

Clause 21 in Report No. 10 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on June 28, 2018.

21

Purchase Agreement Approvals for Seniors Services

Committee of the Whole recommends adoption of the following recommendations contained in the report dated May 25, 2018 from the Commissioner of Community and Health Services:

1. Council authorize the agreements between the Regional Municipality of York and the service providers identified in Attachment 1 for a 3 year term, effective January 1, 2019.
2. The Commissioner of Community and Health Services be authorized to execute the agreements in Attachment 1 on behalf of the Region.
3. The Commissioner of Community and Health Services be authorized to exercise the option to extend each of the agreements in Attachment 1 for two further one-year terms, provided the contractors have performed the services to the satisfaction of the Commissioner and the funding amount is within the annual approved budget.
4. The Commissioner of Community and Health Services be authorized to delegate the execution of agreements and associated renewals to the Chief and General Manager, Paramedic and Seniors Services, where the total annual amount of the agreement does not exceed \$100,000.

Report dated May 25, 2018 from the Commissioner of Community and Health Services now follows:

Purchase Agreement Approvals for Seniors Services

1. Recommendations

It is recommended that:

1. Council authorize the agreements between the Regional Municipality of York and the service providers identified in Attachment 1 for a 3 year term, effective January 1, 2019.

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2. The Commissioner of Community and Health Services be authorized to execute the agreements in Attachment 1 on behalf of the Region.
3. The Commissioner of Community and Health Services be authorized to exercise the option to extend each of the agreements in Attachment 1 for two further one-year terms, provided the contractors have performed the services to the satisfaction of the Commissioner and the funding amount is within the annual approved budget.
4. The Commissioner of Community and Health Services be authorized to delegate the execution of agreements and associated renewals to the Chief and General Manager, Paramedic and Seniors Services, where the total annual amount of the agreement does not exceed \$100,000.

2. Purpose

This report seeks authorization to approve continuation of purchase of service agreements between The Regional Municipality of York and service providers for the Paramedic and Seniors Services Branch, Seniors Services Division.

This report is prepared for Council in order for it to carry out its legislative duties and responsibilities as the Committee of Management under the *Long-Term Care Homes Act, 2007*.

Council approval is required in the following circumstances:

- **Direct Purchases exceeding \$150,000:** Section 10 of the [Purchasing Bylaw](#) permits direct purchases of goods and services exceeding \$150,000, subject to Council approval, as follows:
 - Section 10.1(a) permits direct purchases when the paramount consideration is compatibility with existing equipment, facilities or services.
 - Section 10.1 (b) permits direct purchases when there is only one legal entity reasonably capable of providing the deliverables.
- **Contracts greater than five years:** Section 18.1 (a) of the Bylaw requires Council approval for contracts where the proposed contract term extends beyond five years, or where the extension or renewal of a contract or a direct purchase would result in an aggregate term of greater than five years.

3. Background and Previous Council Direction

Purchase of service agreements have been implemented for provision of services to the Region’s long-term care homes residents and Seniors Community Program clients

York Region operates two long-term care homes, Maple Health Centre and Newmarket Health Centre, and provides community programs for seniors.

The *Long-Term Care Homes Act, 2007* governs operation of long-term care homes in Ontario and establishes many requirements for resident care. In addition, accountability agreements with the Central Local Health Integration Network establish requirements for the Region to meet for both long-term care homes and seniors community day programs. The Region enters into service agreements with providers to ensure the care needs of our long-term care residents and day program clients are met.

Table 1 lists the categories of services purchased, gives the rationale for purchasing the service and provides examples of services provided.

