



# Sun Parlor Home for Senior Citizens

## Service Delivery Promise

The Sun Parlor Home is the municipal long-term care home, owned and operated by the Corporation of the County of Essex. The Home was originally established in 1901 as the County House of Refuge and has a long history of caring for others. Today, the Sun Parlor Home is first and foremost a home to 206 residents, cared for by more than 380 dedicated team members.



## 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 neighbourhoods, including a secure area of 30 beds for people with severe dementia and Alzheimer's disease.

The demographics and statistics for 2024 are as follows:

- Residents moved into Sun Parlor Home from all municipalities within Essex County
- 93% of our residents have some form of dementia
- 85% of residents require extensive assistance or are totally dependent on team members for care
- 42 team members hired this year to date.

The Sun Parlor Home has approximately 380 full-time 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.

### 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 diverse 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. We strive to enhance quality of life for the residents in each and every interaction. With continued focus on innovative care delivery as well as team member wellbeing and workplace culture, Sun Parlor Home is committed to providing care and services that supports residents' rights to safety, dignity, wellness and quality of life.

We are proud of our Home and continuously strive to provide high quality, responsive, individualized and innovative care to meet the increasingly complex needs of our residents.

## Why We Do It

The need for long-term care services is becoming increasingly important within the healthcare system as the population ages. The demographics of the population are changing, acuity and complexity of resident care needs are rising and the demand for specialized services continue to increase. The Sun Parlor Home must provide increasingly complex interventions for residents with responsive behaviour, associated dementias and mental illness.

## Opportunities, Challenges and Risks for 2025

Steadily growing aging demographic pressures, increasing acuity and complexity of resident care needs continues to drive the need for additional specialized services. These challenges are being felt within the broader healthcare system which further impacts long-term care. Level of care of our residents continues to increase and the need for additional team members to provide their activities of daily living also increases.

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.

The home spending has made efficient use of additional Provincial funding incentives and opportunities in order to increase direct hours of care to residents while maintaining a fiscally responsible budget.

## Proposed 2025 Budget Plan

The proposed 2025 Budget will enable the Home 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 proposed 2025 Budget reflects the enhanced level of nursing staff to meet the direct hours of care targets for 2025. The Ministry funding supports defined nursing care staffing targets to be achieved over 4 years until March 31, 2025. It is important to note that Ministry funding will not likely ever fully fund 4 hours of care per resident per day at the Home given the negotiated rates of pay.

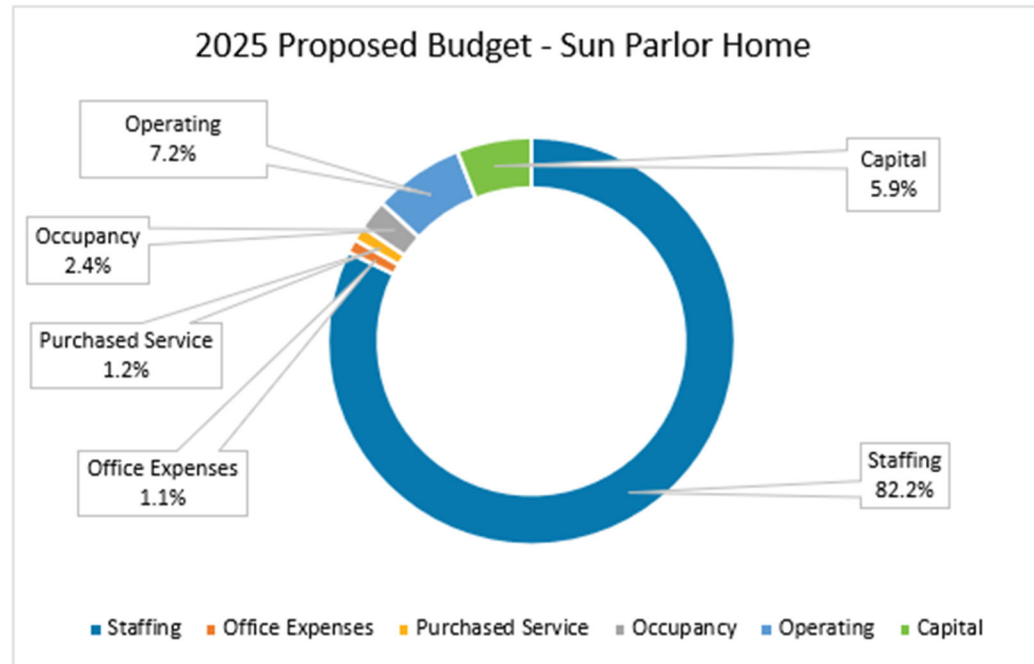
The proposed 2025 Budget looks to maintain current levels of service while making enhancements to the dining experience for the residents. The Home continues to support the use of emotion-focused models of care and further development of the Palliative Care program within the Home to improve the care experience for residents.

To ensure our infrastructure is responsibly maintained, the execution of the capital maintenance plan during 2025 sets priorities to maintain the existing service level and maintain the Home in a state of good repair until redevelopment is possible.

The Fixing Long-Term Care Act, 2021 requires ongoing programs including emergency management plan, palliative, Infection Prevention and Control (IPAC) and quality improvement initiatives. These requirements continue to be mandatory and the Ministry of Long-Term Care does provide direct funding for most of these requirements.

Inflationary pressures continue to have a significant effect on the day-to-day operations and these additional costs in food, supplies and utilities are reflected in the proposed 2025 Budget. Further pressure on the budget is evident in contractual salary increases and benefit increases.

The graph on the following page illustrates the key areas of proposed 2025 Budget spending at the Sun Parlor Home:



Overall, the proposed 2025 Budget for Sun Parlor Home, net of recoveries, totals \$14,096,340 (an increase of \$0 (0%) over the 2024 Budget of \$14,096,340).

## Alignment with Strategic Plan Initiatives

### Scaling Sustainable Services through Innovation

The Sun Parlor Home developed the proposed 2025 Budget based on identified priorities necessary to ensure sustainable care delivery. It seeks to maintain levels of service while making enhancements to meet the level of care needs of our residents. The proposed 2025 Budget supports innovation in long-term care while navigating the sector’s constantly fluctuating funding dynamics.

### Being an Employer with Impact

Every team member plays an important role in the care of our residents. We recognize that the Home's success is deeply interwoven with the compassion, caring, dedication and talent of our team members. This budget supports the ongoing people strategy to provide the resources, tools and opportunities for team members to be successful. Through ongoing education, training, development opportunities, employee engagement initiatives and a strong culture of continuous improvement we are able to enable team member growth.

We strive to create a positive and inclusive workplace culture and build a home where everyone feels respected, valued and empowered.

### A Government Working for the People

It is well known that seniors are the fastest growing segment of the population. The Sun Parlor Home is committed to providing long-term care and services within the context of a rapidly changing long-term care landscape.

It is important that we respond to community need/demands for specialized complex health care needs, behaviours, dementia and mental health. This requires increased education, training and new approaches to care.

We continue to develop, based on research and best practices, enhanced end-of-life care to support residents and their family members.

We are committed to support quality of life and care for residents by recognizing the cultural, religious, sexual orientation and gender diversity of each resident.