



# Mariann Home

Presentation to the  
Ontario Long Term Care “COVID-19” Commission  
January 26<sup>th</sup> 2021

# Introductions

Bernard Boreland  
CEO/Administrator

Erly Valera RN  
Director of Care

Viki Scott  
LR/OH&S Consultant

# Mariann Home - Who We Are.....

- ▶ 64 Bed “C” classification LTC Facility – Located in Richmond Hill Ontario
- ▶ It was founded by the Missionary Sisters of Precious Blood who transferred sponsorship to the Catholic Health Sponsors of Ontario (CHSO)
- ▶ The CHSO appoints the Board of Directors of Mariann Home and the CEO, and must approve all of the Board’s recommendations related to mission, philosophy, bylaws, and major financial decisions
- ▶ Mariann Home must construct a new facility no later than 2025 or its 64-bed license will not be renewed
- ▶ Unionized with SEIU – Stand Alone Collective Agreement since 2019

“I saw the story of your home on the news and wanted to let you know what a wonderful job I think you are doing for your residents and staff. You have worked tirelessly to keep them all safe and you deserve the grateful thanks of the whole community. It illustrates that it can be done, so thank you. With any luck, your example may be followed by other institutions. Sincerely, Tracy Smith

# Mariann Home's - Future Plans

- ▶ The Richmond Hill site will be decommissioned and closed
- ▶ A new LTC Home will be built at the Marylake, Shrine of Our Lady of Grace, King City
- ▶ Mariann Home has applied to the Ministry of LTC for a license to expand its delivery of services from 64 to 140 LTC beds
  - Four (4) 32 Bed Units
  - One (1) 12 Bed Unit “Memory Care Unit”
  - Continuation to provide peritoneal dialysis beds
  - Dedicate four (4) beds for short stay respite applicants

“It was an excellent report on CTV News, congratulation to you and your team for working hard to keep Covid-19 out. Angie King R.N., GNC(c) Long Term Care Homes Inspector-Nursing

# Guiding Principles

Our Residents' Living Environment is  
Our Employees' Working Environment

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Safety First

# Key Areas of Success

- ▶ Early Planning
- ▶ Communication
  - Families
  - Employees
- ▶ Leadership
  - Administration
  - Infection Control
- ▶ Employees
- ▶ Partnerships/Networking
- ▶ Lots of Prayers from the Missionary Sisters

“Congratulations Bernard to you and your team for the great work, and I'm sure rewarding to have that recognized in the media. It makes us all proud to be affiliated with Mariann home. Robert Curridor

# Early Planning

- ▶ Past ten (10) years – practice to purchase additional Nursing and PPE supplies with any extra monies from the funding envelopes at year end. December of 2019 we were able to \$10,000.00 worth of PPEs, e.g. – N95 masks, surgical masks, isolation gowns, wipes and gloves
- ▶ N95 Mask Fit program in place past eight (8) years
- ▶ Two (2) designated trained Employees that conduct the mask fit testing for all Employee's every two (2) years and upon hire
- ▶ Use of the MOH – PPE reporting link and report, when required

“Happy to read positive stories about LTC in the news! Congratulations! That's great that you have not had a positive staff case! Impressive! Sandra Bassett Executive Director & CEO The Wexford Residence Inc.

# January 20<sup>th</sup> 2020

- ▶ Two (2) MH Employees vacationing in China. Placed on “isolation leave” with pay for 28 days
- ▶ Strict PPE Inventory Control
- ▶ Controlled access to the Home
- ▶ February 2020 – Director of Care
  - Aggressive Education – Proper use of PPEs; Donning and Doffing; Hand Hygiene and all infection control practices
  - Pandemic information sessions

“I was very impressed with the CTV news report that came out today regarding how you helped maintain Mariann Home from being Covid free. In light of the military's horrendous reports on long-term care facilities it is great to hear stories like these to reflect that not all homes are bad and some do care, as you do, for the elderly. We often disregard people when they reach a certain age, not remembering that they too contributed already to society and should not be treated like a burden. Anyway, I just want to thank you for all that you do. Thank you. Sincerely, Bibi Rashid

# January 20<sup>th</sup> 2020

- ▶ February 2020 – Dietary Manager
  - Ensured that MH had a three (3) month supply of paper product in case of a work shortage
  - Developed a “pandemic” menu plan

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*Keep up the great work Bernard and your team. We are proud. Enzo Morini*

# Communication - Resident Families

- ▶ Regular teleconferences
- ▶ March 14<sup>th</sup> 2020 – Called each POA personally
- ▶ Engaged Resident Families prior to any implementation of our “visitor” policies/programs
  - Proof of negative COVID-19 test vs attestation
  - Drive up COVID-19 test for Families
- ▶ Program Employees implemented a “virtual” visit program for each Resident and their Families
- ▶ Weekly Newsletters

“I loved the coverage on CTV by Mike Walker! You deserve all the compliments and you hit the nail on the head with what to do to keep residents and staff as safe as possible! We pray that they continue to be protected and the vaccine comes sooner for all. God bless and stay safe. Andy

# Resident Protection and Care

- ▶ Dedicated Staff for each Unit – Nursing, Dietary, Programs, etc.
- ▶ Introduction of “Hallway Dining”
- ▶ Temperature Check Frequency
- ▶ COVID-19 – Testing/Swabbing Frequency
- ▶ 14 Day Isolation Rule
  - Upon return from an external outing
  - Upon return from a Hospital stay