Table 1
Categories of Purchases by Long-Term Care

Category	Rationale for Purchase	Examples of Services
Professionals	Purchases support the health promotion protection and prevention mandates of the Region’s Long-Term Care Homes	Attending Physicians, Dentist, Geriatrician, Medical Director, Optician, Podiatrist, Psychiatrist
Medical and Clinical Services and Supplies	Purchases involves provision of on-site medical and clinic services to the residents of the Region’s Long-Term Care Homes	Life Labs, Oxygen Therapy, Pharmacy, Mobile X-Ray Services
Specialized Proprietary Equipment and Applications	Facility centric goods/services support staff and resident health and safety	Preventative Maintenance, Building Automation, Hazardous Waste, Water Treatment, Communication Software Maintenance
Resident Services	Services provided promote consistent and high quality resident care, independency and dignity	Hair Dressing, Music Therapy Services, Cable, Spiritual and Religious Coordinator, Dieticians,

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Category	Rationale for Purchase	Examples of Services
Support and Counselling	Health, safety and social well-being of residents	Zumba Instruction Caregiver Support and Counselling, Acquired Brain Injury Adult Day Program, Aphasia Communications Disability Adult Day Program

4. Analysis and Implications

The current agreements for necessary services will expire at the end of December 2018

Seniors Services' current purchase of service agreements were made under purchasing authorizations provided by Council in [November 2013](#) and will expire at the end of December 2018. Council's authorization is required to continue purchasing services from the current service providers.

Attachment 1 lists the service providers for each category in Table 1, describes the services to be purchased, the approximate cost of each service over the initial three-year term, and the estimated costs for the fourth and fifth years of the contract. For services where the costs are billed directly to, for example, the resident or Ontario Health Insurance Plan, information about the costs is not provided because costs vary depending on resident needs and are pre-approved by the resident or substitute decision-maker.

Having consistency in service providers helps to minimize disruption for residents and clients and enables continuity of care, dependable services and familiarity with care providers

For all of the service providers in Attachment 1, staff reviewed their performance including through resident/client feedback and program evaluations. As service provider reviews were positive, staff are recommending that services continue to be purchased from these service providers.

On occasion, Seniors Services may need to enter into a contract with a new service provider for a variety of reasons, such as the retirement of an existing service provider, a service provider going out business or having been bought by another company or a service provider has proven unsatisfactory or where staff are of the view that a particular contract may no longer represent best value for the Region. In such cases, a contract will be awarded to a new service provider not listed in Attachment in accordance with the Purchasing Bylaw.

5. Financial Considerations

Seniors Services has been executing annual purchase of service agreements with the individual service providers set out in Attachment 1 since 2013. Any change of service levels or service provider would be reflected in each of the service agreements.

The costs of each service agreement are comparable with market value for the identified deliverables and professional services. Except where the value will be adjusted based on funding flow increases from Central Local Health Integration Network for specific services, each year, including each renewal option, will be subject to an approximate increase of two per cent. The annual approximate increase of two per cent will address market price variables such as Consumer Price Index.

As applicable, the cost of the purchase of service agreements are funded by the Ministry of Health and Long-Term Care, the Ontario Health Insurance Plan, the Central Local Health Integration Network, tax levy, Long-Term Care residents, Seniors Community program clients, and/or or the Region. Expenditures are managed within Seniors Services' annual approved operating budgets.

There are a total of 36 contract renewals/amendments requested in this report, ranging from \$0 to \$220,434 with a total estimated value of \$3,488,215 over the next five years.

6. Local Municipal Impact

The contracted programs and services provided by the Seniors Services Division provide a local option for residents from all local municipalities to receive high quality services, programs and care to meet their needs.

7. Conclusion

Approval of the identified service agreements will enable the York Region to continue to offer the high quality of services currently provided to its residents and clients.

For more information on this report, please contact Norm Barrette, Chief and General Manager, Paramedic and Seniors Services, at 1-877-464-9675 ext. 74709.

Renewal of Contracted Services for Seniors Services

The Senior Management Group has reviewed this report.

May 25, 2018

Attachment (1)

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Accessible formats or communication supports are available upon request

