



Date: 23th November 2021

Subject: Submission to Suggestions RE: Fixing the Long-Term Act 2021

Dear Sir/Madam,

Introduction:

Further to our review of the draft “Fixing the Long-Term Act 2021” combined with a series of discussions with Minister, MPP, departmental officials, associations plus L-T C homes (executives, residents, staff, families, visitors and tradespeople), we believe that it is time to recognize that one technology that is in each of the L-T Centres across Ontario—nurse response systems—needs to be upgraded to bring enhanced Outcomes for safety, risk reduction, timely reporting, with 100% coverage. Without these upgrades in existing Long-Term Centres plus new ones that the government is building and/or contributing funding, Health and Safety Outcomes will worsen.

Background:

Tenera Care (www.tenera.care) with its evolutionary wearable technology platform, believes that the following suggestions will enhance even more the vision, mission, and performance OUTCOMES identified in the draft legislation. These recommendations are based on factual evidence including a 3rd Party Evaluation at two Long-Term Care facilities in Nova Scotia, where the deployment including training was funded by Innovation Solutions Canada.

Our unique innovative AI instant automated nurse response wearable integrated system already delivers 21st century technology to L-T C homes across Nova Scotia, New Brunswick, and parts of Ontario (Ottawa, GTA). Its deployment ensures instantly 100% coverage to identify and locate the exact (45 cm), safely, whether for an individual or throughout the facility during a critical moment, mishap, emergency (real or planning/testing). The tracking component will provide detailed automated records for official requirements.

The Tenera Care Platform in extreme circumstances obviates a lengthy manual search to a within 45 cm by a targeted rescue lifesaving team.

The TC Position Solution, a fully managed cloud service also delivers the contract tracking of individuals encountering visitors, other persons in the L-T C residence who may be hostile, and/or carrying some infection, epidemic or other hazardous conditions. Immediately during and after the encounter, it generates the data for follow-up as required by current and pending new provincial legislation.

In recognition of the need to draw on innovative technology, particularly arising from continuous follow-up to dialogue with residents, staff, officials, families, leadership, councils and associations. Tenera Care has always allocated a significant portion of resources to Applied Research to respond to new challenges faced by our senior citizens. Some of the results have included:



- The introduction of “virtual rounds” whereby individual virtual monitors ensure medication distribution and skin care checks to ensure sufficient care protocols are being maintained;
- The highest level of staff safety, whereby when the staff device is pressed, alerting all staff that a member located anywhere in the facility can be found with 45cm of the identified location whether by floor, building or campus;
- Contagion controls were developed for COVID 19 by upgrading the technology so that once an individual is in quarantine, automated alerts and a live facility map can see undesired movements and/or interactions. This system then records automatically every person that is or has been within 45cm so that instant tracking and communication take place in the shortest time possible. The ability to react almost instantly and thus reduce the spread has been tested in models developed at Simon Fraser University (<https://www.sfu.ca/maggie/blog/fundamental-limitations-of-contact-tracing-for-covid-19.html>.) Thus, reliance on memory can now be replaced by scientific evidence-based technology applications such as developed by Tenera Care.
- Some of the major challenges, faced by the 3 levels of government during this 20 month to date of COVID pandemic, revolve around off-shore foreign suppliers, who looked after their own constituents first. This led to serious traumas across Canada including deaths that might have been reduced, and/or the level of lingering aftereffects by COVID infected Canadians. **Tenera Care had already decided that its vision and goal is to ensure that its hardware, software, and IP are retained in Canada with the hardware manufactured in Ontario.**
- Instant notifications are key to the highest quality Long-Term Care facilities, thus our Cloud serviced automated rules (virtual fences by person, location) will initiate an immediate response configured as an audible alert, via text or email and is displayed on the console. Tenera Care ensures that staff are notified when a specific resident is detected near a point of interest, such as an egress point, restricted area or a hostile resident. Custom rules for individuals, groups or all devices entering or leaving different geofenced areas 7/24 are in place.
- Theft prevention—Tenera Care tracks expensive equipment with tags and configure alerts when equipment leaves an area, is needed urgently for an emergency, or for an evacuation.

In this context, we support the initiative (Section 44) in the Act 2021 to establish a L-T C Quality Centre and would like to become directly involved during its formation and operation. We believe that our innovative and evidence-based system will be further enhanced by participation and at the same time contribute to the success of the L-T C Quality Centre. We also recommend that research on instant nurse response systems be one focus at the Centre.

In conclusion, we believe that a requirement to lift the traditional fixed nurse bell response systems with limited coverage be raised to a new standard which incorporates the following:



- AI, automation, wearable technology 7-24 with 100% coverage;
- Demonstrated ability to instantly identify and locate a person (s) to 12 inches;
- Simplify the current processes associated with permissions, authorizations, tracking the 4 hours of care mandated by this ACT 2021.

Recommendations:

Since the team at Tenera Care share the importance of the rights and goals identified in the Preamble, we would like to make the following comments/suggestions for successful Outcomes:

In Section 23—Infection Protection and Control Program:

Add the word 'Follow-up' in (f) insert "any additional matters pertaining to speed and accuracy of the follow-up process that can be incorporated with automated instant nurse response wearable technology.

In Section 25—Policy to promote zero tolerance:

Add to (1) Must be installed upgraded automated nurse response systems that must provide immediate tracking and tracing of events within 12 inches (point of abuse) as well as identify neglect, including when it is more than over 4 hours mandated care

In Section 41—Regulations:

Add to (l)- governing the requirements of the infection prevention and control program under section 23, and prescribing conditions and requirements that must be complied with under that section, nurse call systems need to be upgraded to automated instant response technology which tracks and traces.

In Section 44—Long-Term Quality Centre:

Add the following wording: since some form of nurse response system, many archaic, is common across ALL L-T Cs in Ontario, thus needing to take advantage of innovations and technology, research on nurse response systems will be one of the principal areas of focus for the Long-Term Quality Centre.

In Section 90-Emergency Plans—add wording:

In recognition of the need to enhance both the preparations and actual emergencies, all Long-Term Centres will upgrade to automated instant nurse response systems with wearable technology, so that its deployment ensures instantly 100% coverage to identify and locate (two-foot radius), safely, whether for an individual or throughout the facility during a critical moment, mishap, emergency (real or planning/testing). The tracking component will provide detailed automated records for official requirements. During training and/or actual emergency, the system will show exactly where resident, staff, tradespeople, visitors are stranded and not left behind.

The Tenera Care Platform in extreme circumstances obviates a lengthy manual search to a within 2 feet by a targeted rescue lifesaving team action.



In Section 193:

Regulations

193 (1) The Lieutenant Governor in Council may make regulations for carrying out the purposes and provisions of this Act.

17. Governing the construction, establishment, location, safety, equipment, maintenance and repair of and additions or alterations to long-term care homes, including, without limiting the generality of the foregoing,

- I. Requiring the approval of the Director before work is begun or at specified stages of the work, including which automated instant nurse tracking and tracing with wearable technology system providing 100% coverage will be used.
- II. Requiring the approval of the Director before beginning to use a newly constructed home or the parts of a home that have been repaired, added or altered, and
- III. Requiring information, plans and other material to be furnished to the Director;
- IV. Reporting to the Director, as to which upgraded automated wearable technology instant nurse response system is to be deployed ensuring 100% coverage throughout the Long-Term Care facility.

Yours Sincerely

A handwritten signature in black ink, appearing to be "SH", written over a light blue horizontal line.

Stewart Hardie,
Chief Executive Officer