

Region of Queens Municipality Staff Report

To: Mayor and Council
From: Audrey Wamboldt, Administrator
Date: January 28, 2025
Re: Operational Report for Hillview Acres

Background

Region of Queens Municipality owns and operates Hillview Acres, a Residential Care Facility funded by the province and residents of the municipality.

Details

Department of Seniors and Long-term Care (DSLTC)

Inspection: The facility received another unscheduled visit from DSLTC on Thursday, December 5th, 2024. From that visit the Compliance Officer noted one deficiency regarding resident medical documentation. The Director of Resident Care has responded by establishing a process of receiving medical information from the facility's Medical Advisor. The deficiency has been approved by the Compliance Officer as of January 6th, 2025.

General Maintenance

Snow Removal: The facility is currently being served by JWCC for plowing snow but is unable to provide salting and shovelling services. It has been an ongoing effort to find someone who is willing to provide the full service in Middlefield. If additional shovelling and salting is required outside of the regular hours of maintenance staff, the Administrator or Director of Resident Care have had to

cover this work by engaging with uninsured individuals to complete the necessary snow removal.

Capital Projects

Steam Boiler Update: Black & McDonald initiated the replacement of the old steam boiler mid 2024 and was fully installed by the end of October 2024. There have been some ongoing issues with keeping pressure and excess fumes from the boiler. We are still engaged in discussions with DUMAC Engineering and Black & McDonald to mitigate these issues. This replacement has been funded by DSLTC.

Elevator Update: The scheduled elevator upgrade was completed in November 2024. This saw the necessary upgrades to meet fire regulations and fire alarm notification for the building and the elevator's mechanical/computer system. The majority of this project was funded through the Capital Projects submission for DSLTC with the Region of Queens Municipality approving additional funding (for fire system upgrading and electrical costs associated with the project) in the Spring of 2024.

Roof Tender: A second tender submission for Hillsview Acres' Roof Replacement was placed late 2024 with the deadline for contractor submissions being January 15th, 2025. Three submissions have been received and will need to be reviewed by Council and one approved to initiate work on the roof in the spring of 2025. This project is being funded by DSLTC.

Expenses

Projected Expense: For pre-planning purposes, it is to be noted that the Sprinkler Tanks will require an inspection and cleaning before September 7/8 2025. The initial quote from Troy FLS has the cost at \$13,800.00 and does not include any additional maintenance work, the re-filling of the tanks, or the cost of the inspection by Dept of Labour, Immigration and Education (which is our cost and responsibility to schedule).

Because this is considered a general maintenance project, it does not necessarily qualify for submission to Capital Project Funding from DSLTC. In order to confirm a scheduled time to clean tanks prior to the expiration of the previous certificate, a service agreement must be signed.

Bus Expenses: The bus has required some necessary maintenance work over the past several months. Most recently, it has been found to require a complete replacement of its Anti-lock Braking System (close to \$1200.00 before taxes plus additional costs to identify the issue from East Coast Int'l in Bridgewater).

Currently, expenses are being paid through the Recreation budget at Hillsview; however, the bus is considered an auxiliary expense and funds should not be covered through the general budget.

Staffing

Hillsview is currently seeking casual positions in the Dietary and Environmental Services Departments. The part-time LPN position has been filled by a prior staff who recently returned back to Hillsview after a two-year study-leave to upgrade from CCA to LPN.

Hillsview currently has three long-term staff challenging for their CCA designation. This is a one-time initiative by DSLTC to support the standardization of the workforce in Residential Care Facilities and Long-Term Care Facilities.

Budget Impacts

Expenses will be managed in the 2025-2026 municipal budget process.

Recommendation

- (1) **THAT** the Council of the Region of Queens Municipality accept the Operational Report for Hillsview Acres.