



Sun Parlor Home for Senior Citizens

The Sun Parlor Home was established in 1901 in Leamington Ontario as a small house of refuge, and has been through many historical moments throughout its 120 years. We have an extensive history and hold many stories, including those of World War I, the Spanish Flu pandemic of 1918, the Depression of the 1920's, World War II, and the SARS Pandemic. Through all these crises, the Sun Parlor Home remains resilient and committed to the people we serve.



Level of Service Statement

Who We Are

The Sun Parlor Home is a municipally run home with 206 long-term care beds. This means that 206 diverse residents requiring 24-hour nursing and personal long-term care reside within the home at any given time. The Home principally serves the communities of Essex County including Amherstburg, Essex, Kingsville, Lakeshore, LaSalle, Leamington, and Tecumseh. In the Home, there are a total of eight care home areas which includes a secure area of 30 beds for people with severe dementia and Alzheimer's disease.

The Sun Parlor Home has approximately 300 full and part time team members. There are also many volunteers and allied health professionals at the home on a daily basis to provide support and perform specialized tasks.

- 99 residents moved into Sun Parlor Home in 2021 from all municipalities within Essex County
- 90% of residents with dementia
- 85% of residents who require extensive assistance or are totally dependent on team members for care
- 61 team members hired in 2021
- Over 15,000 visits to the home – Essential Care Givers/support workers/general visitors

What We Do

We provide a safe and secure home that operates 24 hours a day, 365 days a year, providing a continuum of care and services to enhance quality of life by responding to individual resident needs. The resident population including the aging demographic, acuity and complexity of resident care needs continues to increase with a corresponding increase in demand for specialized services. In everything we do for those entrusted to our care, we strive to enhance quality of life in each and every interaction. Our approach to care and service delivery, advocacy, life enrichment, and environment are planned in a manner that supports residents' rights to safety, dignity, honesty, wellness and quality of life.

Why We Do It

The need for long-term care services is becoming increasingly important as the population ages, the demographics change, acuity and complexity of

resident care needs rise and the demand for specialized services increases. The Sun Parlor Home must provide increasingly complex interventions for residents with responsive behaviour, associated dementias and mental illness.

2021 Achievements and Challenges

Our Experience and Success

The COVID-19 pandemic, has challenged and continues to challenge us in many ways, but our unwavering commitment has been to the health and safety of everyone who lives and works at the Home. We have been fortunate through these challenging times, by dedication and commitment of the team members, volunteers, physicians, and leadership team that ensured everyone's safety.

Additional team members were maintained in the Personal Support Worker, Registered Practical Nurse, Life Enrichment and Housekeeping categories to assist the home in our ability to maintain the staffing cohorts and reduce the possibility of viral transmission throughout the home.

Introduction of a dedicated Infection Prevention and Control/Assistant Director of Care role in 2021 was instrumental in the implementation of COVID-19 policies and procedures, successful COVID-19 immunization program for the residents and team members and positive feedback from Ministry of Long-Term Care inspectors and Erie Shores Health Care IPAC team.

Communicating with residents, families and team members continued to be a key priority for the Leadership Team in 2021. Weekly huddles with team members led by the members of the leadership team, COVID-19 updates, frequent letters and updates to families and residents continued to engage team members and keep residents and families connected to us.

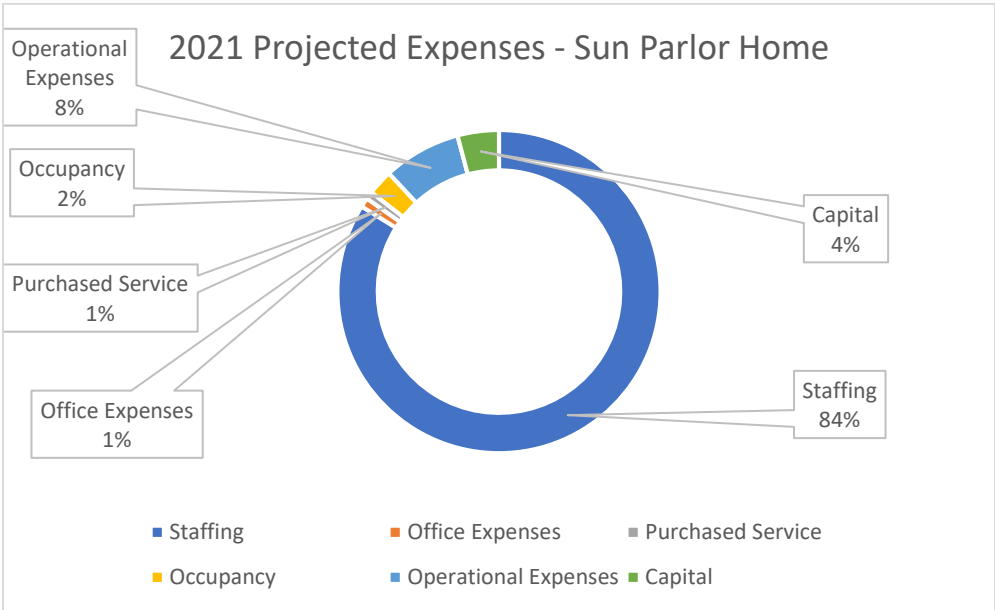
As mandated, our home was able to maintain team member and visitor active screening protocols upon entering and exiting the home which required additional resources including screeners and security personnel. The COVID Response Coordinator coordinated indoor, outdoor and essential caregiver visits. The Coordinator was also responsible for the tracking and oversight of the vaccination programs for team members and essential caregivers, and managed the third party security personnel to ensure ongoing compliance with Public Health and Ministry of Long-Term Care directives.

