



**CITY OF KINGSTON
REPORT TO COUNCIL**

Report No.: 12-022

TO: Mayor and Members of Council

FROM: Lanie Hurdle, Commissioner, Community Services

RESOURCE STAFF: Janice Hodgson, Administrator, Rideaucrest Home

DATE OF MEETING: December 6, 2011

SUBJECT: Purchase of Nurse Call System – Rideaucrest Home

EXECUTIVE SUMMARY:

The new Long Term Care Act requires that Long Term Care facilities respond to nurse calls with three (3) minutes. The Nurse Call System at Rideaucrest Home is outdated and does not have the ability to track the timeframe for nurses to respond to calls. Many complaints have been brought forward by both families and residents due to the loud noise created by the existing nurse call system. The system proposed would eliminate the overhead noise resulting in a more relaxed and less disruptive environment for the resident. It will also allow for accurate tracking of the number of calls occurring throughout the shift and the response times to these calls.

Staff, with the support from Extendicare Canada, initiated a review of nurse call systems required to meet the Long Term Care Act and to improve the quality of life for residents and families.

Extendicare provided clear information on system requirements and provided information on a nurse call system Request for Proposal (RFP) issued by Extendicare operated homes in 2010. Recognizing that the City currently has a contract with Extendicare, which includes consultative and support services, and considering Extendicare's purchasing power in the health care industry, staff are recommending to use the information obtained through the Extendicare RFP toward the purchase and installation of a Nurse Call System at Rideaucrest.

The total cost of purchase and installation of the system is \$219,277.47, inclusive of HST. There are sufficient funds in the 2011 capital budget for this purchase. In accordance with the City of

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Kingston's Purchasing By-Law, this purchase would be considered a single source procurement as the RFP process was conducted by Extendicare and not the City of Kingston directly.

RECOMMENDATION:

THAT Council approve the purchase of a Nurse Call System for Rideaucrest Home in the amount of \$219,277.47, inclusive of HST, from Austco Communication Systems; and

THAT Council authorize the Mayor and the Clerk to enter into a contract with Austco Communication Systems for the total of \$219,277.47, inclusive of HST, in a form satisfactory to the Director of Legal Services.

AUTHORIZING SIGNATURES:

<u>ORIGINAL SIGNED BY COMMISSIONER</u> Lanie Hurdle, Commissioner, Community Services
<u>ORIGINAL SIGNED BY CHIEF ADMINISTRATIVE OFFICER</u> Gerard Hunt, Chief Administrative Officer

CONSULTATION WITH THE FOLLOWING COMMISSIONERS:

Cynthia Beach, <i>Sustainability & Growth</i>	N/R
Denis Leger, <i>Transportation, Properties & Emergency Services</i>	N/R
Jim Keech, <i>President and CEO, Utilities Kingston</i>	N/R

(N/R indicates consultation not required)

OPTIONS/DISCUSSION:

The Nurse Call System at Rideaucrest Home should be updated to ensure compliance with the latest requirements under The Long Term Care Act. The existing system does not record response times for staff once the bell has been activated. This response time is mandated to be within three (3) minutes of activation and to be recorded at all times.

Furthermore, staff have received a number of complaints in regards to the current system which is loud and disturbs residents, especially over night, and impacts their quality of life.

Staff received information from Extendicare on best practices for appropriate Nurse Call Systems. The system should include the following components:

1. Bedside call stations in the rooms with a green “Call” button and a pendant socket with a call cord.
2. Washrooms to be fitted with a standard pull cord station.
3. Lounges, activity rooms and dining rooms to be equipped with an emergency station.
4. Resident suites, public washrooms and local areas will be fitted with one dome light in the corridor outside of the room or in a specific location.
5. Pocket pager system and wireless telephones
6. Nurse station annunciators will provide audio and visual annunciation of active nurse call alarms:
 - Twelve (12) character backlit LCD scrolling display
 - Three (3) colour LED’s to indicate call priorities
 - Day / night modes
7. Call system will be powered using a PSA-10 power supply with battery backup.
8. Labour / installation.
9. Training / commissioning

In October 2010, Extendicare Canada issued an RFP for the provision and installation of such a Nurse Call System in other Extendicare operated facilities. Five (5) companies responded to this RFP with the lowest bid being Austco Communication Systems’ proposal. Other proponents’ proposals were 50% to 80% higher than the Austco Communication Systems.

Considering that the City has a contract with Extendicare Canada for administration and support services and considering Extendicare’s purchasing power in the health care industry, staff are recommending that the City awards the purchase and installation contract of the Nurse Call System described in this report to Austco Communication Systems.

City of Kingston Purchasing By-Law requires any purchases over \$50,000 to go through an RFP or tender process. Given that the City did not issue an RFP directly, and that information was obtained through an RFP issued by Extendicare Canada, this purchase then would be

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considered a single source through Extendicare Canada. This single source requires Council approval.

The City's Information Systems Department has been consulted to ensure that the proposed nurse call system is compatible with the City's systems.

EXISTING POLICY/BY LAW:

City of Kingston By-Law No. 2000-134 A By-Law to Establish Purchasing Policies and Procedures

NOTICE PROVISIONS:

N/A

ACCESSIBILITY CONSIDERATIONS:

N/A

FINANCIAL CONSIDERATIONS:

The total cost of purchase and installation for the nurse call system as proposed by Austco communication Systems is \$219,277.47, inclusive of HST. There are sufficient funds in the 2011 capital budget to cover the cost of this purchase.

CONTACTS:

Lanie Hurdle, Commissioner, Community Services

613-546-4291 ext. 1231

OTHER CITY OF KINGSTON STAFF CONSULTED:

Alan Mcleod, Senior Legal Counsel

David Johnston, Chief Information Officer

EXHIBITS ATTACHED:

Exhibit A – Description of nurse call system