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The Regional Municipality of Durham Report

To: Health and Social Services Committee
From: Commissioner of Social Services
Report: #2023-SS-12
Date: October 5, 2023

Subject:

Supply and Service of Lift Equipment for the Regional Municipality of Durham's Long-Term Care Homes

Recommendation:

That the Health and Social Services Committee recommends to Regional Council:

- A) That authorization be granted to award a sole source agreement to Handicare Canada Ltd. for the procurement of new and replacement lift equipment at a total estimated cost not to exceed \$590,750 and that the Handicare Canada Ltd. lift equipment be the Regional standard for a period of five (5) years effective December 1, 2023 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
 - B) That authorization be granted to award a sole source agreement to Handicare Canada Ltd. effective December 1, 2023 for a period of five (5) years for the ongoing maintenance, service, annual lift inspection and load testing of lift equipment at a total estimated cost not to exceed \$1,170,000 at the Regional Municipality of Durham's Long-Term Care Homes, subject to financing being approved in the annual Social Services Business Plans and Budgets; and
 - C) That the Commissioner of Finance be authorized to execute any necessary agreement.
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Report:

1. Purpose

- 1.1 The purpose of this report is to provide details and seek approval to standardize to Handicare Canada Ltd. (Handicare) for new and replacement lift equipment and negotiate a sole source agreement with Handicare for ongoing maintenance,

service, annual lift inspection and load testing of lift equipment at the Regional Municipality of Durham's (Region) Long-Term Care Homes (LTCH) for a five (5) year period.

2. Background

- 2.1 To continue to support safe lift policies and practices in the Region's four (4) LTCHs, there is a need for continued purchase of new and replacement lift equipment as well as ongoing maintenance and service of this equipment.
- 2.2 Since 2006, all four (4) LTCHs have been purchasing Handicare lifts and ceiling tracks. The lifespan of a lift is approximately ten (10) years. The LTCHs will continue to replace aging and obsolete units, at a total estimated cost not to exceed \$590,750 over the next five (5) years, to be funded from within the annual Social Services Business Plans and Budgets.
- 2.3 Over the course of the next five (5) years, ongoing maintenance, service, annual lift inspection and load testing of lift equipment is estimated to cost a maximum of \$1,170,000.
- 2.4 The current corrective and preventative maintenance support contract with Handicare Canada Ltd. will expire on November 30, 2023.

3. Previous Reports and Decisions

- 3.1 2018-COW-18: Supply and Service of Lift Equipment for the Region of Durham's four (4) Long Term Care Homes.

4. Justification for Sole Source

- 4.1 Standardization of lift equipment in each of the homes through one manufacturer continues to be beneficial.
- 4.2 From an operational perspective, less training for staff is required and there is less chance of operator error.
- 4.3 From a risk management perspective, staff familiarity with the lifts and having only one type of sling reduces the chance of error. Consequences of error when totally supporting a resident's weight during a transfer could result in significant injury to the resident and employee and is a liability to the Region.
- 4.4 From an inventory perspective, when batteries and slings are standardized fewer are required to be on hand and motors can be interchanged when service or repair is needed.
- 4.5 Staff continue to be pleased with the equipment supplied by Handicare and recommend the continued deployment of this type of equipment exclusively in the Region's homes.

- 4.6 Handicare is the exclusive dealer and service provider for Handicare lifts in Ontario. The LTCHs have been pleased with the preventative and corrective maintenance provided to date. This equipment is essential to operations and the ability to have service staff on-site quickly is very important to staff at the LTCHs.

5. Financial Implications

- 5.1 The Region of Durham's Purchasing By-law #16-2020, permits the acquisition of goods and services through sole source negotiations under specific circumstances outlined in Appendix C of the By-law. Section 1.1 of Appendix "C" permits negotiations where the goods or services can be supplied only by a particular supplier, to ensure compatibility with existing goods, or to maintain specialized goods that must be maintained by the manufacturer of those goods or its representative.
- 5.2 Financing for the acquisition of lift equipment and the preventative maintenance agreement will be included in the annual Social Services Business Plans and Budget submissions.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 5: Service Excellence – To provide exceptional value to Durham taxpayers through responsive, effective, fiscally sustainable service delivery.

7. Conclusion

- 7.1 It is recommended that authorization be granted to negotiate an agreement with Handicare for the provision of Handicare lift equipment and the ongoing preventative and corrective maintenance of Handicare equipment at the Regional Municipality of Durham's Long-Term Care Homes for a five (5) year term commencing December 1, 2023, with the actual number of lifts purchased determined based on financing approved in the annual Social Services Business Plans and Budget.
- 7.2 This report has been reviewed by the Finance Department and the Commissioner of Finance concurs with these recommendations.

Respectfully submitted,

Original signed by

Stella Danos-Papaconstantinou
Commissioner of Social Services

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer