



Return to Written Question

Asked by: Pat Angnakak, MLA for Iqaluit-Niaqunnguu
Asked of: Hon. Lorne Kusugak, Minister of Health
Number: 84-5(2)
Date: June 9, 2021
Subject: Embassy West Senior Living Facility in Ottawa

Question 1: Broken down by fiscal year from 2016-2017 to 2020-2021, what were the total amounts paid to the Embassy West Senior Living (EWSL) Facility in Ottawa for the care of Nunavut Elders?

Response:

| Total Paid per Fiscal Year to EWSL | | | | |
|------------------------------------|----------------|----------------|----------------|----------------|
| 2016/2017 | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 |
| \$ 1,457,755.25 | \$4,249,234.71 | \$5,612,358.17 | \$6,383,669.11 | \$6,320,642.94 |

Question 2: Broken down by fiscal year from 2016-2017 to 2020-2021, what was the average cost per month paid to the Embassy West Senior Living Facility in Ottawa for the care of Nunavut Elders?

Response:

| Average Cost per Month by Fiscal Year | | | | | |
|---------------------------------------|-------------|--------------|--------------|--------------|--------------|
| | 2016/2017 | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 |
| April | \$42,612.78 | \$268,377.63 | \$405,460.56 | \$545,431.78 | \$547,743.74 |
| May | \$67,334.78 | \$287,227.27 | \$429,764.88 | \$530,592.28 | \$523,636.62 |
| June | \$65,249.32 | \$351,494.47 | \$436,050.98 | \$532,015.69 | \$519,016.76 |
| July | \$64,583.36 | \$305,084.98 | \$471,151.17 | \$510,348.03 | \$539,977.16 |
| August | \$71,766.89 | \$403,765.48 | \$424,740.27 | \$509,242.77 | \$552,296.47 |

| | | | | | |
|------------------|--------------|--------------|--------------|--------------|--------------|
| September | \$107,826.50 | \$390,287.49 | \$474,583.91 | \$500,770.80 | \$563,779.79 |
| October | \$114,428.67 | \$371,889.87 | \$465,082.26 | \$532,564.87 | \$546,406.50 |
| November | \$150,171.34 | \$355,565.65 | \$504,590.31 | \$531,737.64 | \$524,010.60 |
| December | \$154,615.67 | \$381,335.85 | \$526,922.41 | \$566,572.89 | \$534,536.24 |
| January | \$156,077.57 | \$393,361.90 | \$473,681.23 | \$561,924.53 | \$502,270.97 |
| February | \$221,347.90 | \$335,233.88 | \$470,440.90 | \$521,434.64 | \$461,712.69 |
| March | \$241,740.47 | \$405,610.24 | \$529,889.29 | \$541,033.19 | \$505,255.40 |

Question 3: Broken down by fiscal year from 2016-2017 to 2020-2021, what was the average cost per client paid to the Embassy West Senior Living Facility in Ottawa for the care of Nunavut Elders?

Response:

| Average Cost per Client Paid to EWSL | | | | | |
|---|-------------|-------------|-------------|-------------|-------------|
| 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
| \$7,361.57 | \$14,429.39 | \$15,731.73 | \$15,578.87 | \$15,531.25 | \$15,690.83 |

This response is broken down by calendar year as the number of residents is based on calendar year.

Question 4: Broken down by fiscal year from 2016-2017 to 2020-2021, how many Inuktitut-speaking staff provided services to Nunavut Elders at the Embassy West Senior Living Facility in Ottawa?

Response:

| Staff | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Interpreters | 0 | 1 FT | 2 FT | 2 FT | 2 FT | 3 FT |
| Recreation staff | 0 | 1 FT | 1 FT | 1 FT | 0 | 0 |

It remains challenging to hire Inuktitut speaking staff in Ottawa. EWSL has a contract with the Ottawa Health Services Network Incorporated (OHSNI) for interpretation services. In 2017, EWSL had 1 full-time (FT) interpreter contracted from OHSNI and one Inuktitut speaking activity staff that was hired by EWSL. Since then EWSL has steadily increased their Inuktitut speaking staff. EWSL continues to recruit Inuktitut speaking staff for interpretation and recreation purposes.

An Inuit Cultural Consultant provided cultural training twice a year for staff and management. The last trainings took place in March and May 2019. Cultural trainings have been suspended due to COVID-19 but are anticipated to resume pending vaccine roll-out and public health measures. EWSL also maintains a partnership with Tungasuvvingat Inuit in Ottawa. Every month elders from the community have tea and lunch with elders being cared for at EWSL. Due to COVID-19 these activities have been paused.

Question 5: Broken down by fiscal year from 2016-2017 to 2020-2021, how many formal complaints or concerns were submitted by family members to the Department of Health regarding the care or support provided to Nunavut Elders at the Embassy West Senior Living Facility in Ottawa?

