-Term Care Centre's philosophy of individualized "Resident/Client-Focussed Care", emphasizing each resident/client's physical, social and psychological needs in a safe, home-like environment. The Medical Staff worked closely with the staff at the North Renfrew Long-Term Care Centre to ensure that our residents/clients receive high quality of care while protecting them from the spread of disease.

In 2020, we had 3 admissions to the long-term care beds and 8 admissions to a respite/short-stay bed; due to staffing concerns, only 1 respite client could be booked at a time and the clients had to meet criteria to ensure that they are safe in this environment-the Ministry of Long-Term Care discontinued further Respite admissions early in the Pandemic.

The team at the NRLTCC continued 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, fire extinguisher training, Accessibility for Ontarians with Disabilities Act training, and workplace safety training. Repeated throughout the year, emphasis was placed on education related to Infection Prevention and Control (IPAC) and preventing the spread of disease. Most in-services were provided on-line, with the exception of Just Clean Your Hands, Fire Extinguisher and Lift in-services, which were offered in-person; staff attending wear PPE, are distanced, screened and tested.

Immunization for Seasonal Influenza was promoted for all residents, clients and staff, resulting in a 100% immunization rate for staff in 2020. There was one Outbreak in 2020 of Norovirus, involving 6 staff and 5 residents; this outbreak occurred pre-pandemic. There have been no Outbreaks of COVID-19.

In 2020, Consultation services pivoted to virtual platforms. Residents were assessed by the Physiotherapist, Dietitian and by the Geriatric Mental Health outreach team via electronic means.

Through the pandemic, the organization has continued to evaluate Emergency Department use and Falls rates, in an effort to develop strategies to prevent both. The "Resident Experience" remains a top priority even while implementing strategies to prevent the spread of disease.

In 2021, vaccination to prevent COVID-19 has been promoted with 100% of residents and clients fully vaccinated and 91% of staff fully vaccinated. Some additional staff are waiting to receive their second doses, providing additional protection, resulting in 97% of staff having received vaccinations. Efforts to prevent the spread of COVID-19 continue in 2021.

Values

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

2020 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				2020	2019
<u>Ministry of Health and Long-Term Care</u>									
REVENUE									
Provincial grants	\$1,082,454	\$1,608,561	\$ 10,010	\$2,701,025	\$ -	\$ -	\$ -	\$2,701,025	\$2,323,258
County of Renfrew	-	56,979	-	56,979	-	-	-	56,979	140,959
Client fees	73,683	-	-	73,683	-	-	-	73,683	116,365
Resident fees	-	488,860	-	488,860	-	-	-	488,860	495,363
Apartment rent	-	-	92,414	92,414	-	-	-	92,414	102,310
Donations and fundraising	1,961	18,800	11,940	32,701	36,985	-	-	69,686	87,854
Investment income (loss)	3,723	2,280	1,596	7,599	49,852	575	-	58,026	87,541
Memberships	-	-	-	-	425	-	-	425	1,005
Housing program	-	-	-	-	-	4,856	-	4,856	4,856
	<u>1,161,821</u>	<u>2,175,480</u>	<u>115,960</u>	<u>3,453,261</u>	<u>87,262</u>	<u>5,431</u>	<u>-</u>	<u>3,545,954</u>	<u>3,359,511</u>
EXPENDITURES									
Salaries	754,958	1,398,087	-	2,153,045	-	-	-	2,153,045	2,042,747
Employee benefits	114,220	186,409	-	300,629	-	-	-	300,629	279,607
Contracted services	-	25,217	-	25,217	-	-	-	25,217	34,932
Laundry	2,786	17,668	-	20,454	-	-	-	20,454	21,206
Raw food	50,142	86,170	-	136,312	-	-	-	136,312	130,387
Other dietary	-	12,853	-	12,853	-	-	-	12,853	19,794
Nursing supplies	-	63,998	-	63,998	-	-	-	63,998	48,223
COVID-19-Infection Prevention & Control	-	26,279	-	26,279	-	-	-	26,279	-
COVID-19-Personal Protection Expenditures	-	148,450	-	148,450	-	-	-	148,450	-
Plant supplies	116,570	101,427	57,644	275,641	-	-	-	275,641	282,238
Water and sewer	4,849	4,849	9,697	19,395	-	-	-	19,395	19,153
Other administration	34,489	22,473	3,194	60,156	185	-	-	60,341	72,887
Staff and board training	3,645	3,105	-	6,750	-	-	-	6,750	15,275
Insurance	15,815	10,544	5,272	31,631	-	-	-	31,631	29,750
Transportation and travel	19,007	-	-	19,007	-	-	-	19,007	47,021
Program supplies and costs	5,445	32,889	-	38,334	-	-	-	38,334	37,191
Advertising	447	-	-	447	-	-	-	447	864
Amortization of property and equipment	-	-	-	-	-	-	38,936	38,936	38,936
Interest on mortgage	-	-	-	-	-	-	4,696	4,696	5,193
Municipal taxes	931	-	2,173	3,104	-	-	-	3,104	2,998
Management fees	-	-	7,524	7,524	-	-	-	7,524	9,188
Rent	5,460	5,460	-	10,920	-	-	-	10,920	10,938
Fees and dues	1,579	2,312	-	3,891	-	-	-	3,891	3,027
Professional fees	31,478	27,290	-	58,768	-	-	-	58,768	27,467
Capital reserve fund	-	-	4,856	4,856	-	-	-	4,856	4,856
	<u>1,161,821</u>	<u>2,175,480</u>	<u>90,360</u>	<u>3,427,661</u>	<u>185</u>	<u>-</u>	<u>43,632</u>	<u>3,471,478</u>	<u>3,183,858</u>
Excess of revenue (expenditures)	-	-	25,600	25,600	87,077	5,431	(43,632)	74,476	175,653
Inter-fund transfers (note 8)	-	-	(28,289)	(28,289)	-	(11,600)	39,889	-	-
Fund balances – beginning of year	(2,762)	(50,412)	38,073	(15,101)	1,127,023	75,343	329,982	1,517,247	1,341,594
Fund balances – end of year	\$ (2,762)	\$ (50,412)	\$ 35,384	\$ (17,790)	\$1,214,100	\$ 69,174	\$ 326,239	\$ 1,591,723	\$1,517,247

NORTH RENFREW LONG-TERM CARE SERVICES INC.



ANNUAL REPORT for the year 2020

June 16, 2021
Seniors' Drop-In Centre
47 Ridge Road, Deep River
7:00 pm

2020 BOARD OF DIRECTORS

ELECTED Resigned during term ■

Becky Bergeron Board Chair ■
Christine Butler Board Chair
Cindy Hogue
Monica Mulvihill
Donna Roach
Christine Shank ■
Jan Sunstrum Secretary-Treasurer
Mel Theil Vice Chair

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

Candice Barker	Haley Belanger	Kayla Bertrand	Amanda Boone
Alana Bowes	Samantha Brazeau	Patricia Brenyo	Cindy Bugden
Syed Bukhari	Nastassia Burke	Jessie Butler	Michele Carlin
Louise Casey	Nicole Chevalier	Douglas Cochrane	Jacqueline Copeman
Laura Lee Daigle	Kelsey Daly-Lance	Phoebe Drinkwater	Helen Esilman
Amber Ethier	Cathy Everitt	Robert Fitzpatrick	Dionna Foster
Jody Gale	Barb Gallagher	Vanessa Girard	Kyle Hamis
Kim Hebert	Charity Hewitt	Jennifer Howard	Heather Ivanski
Jessica Jackson	Cindy Jennings	Amy Klym	Dee-Dee Laroche
Shae-Lynn Lepage	Chantale Leveille	Mei Lio	Annabelle Luck
Michael Lusty-Smith	Kim MacKenzie	Melody MacLean	Ashley Maher
Shayla Mantifel	Angela Mayhew	Frances McCarthy	Lauren McCabe
Kim McCauley	Heidi-Lynn McFarling	Melissa McLquham	Emma Minigan
Sue Minigan	Gerry Mungham	Caila Myers	Brittany Nagora
Kendra Nicholson	Jessica Noel	Heaven-Leigh Norman	Shannon O'Connor
Heather Pepsinkie	Ken Phillips	April Poirier	Anne-Marie Prout
Kim Rodgers	Sara Rousselle	Taryn Stewart	Lisa Swain
Debbie Tarrant	Linda Thomas	Marie Thompson	Kara White
Shelley Yantha	Ava Yates		