**Purchase Agreement Approvals
for Seniors Services**

SERVICE PROVIDER	SERVICES PROVIDED	SERVICE BILLED TO	CURRENT ANNUAL VALUE OF PURCHASES	CURRENT ANNUAL VALUE OF PURCHASES + 2% OR 5% OR 10%	COLUMN E + 2% FOR 2ND YEAR OF INITIAL 3 YEAR TERM + 2% FOR 3RD YEAR OF INITIAL 3 YEAR TERM	ESTIMATED VALUE OF INITIAL 3 YEAR TERM	VALUE OF FINAL YEAR OF THE INITIAL 3 YEAR TERM	ESTIMATED 4TH YEAR VALUE (2% ADDED TO ESTIMATED ANNUAL VALUE OF INITIAL TERM)	ESTIMATED 5TH YEAR VALUE (2% ADDED TO ESTIMATED VALUE OF 4TH CONTRACT YEAR)	ESTIMATED 5 YEAR TOTAL VALUE
Category: Professionals Estimated Value, Initial 3 Year Term: \$456,925.00										
5 Year Total with 2% Increase for each Renewal Year: \$776,977										
Attending Physicians: -Dr. Pierre Geoffroy -Dr. Sonia Chao -Dr. Mike Hamilton -Dr. Amy Wong -Dr. Paul Randall -Dr. Solveiga Gauvin -Dr. Amy Wong -Dr. Vered Kakzanov	Medical services (including after-hours on call availability to residents in LTC Homes)	MOHLTC/OHIP	N/A							Costs vary depending on resident needs and are pre-approved by the resident or substitute decision-maker
Consulting Physicians: -Dr. Emily Tam -Dr. Sam Wong	Treating Residents to relieve spasticity-associated muscle function.	OHIP	N/A							
Dentist: -Toothpicks Dental	Dental Services, including emergency services, dental supplies and equipment, for residents of LTC Homes	Residents	N/A							

SERVICE PROVIDER	SERVICES PROVIDED	SERVICE BILLED TO	CURRENT ANNUAL VALUE OF PURCHASES	CURRENT ANNUAL VALUE OF PURCHASES + 2% OR 5% OR 10%	COLUMN E + 2% FOR 2ND YEAR OF INITIAL 3 YEAR TERM + 2% FOR 3RD YEAR OF INITIAL 3 YEAR TERM	ESTIMATED VALUE OF INITIAL 3 YEAR TERM	VALUE OF FINAL YEAR OF THE INITIAL 3 YEAR TERM	ESTIMATED 4TH YEAR VALUE (2% ADDED TO ESTIMATED ANNUAL VALUE OF INITIAL TERM)	ESTIMATED 5TH YEAR VALUE (2% ADDED TO ESTIMATED VALUE OF 4TH CONTRACT YEAR)	ESTIMATED 5 YEAR TOTAL VALUE
Category: Professionals										
Estimated Value, Initial 3 Year Term: \$456,925										
5 Year Total with 2% Increase for each Renewal Year: \$776,977										
Geriatrician: -Dr. Coleman Nefsky	Geriatrician Services, consultations and assessments for clients of the Integrated Psychogeriatric Outreach Program	Region	\$40,000	\$44,000	\$134,658	\$134,658	\$45,778	\$46,694	\$47,627	\$228,979
Medical Director: -Dr. Katherine Meunier	Oversight of medical, paramedical and nursing care and services for the residents of LTC Homes	MOHLTC/ Region	\$60,100	\$61,302	\$187,609	\$187,609	\$63,779	\$65,055	\$66,356	\$319,019
Optician: - Lorne & Leonie Eiding O/A Eye Contact	Eye Care Services, including prescribing and dispensing eye wear and related services, for residents of LTC Homes	Residents	N/A							
Podiatrist: -Dr. Arnold Marcus	Podiatry services, for residents of LTC Homes	Residents / OHIP	N/A							
Psychiatrist: -Dr. Sherief Marzouk -Dr. Peter Zelina	Psychiatry consultations and assessments for clients of the Integrated Psychogeriatric Outreach Program (older adults in the community who have mental health issues)	Region	\$40,000	\$44,000	\$134,658	\$134,658	\$45,778	\$46,694	\$47,627	\$228,979

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Category : Medical & Clinical Services & Supplies Estimated Value, Initial 3 Year Term: \$85,508										
5 Year Total with 2% Increase for each Renewal Year: \$145,401										
Life Labs	Laboratory diagnostic testing for LTC Homes	MOHLTC / Region	\$25,400	\$27,940	\$85,508	\$85,508	\$29,069	\$29,650	\$30,243	\$145,401
Praxair (Medigas)	Provision of oxygen tanks, exchange when empty or expired and service, if required, for LTC Homes	OHIP	N/A							
Medisystem Pharmacy (Shoppers Drugmart)	Pharmacy Services, including medication for the residents of LTC Homes as well as a computerized medication management system, quality improvement activities and education support to LTC Staff.	OHIP								
STL Diagnostics	Mobile X-Ray Services	OHIP								

