

Clause No. 17 in Report No. 5 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on November 21, 2013.

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RENEWAL OF CONTRACTED SERVICES
FOR LONG-TERM CARE AND SENIORS DIVISION

Committee of the Whole recommends adoption of the following recommendations contained in the report dated October 23, 2013 from the Commissioner of Community and Health Services:

1. RECOMMENDATIONS

It is recommended that:

1. Council authorize the agreements between The Regional Municipality of York and the service providers listed in *Attachment 1* for a one-year term effective January 1, 2014.
2. The Commissioner be authorized to execute the agreements on behalf of the Region.
3. The Commissioner of Community and Health Services be authorized to exercise the option to extend each of the agreements for four further one-year terms, provided that the contactor has performed the services to the satisfaction of the Commissioner and it is within the annual approved budget. Annual increases are not to exceed the All-Ontario Consumer Price Index for the previous year as published by Statistics Canada.
4. The Commissioner be authorized to delegate the execution of the agreements to staff, where the total annual amount of the agreement does not exceed \$50,000 annually.

2. PURPOSE

This report seeks authorization to approve the continuation of purchase of service agreements between The Regional Municipality of York and services providers to ensure compliance with the current Purchasing Bylaw and Execution of Documents Bylaw.

3. BACKGROUND

The Purchasing Bylaw and Schedule provisions exempt professional and special services from the purchasing procedures

Schedule A of the Purchasing Bylaw lists purchases, expenditures and expenses which are exempted from the purchasing procedures of the Bylaw, provided that the total cost of the purchase does not exceed the amount approved in the annual budget. Section 4 of Schedule A exempts in particular Professional and Special Services that include professional and skilled services, payments to health agencies, medical fees, license and maintenance fees costs for proprietary software and systems. Some of the services listed in Schedule A of the report fall within section 4, Schedule A of the bylaw.

The Long-Term Care and Seniors Division has a number of current contracts for services provided to residents and clients

The service providers that are currently contracted with the Long-Term Care and Seniors Division fall under the following categories:

- Services provided and billed directly to the residents/clients
- Services provided and billed directly to the Ministry of Health and Long-Term Care
- Services provided by professional and skilled individuals and agencies that provide specialized care and paid by the Region
- Computerized software and systems license and maintenance services paid by the Region

Purchase of service agreements are in place with the current service providers to allow them to provide the necessary services to the residents and clients of the division.

4. ANALYSIS AND OPTIONS

The Long-Term Care and Seniors Division has a number of Schedule A exemption service contracts which are renewed annually

Attachment 1 of this report lists the current service contracts that are in place, as well as a brief description of the services they provide. These service contracts are renewed annually, based on resident/client feedback, program evaluation and performance of each service provider.

The Long-Term Care and Seniors Division is requesting the discretion to continue the contracts listed in *Attachment 1* for a total of five years

The long-term care environment is heavily regulated. Long-Term Care Homes must comply with the *Long-Term Care Homes Act, 2007* and its Regulation to provide consistent and high quality resident-centred care. These contracts provide the services required to ensure quality care.

Having the flexibility to continue the contracts for up to five years will allow continuity for residents of the Long-Term Care Homes. Generally speaking, from the client/resident feedback, they are satisfied with the services they currently receive through Long-Term Care and Seniors Division contractors and wish to maintain continuity in their care.

The service contracts would continue to be renewed annually as long as client/resident feedback and service provider performance continues to be positive.

Some service categories are difficult to recruit, and services are unique, making the ability to retain service providers important to supporting successful programming.

Link to key Council-approved plans

Compliance with applicable legislation and maintaining appropriate service standards for the residents at the Region's Long-Term Care Homes contributes to the goals of the Community and Health Services Multi-Year Plan, Goal #3: *Optimize the health of the community for all ages and stages through health protection, prevention and promotion initiatives.*

Long-Term Care and Senior Community Programs support vulnerable people by focusing on the health, safety, independence and social well-being of the frail, cognitively impaired elderly.