The Ministry of Long-Term Care announced multiple funding changes that directly impacted the operations and service delivery at the Sun Parlor Home including Pandemic Pay, Infection Control and Prevention-Minor capital funding, COVID-19 Prevention and Containment funding and Medication Safety funding.

Further, the Ministry recently announced a Long-Term Care Staffing Increase Funding policy to support the hiring of more staff to increase direct hours of care provided to residents. This new funding defined nursing care staffing targets to be achieved over the next 4 years. This new funding also increased funding for Allied Health Professionals and supporting professional growth.

A number of the Capital projects for 2021 were not realized. Significant challenges for these projects included legislative requirements for access to the building, limited contractor availability, and supply chain issues with products.

The graph below illustrates the key areas of spending at the Sun Parlor Home for this past year (projected to December 31, 2021).



Opportunities, Challenges and Risks for 2022

Aging demographic, acuity and complexity of resident care needs continues to rise requiring additional specialized services. These are the same factors that impact the Case Mix Index (CMI) calculations upon which Nursing and Personal Care funding envelopes are based. The CMI is determined by the Ministry annually. In 2021, there was a decrease in the CMI at SPH resulting in a reduction in funding. This reduction was not due to a reduction in acuity

at the Sun Parlor Home, but rather a re-indexing factor which is determined and applied by the Ministry on an annual basis.

Due to its age and layout, maintaining the home in a state of good repair continues to be a challenge. An adequate maintenance plan helps to ensure the safety, security and comfort of residents, mitigates risk to the County and supports compliance with legislated requirements.

Recommendations from Ontario's Long-Term Care COVID-19 Commission and Auditor General report have direct impact on the operations at the Home including the introduction of new legislation to create the Fixing Long-Term Care Act, 2021. This new legislation will establish an average of four hours of daily direct care per resident; strengthen the Residents' Bill of Rights; implement new standardized annual resident and family/caregiver surveys; and establish new compliance and enforcement tools.

Medication Safety Technology program funding has operational challenges as the technology solutions outlined in the program cost a lot more than the funding the Ministry is providing.

Priority Actions (Proposed 2022 Budget Plan)

The 2022 Operating Budget will enable SPH to support Essex County Seniors by meeting the growing demand for long-term care services. Legislative, service delivery and funding changes announced by the provincial government present the largest challenges to the Home's operations.

The 2022 Budget reflects the enhanced level of nursing staff to meet the direct hours of care targets for 2022/23. Additional funding is included to meet the ongoing demands for staffing cohorts and other requirements as established by the COVID-19 pandemic. This budget is designed to deliver exemplary care and services through a continuum of care.

The 2022 Budget supports the use of emotion-focused models of care and further development of the Palliative Care program within the home to improve the care for residents.

The Sun Parlor Home recognizes its team members as its most valuable resource and is developing a comprehensive Human Resources plan to ensure successful recruitment and retention strategies for team members. The goal will be to build capacity through high performing teams and strong partnerships.

During 2022, we are committed to enhancing infection prevention and control measures to pandemic-proof the home based on lessons learned.

Execution of the capital maintenance plan during 2022 will aid in continuing to maintain the home in a state of good repair until redevelopment is possible.

The graph below illustrates the key areas of proposed 2022 Budget spending at the Sun Parlor Home. Overall, the 2022 Budget for Sun Parlor Home, net of recoveries, totals \$11,346,400 (an increase of \$301,620 (2.73%) over prior year).