Response:

Any complaints that are received by the Home and Continuing Care Division, Department of Health, Government of Nunavut, from residents, families of residents, or others, are directed to EWSL to resolve as they are the contracted care provider. If concerns or complaints cannot be resolved to the satisfaction of the complainant, both the GN's Department of Health and EWSL refer the complainant to Ontario's Retirement Homes Regulatory Authority (RHRA), which is responsible for administering the *Retirement Homes Regulatory Act*, as well as licensing and regulating all retirement homes in the province. The RHRA is also responsible for investigating all complaints.

| Date (mm/dd/yyyy) | Complaint | Addressed to/Resolved by |
|------------------------------|---|---|
| 01/26/2021 | Family member concerned about resident care | Concern addressed to LTC, forwarded to EWSL; resolved |
| 06/20/2020 | Resident complaint addressed to EWSL | Addressed/resolved by EWSL |
| 09/29/2020 | Office of the Public Guardian (OPG) complaint to LTC division and EWSL | Addressed/resolved by EWSL |
| 11/06/2020 | Family concern to LTC forwarded to EWSL | Addressed/resolved by EWSL |
| 12/04/2020 | Royal Ottawa Hospital complaint to RHRA | RHRA investigated and unfounded |
| 02/28/2019 | OPG concern addressed to LTC and EWSL | Addressed/resolved by EWSL |
| 03/18/2019 | Family complaint forwarded to RHRA | RHRA investigated and unfounded |
| 04/23/2019 | Resident complaint to EWSL | Addressed/resolved by EWSL |
| 05/15/2019 | Resident/family complaint to LTC forwarded to EWSL | Addressed/resolved by EWSL |
| 06/25/2019 | Staff complaint re: family taking photos at EWSL | Addressed/resolved by EWSL |
| 09/04/2019 | Resident concern to LTC forwarded to EWSL | Addressed/resolved by EWSL |
| 09/18/2019 | Complaint to GN Patient Relations, forwarded to LTC and forwarded to EWSL | Addressed/resolved by EWSL |
| 10/19/2019 | Resident/family complaint to EWSL | Addressed/resolved by EWSL |

Question 6: With respect to the complaints and concerns listed in the answer to question #5, what types of complaints or concerns were raised and how were they resolved?

Response:

Concerns and complaints received vary in nature. Concerns range from resident care to concerns regarding actions of family members while visiting EWSL.

All concerns or complaints received by EWSL are addressed and resolved as they are brought forward. Day-to-day operational complaints are addressed and resolved within 24 hours of receiving the complaint. Major complaints are investigated and resolved within 10 days of receipt. Any concerns or complaints that cannot be resolved quickly or to the satisfaction of the complainant are brought forward to the RHRA to investigate. More information regarding RHRA complaint processes can be found here:

<https://www.rhra.ca/en/information-for-retirement-home-residents/complaints/#WhatCanYouExpect>

Question 7: Broken down by fiscal year from 2016-2017 to 2020-2021, and by type of inspection (scheduled, unscheduled, emergency), how many inspections were conducted at the Embassy West Senior Living Facility in Ottawa?

Response:

From January 2016 through to June 2021 there have been 35 inspections conducted at EWSL. Inspections consist of the following: routine (unannounced) inspections; mandatory reporting inspections; complaint inspections; and outbreak reporting inspections. Please see Appendix A for a summary of inspections conducted by year.

Please note that inspection information is publicly available and can be accessed on the RHRA website here, <https://www.rhra.ca/en/> or by calling them at 1-855-275-7472.

Question 8: With respect to inspections listed in the answer to question #7, what procedures were followed in conducting these inspections at the Embassy West Senior Living Facility in Ottawa and what corrective actions were taken in response to findings of the inspections?

Response:

The RHRA conducts annual, unannounced inspections. The RHRA is not required to provide prior notice of any type of inspection, including routine inspections. At the routine inspection the inspector will meet with the designated staff at the home and explain:

- The scope and purpose of the inspection;
- How the findings will be communicated to the home; and,
- The review of the current information for the RHRA's Retirement Home Database.

The Inspector will also request:

- A list of staff records for a selection of staff, including current staff training records and content of training;
- Assessments and Plans of Care for a selection of residents; and,

- Medication Administration Records and corresponding physician orders for a selection of residents.

The inspector will then conduct the inspection in accordance with the inspection model:

- Walk through the home and observe residents engaged in activities;
- Speak with residents and staff in the home;
- Observe care services provided to residents;
- Review documents such as Plans of Care, complaint logs, fall logs, etc.; and,
- Ask follow-up questions concerning the walk-through.

At the end of the inspection the inspector will meet with the designated staff and discuss feedback and findings of non-compliance. Please see Appendix A for findings and outcomes of inspections.

For further information on inspections please visit the RHRA website, here:

<https://www.rhra.ca/wp-content/uploads/2021/03/What-To-Expect-During-An-Inspection-2021-FINAL.pdf>