“I just saw yesterday’s wonderful CTV clip on Mariann Home’s continued success in keeping residents, staff and families Covid free. Your achievement is particularly noteworthy given the challenges associated with the limitations of the outdated physical plant. Thanks to you and your team for being such an outstanding example of Catholic health care at its best. In gratitude Hume

# Employee Protection & Care

- ▶ Single Employer Policy
- ▶ Identified “high risk” Employees working from home or on paid leave
- ▶ COVID-19 presumptive positive Employees on paid leave of absence until cleared to RTW
- ▶ COVID-19 confirmed Employees on paid leave of absence until it is determined they are safe to return to work
- ▶ Employee’s that feared contracting COVID-19 or for whatever other reason, e.g. childcare, etc. Were placed on a LOA without pay, with the support of a CERB benefits application

“Just wanted to reach out to say that it was so nice to see you on the news yesterday! It's really great to hear such a positive story in this difficult time. I'm so glad that you are still doing so well and honestly, not surprised one bit given the wonderful team at Mariann Home! So, passing along my congratulations to you and the team! Hope you keep well and safe. Warm regards, Nataly

# Employee Protection & Care

- ▶ Screening Protocols
- ▶ Temperature Check Frequency
- ▶ COVID-19 Testing/Swabbing Testing
- ▶ Communication
- ▶ Pandemic Pay
- ▶ Open Door Policy
- ▶ Union/Management Relations
- ▶ Occupational Health and Safety Committee

“I have seen your home featured twice on CTV news, and admire your care and methods of keeping your residents safe. The Ford government and the Long Term Care minister could learn a lot from you and the way you have protected your residents during the pandemic. Congratulations, and keep up the good work. Your field needs more people like you. Carol Lewis

# Employee Protection & Care

- ▶ Incentives
  - Board Recognition
  - BBQs
  - Food – Community Contributions
  - Christmas
- ▶ Commuting to and from Work
  - The Provision of PPEs
  - Alternative methods of transportation, e.g. use of Airport Limos

“Your segment on CTV just made me smile with happiness. I don't have grandparents in a home as they have passed several years ago, but I must commend you and your team of dedicated staff members for keeping your long term citizens safe. Sometimes you have to take matters in to your own hands to keep those who are most vulnerable healthy happy and protected during this difficult time. Hopefully we will see better days soon. Keep up the good work. Sending your whole team love and prayers for a safe and happy holiday.

Tricia Langenberg-Kealy

# Employee Protection & Care

- ▶ Groceries
- ▶ Hotel/Accommodation
- ▶ Mental Health Support/Resources
- ▶ Additional Support – Environmental, Night Shift, etc.
- ▶ Return from Vacation policy and procedure
- ▶ Use of Agency Staff
- ▶ Employees Cohorting Protocol
- ▶ Use of Students

“Good evening, I just saw your story on the news and I got quite emotional. Congratulations on your amazing work and the forward thinking that has kept your residents and staff safe! Take care and God bless! Erin Snow

# Leadership

- ▶ Roles and Responsibilities clearly defined
  - Administration
    - Operations
    - Financial
    - Labour Management Relations
  - Nursing – Infection Control

“Congratulations Bernard on another excellent interview celebrating the success of your proactive measures! Great work by your team and many thanks to Erly and Linda for speaking to CTV. It was incredible to hear Linda say that staff feel safer at Mariann Home than anywhere. Michael Gregory's comments were very powerful, it was so wonderful of him and his mother-in-law to agree to be interviewed. You put it all into perspective when you clearly said that your job is to protect the seniors - excellent work!! Sincerely, Frances

# Partnerships & Networks

- ▶ Supply Chain
- ▶ Universal Care Management Group
- ▶ “Alliance Group”
- ▶ OLTCA
- ▶ MacKenzie Health
- ▶ Public Health
- ▶ Central LHIN
- ▶ AdvantAge Ontario
- ▶ Scott & Associates Inc.

“Congratulations again on the great profile on CTV News this week - it's wonderful to see all your hard work being recognized broadly! We would like to express our deep appreciation for your ongoing commitment, and the outstanding efforts of your Board, management teams, and all your staff. Hume Martin, Chair & Beth Johnson, President and CEO - CHSO

# Infection Control Measures

- ▶ IPAC Measures
- ▶ Continual Education/Audits
- ▶ Increased testing/swabbing – Employees and Residents
- ▶ PPEs

“I just saw the story and congratulations to you and the entire Mariann staff on such a great news story and accomplishment that differentiates you amongst your peers. Keep up the great work and truly positioning Mariann Home as leaders. Angelo Bitondo

# Challenges & Concerns

- ▶ Lack of a Provincial Plan/Strategy
- ▶ Lack of Understanding on how the LTC Home Sector is structured/operates e.g. For Profit + Not for Profit + Gov't Operated
- ▶ Lack of Coordination and Conflicting Direction – Premier's Office, Chief Medical Officer of Health, Minister/Ministry of Health, Minister/Ministry of LTC, Public Health Ontario, LHINs, Regional Public Health, Ministry of Labour, Skills and Development, etc.
- ▶ Lack of “Second” Wave Planning
- ▶ Unions

“We are very impressed with you and your team's response in these challenging times. We would like to become monthly donors on behalf of our family May God bless you, your staff and your residents this season and always. Sincerely, Brian and Deborah O'Sullivan

# Questions

Thank you for this opportunity