5. FINANCIAL IMPLICATIONS

Long-Term Care and Seniors Division has been executing annual purchase of service agreements with the individual service providers as outlined in *Attachment 1*. Any change of service levels or service provider is reflected in the service agreements. The costs related to each service agreement are comparable to market value for such professionals, skilled services and health agencies with the required qualifications and experience.

The cost of the purchase of service agreements are fully funded by the Ministry of Health and Long-Term Care, Central Local Health Integration Network, tax levy, and/or residents/clients. Expenditures are managed within the annual approved operating budget for Long-Term Care. The annual value of all contracts that are charged to the Long-Term Care operating budget is approximately \$642,514 for 2014.

6. LOCAL MUNICIPAL IMPACT

Providing the appropriate professional and skilled services and products to residents and clients ensures that Long-Term Care and Seniors residents and clients are provided high quality care.

7. CONCLUSION

Renewal of the current purchase of services agreements will enable the Long-Term Care and Seniors Division to continue with the services provided to support high quality of care to its residents and clients.

For more information on this report, please contact Sylvia Patterson, General Manager, Housing and Long-Term Care, at Ext. 2091.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause is attached to this report.)

2013 - Current Service Contracts

Service Provider	Services Provided	Annual Amount	Services billed to
Attending Physicians	Medical services (including after-hours on call availability) to the residents in LTC Homes	n/a	OHIP
Medical Director	Oversight of medical, paramedical and nursing care and services for the residents of the LTC Homes	\$60,100	Region
Volunteer Coordinator	Development, coordination, orientation, training mentoring and recognition of volunteer services for the residents of LTC Homes	\$65,000	Region
Spiritual and Religious Coordinator	Coordination and monitoring of participation in worship services as well as significant days and seasons throughout the religious calendars for the residents of LTC Homes		
Dietitians	Nutritional and therapeutic services (including nutrition, dietary counselling and education) to the residents of LTC Homes as well as their family members and staff	\$74,013	Region
Opticians	Eye Care Services, including prescribing and dispensing eye wear and related services, for the residents of LTC Homes	n/a	Residents
Dentists	Dental Services, including emergency services, dental supplies and equipment, for the residents of LTC Homes	n/a	Residents
Hairdresser	Hairdressing Services for the residents of LTC Homes	n/a	Residents
Music Therapy Services	Music Therapy for the residents of LTC Homes	\$22,175	Region
Pharmacy	Pharmacy Services, including medication for the residents of LTC Homes as well as a computerized medication management system, quality improvement activities and education support to LTC staff	n/a	Residents / OHIP
Podiatrist	Podiatry services, including overseeing the minimization of foot complaints for residents of LTC Homes	n/a	Residents / OHIP

Service Provider	Services Provided	Annual Amount	Services billed to
Alzheimer's Society of York Region	Caregiver support and counselling for clients of the Cognitively Impaired Adult Day Programs in Keswick and Maple	\$84,000	Region
March of Dimes	Programming and planning for clients of the Communication Disorder Adult Day Program in Maple	\$45,000	Region
MacKenzie Health Hospital	Intake assessment, programming, caregiver support and counselling for clients of the Acquired Brain Injury Adult Day Program in Maple	\$92,226	Region
Psychiatrist	Psychiatry consultations and assessments for clients of the Integrated Psychogeriatric Outreach Program (older adults in the community who have mental health issues)	\$40,000	Region
Geriatrician	Geriatrician services, consultations and assessments for clients of the Integrated Psychogeriatric Outreach Program	\$32,000	Region
Point Click Care	Web-based administrative and clinical software for all documentation related to residents in LTC Homes	\$48,000	Region
Gold Care	Web-based client information system and database for all documentation related to clients in the Seniors Community Programs	\$22,000	Region
Schedule Soft	Electronic staff scheduling management system to manage complex schedules and shifts, track staff availability, and to integrate with the Region's PeopleSoft payroll application	\$25,000	Region
Nurse Call / Wander Alert	Resident security systems related to Wander Alert, Nurse Call and client database server software for the LTC Homes	\$33,000	Region