
Here are the highlights from the regular and special Lanark County Council meetings held Wednesday, Aug. 26.

- **High Scores for Lanark Lodge in Satisfaction Survey:** County Council extended congratulations to Lanark Lodge staff in light of a report outlining the results of the 2015 Resident/Family Satisfaction Survey for the long-term care home. The anonymous survey has been provided since 2007 and is conducted to collect objective, measurable information to help the home determine trends and plan for improvements. It also allows for the home to benchmark its performance from year to year. As is required by legislation, the survey tool was reviewed with the Council of Family and Friends and the Residents' Council before being made available in May and June. Lanark Lodge Director Deborah Pidgeon indicated the average response rate for such surveys is about 20 per cent, but the home achieved 40 per cent. Results showed 85 per cent of respondents were the power of attorney for the resident, a family member or a friend, which seems to be an increasing trend as fewer residents are capable of completing the questionnaires independently (73 per cent of residents have some form of dementia). Results also indicated 96 percent of respondents are satisfied overall with the quality of care and services in the home, which is consistent with the last few years. As well, 97 per cent said they would recommend the home to a friend. The home achieved scores of between 94 and 100 per cent for personal grooming, quality of meals, odour control, cleanliness, caring/compassionate nursing staff, courteous response to residents and family members being made to feel welcome in the home. There were no scores of less than an overall rate of satisfaction of 90 per cent. "The trend in the survey results has been consistent in recent years with an extraordinary rate of overall satisfaction for the care and services the home provides," Ms. Pidgeon said. "This excellent rate of satisfaction is directly attributed to the commitment and compassion of care of the multi-disciplinary team at Lanark Lodge." For more information, contact Deborah Pidgeon, Director of Lanark Lodge, at 1-888-9-LANARK, ext. 7101.

- **Inspectors Visit Lanark Lodge:** Council accepted a report by Lanark Lodge Director Deborah Pidgeon regarding the results from an unannounced resident quality inspection conducted by Ministry of Health and Long-Term Care inspectors between June 1 and 14. Compliance inspectors are required to visit long-term care homes annually to examine admission processes, dining, infection prevention and control practices, resident charges, quality improvement practices, residents' council interviews and family council interviews. A sample of residents (usually 40) is randomly selected and their quality of care and quality of life indicators are reviewed. Four inspectors visited the Lodge each day over 10 days and conducted interviews with residents, family members and staff along, as well as observing care delivery and reviewing records. Ms. Pidgeon indicated the inspectors provided a positive review and that Lanark Lodge's results are significantly better than the provincial average. All required work to meet compliance is occurring. "Lanark Lodge staff are to be congratulated on a highly successful annual review," she said. "There were no core nursing or support services programs triggered as not meeting compliance requirements, and this is a significant accomplishment for our organization. Lanark Lodge was able to demonstrate a high level of compliance with the Long-Term Care Homes Act and its supporting regulations." For more information, contact Deborah Pidgeon, Director of Lanark Lodge, at 1-888-9-LANARK, ext. 7101.

- **Surplus Ambulance to Become Training Vehicle:** Council has approved a motion to allow the Lanark County Paramedic Service to use a surplus ambulance for training and multi-casualty

incident vehicle purposes. LCPS Deputy Chief Sean Teed explained the surplus ambulance is no longer in regular service due to its age and high mileage, but is still in good mechanical condition. Surplus ambulances are usually given to municipalities in Lanark County for use by local fire departments or environmental services work crews. This vehicle will be used as a simulator to test/train paramedics in a realistic setting – completing patient care in the back of an ambulance. It can also be driven to various bases so paramedics on duty can be tested in a timelier manner as opposed to scheduling training days. “This would allow the service to not only ensure the paramedics are able to provide the expected treatments in the most effective manner, it will also allow the service to increase our ongoing training without increasing our training costs,” he said. In addition, the vehicle will be used for multi-casualty incidents. During a major incident, the first ambulance on scene becomes the main triage vehicle and must remain until all patients have been transported, which results in the loss of one ambulance for patient transport. “An MCI vehicle may allow the supervisors to take over the scene command and triage responsibility and allow the regular ambulances to transport the patients to the hospitals in a timelier manner.” The MCI vehicle will also carry additional patient care equipment and would not be used for patient transfer. Costs to converting the vehicle for this purpose are expected to be less than \$5,000. For more information, contact Rick Hannah, Emergency Services Coordinator, at 1-888-9-LANARK, ext. 1701.

- **County Urges Action on Asphalt:** In support of an Eastern Ontario Wardens’ Caucus position paper presented at the 2015 Association of Municipalities of Ontario conference, the county is urging the Minister of Transportation to take immediate action to improve the quality standard of asphalt cement used in Ontario. The quality concerns were raised at an EOWC meeting by representatives from the County and Single-Tier Public Works Managers Group. The county then consulted with the ministry and learned it has been working on the issue, but faces strong lobbying by the industry. A report by CAO Kurt Greaves indicated ministry staff are pushing for additional testing and that some municipalities have started to add their own specifications to try to ensure higher-quality asphalt cement. “For Lanark County as a corporation, roads are by far the largest asset,” Mr. Greaves said, adding the financial implications of poor-quality asphalt cement affect almost every municipality in Ontario and the province itself. “The impact of early road replacement can easily be extrapolated to be costing municipalities and the province tens of millions of dollars annually.... Given the material amount invested in roads across Lanark County and Ontario, it is imperative these assets are built to last. Finding solutions should be on the top of everyone’s agenda, given the status quo is simply unaffordable.” He said the issue has been building for 15 years. For more information, contact Kurt Greaves, CAO, at 1-888-9-LANARK, ext. 1501.
- **RFP to Review Planning Department:** Council has authorized staff to issue a request for proposals for a planning department work flow optimization review. The review is anticipated to address fees, the budget and administrative support in the department. The RFP will be advertised in local newspapers and on the MERX website and closes Oct. 5. An evaluation team consisting of the CAO, financial analyst, deputy clerk, deputy treasurer and economic development committee chair will report to the economic development committee in October with a contract expected to be awarded in November. For more information, contact Leslie Drynan, Deputy Clerk, at 1-888-9-LANARK, ext. 1502.

- **Upcoming Meetings: County Council, Wednesday, Sept. 9, 5 p.m.;** Community Services, Sept. 9 (following County Council); Corporate Services, Sept. 9 (following Community Services). **County Council, Wednesday, Sept. 23, 5 p.m.;** Economic Development, Sept. 23 (following County Council); Public Works, Sept. 23 (following Economic Development). For more information, contact 1-888-9-LANARK, ext. 1502. Like "LanarkCounty1" on Facebook and follow "@LanarkCounty1" on Twitter!

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