Costs are paid by OHIP directly

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Category : Specialized Proprietary Equipment and Applications										
Estimated Value, Initial 3 Year Term:		\$379,475								
5 Year Total with 2% Increase for each Renewal Year:		\$645,277								
Arjo Canada	Preventative Maintenance and Service Plans (e.g. ceiling lifts, ceiling track systems, portable lifts, Spa Tubs - for LTC Homes)	Region	\$68,598	\$72,028	\$220,434	\$220,434	\$74,938	\$76,437	\$77,965	\$374,836
Modern Niagara	Building automation system - Newmarket Health Centre	Region	\$6,111	\$6,722.10	\$20,572	\$20,572	\$6,994	\$7,134	\$7,277	\$34,982
Octagon Medical Services	Hazardous Waste - Removal and disposal for LTC Homes	Region	\$14,976	\$16,474	\$50,416	\$50,416	\$17,139	\$17,482	\$17,831	\$85,729
LiquiTech / Chem-Aqua Envir & Healthcare	Water treatment system for LTC Homes	Region	\$15,306	\$16,837	\$51,527	\$51,527	\$17,517	\$17,867	\$18,225	\$87,619
Chubb / Connexall	Communication Software System - Resident security systems related to Wander Alert, Nurse Call and client database server software for the LTC Homes	Region	\$10,850	\$11,935	\$36,526	\$36,526	\$12,417	\$12,665	\$12,919	\$62,110

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Category : Resident Services										
Estimated Value, Initial 3 Year Term:		\$590,682								
5 Year Total with 2% Increase for each Renewal Year:		\$1,004,421								
Hair Dressing: -Forever Young	Hair Dressing services for residents of LTC Homes	Residents	N/A			Costs vary depending on resident needs and are pre-approved by the resident or substitute decision-maker				
Music Therapy Services: -Grace-Anne Hunte	Music Therapy for residents of LTC Homes	Region	\$37,126	\$40,839	\$124,982	\$124,982	\$42,488	\$43,338	\$44,205	\$212,524
Rogers Cable	Cable services for residents at LTC Homes	Region / Residents	\$45,723	\$50,295	\$153,924	\$153,924	\$52,327	\$53,374	\$54,441	\$261,739
Spiritual & Religious Coordinator: -New provider TBD	Coordination and monitoring of participation in worship services as well as significant days and seasons throughout the religious calendars for the residents of LTC Homes	Region	\$15,000	\$16,500	\$50,497	\$50,497	\$17,167	\$17,510	\$17,861	\$85,868
Dieticians: -Lena Cazes -Lennie Iskender	Nutritional and therapeutic services (including nutrition, dietary counselling and education) to residents of LTC Homes	Region	\$74,013	\$81,414	\$249,160	\$249,160	\$84,703	\$86,397	\$88,125	\$423,682
Zumba Instruction: -Gwendolyn Elliott	Instructional seated Zumba Classes to residents of LTC Homes	Region	\$3,600	\$3,960	\$12,119	\$12,119	\$4,120	\$4,202	\$4,286	\$20,608

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Category : Support & Counselling										
Estimate Value, Initial 3 Year Value:			\$538,765							
5 Year Total with 2% Increase for each Renewal Year:			\$916,140							
Alzheimer's Society of York Region	Caregiver support and Counselling for family members/caregivers of the Cognitively Impaired Adult Day Programs in Keswick and Maple, LTC and the community	Region	\$3,600	\$3,960	\$12,119	\$12,119	\$4,120	\$4,202	\$4,286	\$20,608
Mackenzie Health	Intake assessment, programming, caregiver support and counselling for clients of the Acquired Brain Injury Adult Day Program in Maple	Region	\$109,211	\$120,132	\$367,652	\$367,652	\$124,985	\$127,485	\$130,034	\$625,171
March of Dimes	Programming and planning for clients of the Aphasia Communication Disability Adult Day Program in Maple	Region	\$47,229	\$51,952	\$158,994	\$158,994	\$54,051	\$55,132	\$56,235	\$270,361