



# River East Personal Care Home

## Newsletter



### **Town Hall Meeting**

Please join us for our Town Hall meeting on:  
**Thursday, October 24<sup>th</sup>**  
at 2:30pm  
in the Gathering Room

### **Meal Pick up Times**

Just a reminder, to limit disruption in meal service to our Elders, families should pick up their tray from the kitchen prior to meal service.

For lunch: 11:45am-12:00pm  
For supper: 4:45pm-5:00pm

After these times dietary staff are serving the main dining room and are not available to prepare pick up trays or staff meals.

If you wish to enjoy a meal with your loved one, your meal should be ordered from the kitchen (668-7460 ext 241) at minimum 2 hours prior to meal time.

Thank you for your cooperation.

### **Complaints & Concerns are Priorities**

Did you know that River East Personal Care Home has a formal complaints process? You can find our "Complaint Investigation Forms" in the hallway on the wall leading to the front entrance. If the box is empty, please ask for a form at one of the nursing stations or from the Social Work office. Once submitted, a member of the leadership team will follow up with you within 10 business days (but likely a lot sooner!). All complaints are also forwarded to our Administrator for review and analysis of trends. As always though, feel free to speak with any staff member directly!

### **Tuck Shop - Mobile Cart**

Life Enrichment is working on creating a mobile tuck shop for the Elders. Some of the items that have been requested by Elders for the cart are chips, chocolate bars, and pop. Elders will be able to pay with cash or can charge their statement, providing they have been signed off to do so. For those wanting to ensure their Elder can charge purchases, please inquire at the front business office. Please see Julie from Life Enrichment if you have any questions about the tuck shop.

### **Nursing Station Renovations**

We are pleased to share the news with you that Serenity Cove and Faith Lane nursing stations will be getting a well-deserved makeover. Starting on September 27, 2024, Faith Lane nursing station will be relocated to the center core area. The project should end by October 7<sup>th</sup>, 2024. Starting on October 11, 2024, Serenity Cove nursing station will be relocated to the center core area. The project will be completed by October 21, 2024.

The neighborhood phone will be moved to the center core area during this transition and messages will be checked regularly



### **ACCREDITATION**

Accreditation Canada is a national, non-profit, independent organization. Accreditation Canada is the leader in raising the bar for quality in health whose mission is to drive quality in health services through accreditation. They help organizations across Canada and internationally examine and improve the quality of service they provide to their patients and clients.

Accreditation Canada's accreditation process consists of a self-assessment, an on-site survey, and follow-up action for improvements. Organizations examine all areas of their service, obtain advice from peers, increase credibility, and involve partners and clients during on-site interviews.

Accreditation Canada develops the program with the expertise of leaders in health care who are its advisors and surveyors. They bring Accreditation Canada to the front-lines of health services, and help us guide health professionals in their quest to ensure Canadians are receiving the highest quality health care services possible.

Accreditation Canada is committed to playing a major role in improving patient safety. In addition to standards that address patient safety challenges, Accreditation Canada has developed Patient Safety Goals and Required Organizational Practices (ROPs) that have been an integral part of the accreditation program since January 2006.

River East PCH is being accredited along with the Winnipeg Regional Health Authority. **Our survey visit took place on the morning of September 26<sup>th</sup>, from 8am -12pm.**

### **SEASONAL VACCINATION 2024**

As we approach our seasonal vaccination campaign, many elders and family members are beginning to ask about our plans for Influenza and COVID-19 Vaccination. So, we want to share what to expect at River East Personal Care Home.

Our goal is to ensure that every eligible Elder is offered both a COVID-19 Booster and Influenza vaccine this fall. Over the next few weeks, families will be contacted to discuss vaccinations. Vaccination clinics will be in October based on vaccine availability. Clinics will be planned per neighborhood. We will also be offering a family and staff clinic if you are interested in receiving your vaccination at River East Personal Care Home. Even though NACI guidelines affirm that it is safe and effective for people to receive both the flu vaccine and COVID-19 booster at the same time, we have decided for reasons best suited for our home to offer the clinics independently of each other and they will occur a week apart.

**COVID-19 booster** is recommended for all elders 6 months since their last booster and or COVID-19 infection.

**High Dose Seasonal Flu Vaccine** is recommended for all elders over the age of 65 annually. For those elders aged 64 and younger, the standard dose flu vaccine is recommended.

We appreciate your continuous dedication and support to the well-being of your loved ones and our broader community at River East Personal Care Home.

If you have any questions or concerns, please do not hesitate to contact Michelle Kanaski, Infection Control Manager at ext. 232.

Fact sheets will be available at the nursing stations on the Neighborhoods.

