

## Family Council Minutes

Meeting Date: February 26, 2015

Time: 6:30 – 8:00 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Chairperson: Siobhan Bulmer

Secretary: member volunteer

Nine members attended

Guest Speaker: Mike Schmidt, AGM

Topic: Funding in Long Term Care

How much money comes in and where does it go?

(times are approximate)

6:30-6:45 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet, agenda, January meeting minutes, January management responses & information package from Mike Schmidt.

6:45-7:45 pm

Guest Speaker: Mike Schmidt

-Members were reminded about the Disability Tax Credit letter that was sent out to residents and families

-2011 Long Term Care Home Overall Reconciliation for Riverside Glen LTC home was reviewed

-Mike stated that more recent Reconciliation reports are not available due to two year lag time

-more recent reports would be similar, but the dollar amounts would be different

-Chairperson clarified for the members that 2011 was a transition year at Riverside Glen LTC and the home went from 96 beds to 192 beds when the new addition was opened in mid 2011

-Mike said all funding comes from two sources MOHLTC per diem and resident co-payments.

- MOHLTC per diem funding may vary with the home's CMI (case mix index) which is determined annually
- the CMI reflects average level of resident care needs in the home and is used to increase or decrease the per diem funding in the Nursing and Personal Care and Program Support Services envelopes (the current CMI for our home is 1.05)
- MOHLTC funding based on 2014 per diem rates & CMI = \$11,614,917/year (\$60,494/bed)
- Resident accommodation is paid by residents' co-payments
- Riverside Glen has 40% basic accommodation = 77 beds and 60% private accommodation = 115 beds
- the basic accommodation per diem from both classes goes to resident care this is approximately \$3,989,654/year 2014 (\$20,779/bed)
- the money from the private bed premium can be retained by the operator and is not subject to reconciliation this is approximately \$975,918/year 2014
- residents unable to pay the full amount of the basic accommodation can apply for a rate reduction and this amount is then paid to the home, most homes have 10 – 15% residents paying a reduced rate
- any rent that is unpaid is “written off” as bad debt by the home and shown in the reconciliation
- any surplus funding in Nursing and Personal Care (\$6,674,804/year 2014), Program Support & Services (\$665,935/year 2014) and Raw Food (\$551,529/year 2014) or any unspent grants or special funds from the ministry must be returned to MOHLTC
- any surplus funding in Other Accommodation (\$3,722,650/year 2014) may be retained by the operator and is not subject to reconciliation
- any money from non-mandated services (eg resident cable, telephone, visitor meals/catering, common room rentals, etc) may be retained by the operator and is not subject to reconciliation
- Mike will follow up regarding the calculation of the final per diem amount he thinks it is MOHLTC + resident co-payments = \$15,604,571 for 2014
  
- the Behaviour Supports Ontario program was discussed briefly
- this program began in 2011, but Riverside Glen did not have trained staff until 2012
- currently there is one BSO RPN and two BSO PSWs

- their role is to aid staff with residents who display “responsive” behaviours and develop strategies to manage and minimize these behaviours
- members expressed concerns that the main LTC parking area is constantly full and they often cannot find a parking space
- recently, a member, who had to park in the rear staff lot, fell due to the slippery conditions
- Mike stated that they are aware of the problem and it appears that some staff members are now parking in the main LTC lot
- Management will try to get staff to park only in the rear lot

7:45 - 8:30 pm

#### Council Business

3. Review and approval of previous meeting minutes.
  - reviewed and approved
  
4. a) Updates arising from previous minutes.
  - deferred to March meeting  
  - b) Upcoming Guest speakers & suggestions
    - Guelph Police, chairperson to follow up

#### Committee Updates (if any)

5. Working group report
  - a) update from City of Guelph (tentative)
    - April 13 at 7 pm in Guelph Council Chambers
    - decision regarding Medical Clinic and Post Secondary zoning and official plan amendments
    - open to the public, everyone is encouraged to attend
    - staff report will be available prior to the council meeting

#### Communications review (if any)

6. Riverside Glen management and other agencies.
  - a) Communications from management
    - i) Responses to minutes
      - deferred to March meeting
      - (just received at February meeting)

b) MOHLTC inspections reports

- three more
- review deferred to March meeting

c) College of Physicians and Surgeons

- update
- Chairperson received decision from CPSO
- reviewed with members

d) Suggestion Box

- none

Members circle: sharing concerns and ideas and kudos

-members continue to be concerned about insufficient staffing in neighbourhoods

-residents can wait hours for care or be forgotten entirely until a family member intervenes and reminds staff

-members expressed concern for those residents who do not have regular visitors

-members continue to be concerned that during the evening they find only one staff member and sometimes no staff in a neighbourhood

-Thank you to Tina for your support of our Family Council.

-Thank you to Mike Schmidt for attending our meeting.

-Thank you to Ted for finding us a few snacks from the kitchen.

## Issues for Management

1. Follow up regarding the formula for total per diem funding from MOHLTC and resident co-payments
2. Follow up regarding lack of parking in main LTC parking area, some visitors leave without visiting because they cannot walk safely from the rear lot or cannot find a space to park on site
3. Follow up regarding slippery conditions in rear staff parking lot, this is a danger for staff and visitors forced to park there
4. Follow up regarding lack of sufficient staff to meet care needs of residents..... staff work hard to provide care but there aren't enough of them
5. Follow up regarding lack/absence of staff in neighbourhoods during evenings
6. What is “Marketplace” education/training? (please describe in detail)