

# River East Personal Care Home

## Town Hall Meeting



October 24, 2024 in the Gathering Room

Present: 28 Elders and friends/family & Team Members

Meeting led by: Tara Parent with the Leadership Team

1) **Welcome:** 2:30 p.m.

2) **Follow up from last meeting will be indicated in the minutes by “f/u”**

3) **New Business:**

**Nursing** – Kristen, Director of Care; Sofia, Asst. Director of Care and Michelle Kanaski, Dementia Program Manager

**Falls Prevention Month-** Acknowledgement of November as Falls Prevention Month. We will circulate information on the neighbourhoods for staff, elders and families to review. We work in collaboration as an interdisciplinary team in falls prevention. Kristen reviewed suggestions that families can do to assist in the prevention of falls. (see attached)

**Staffing-** currently 4 Nurse vacancies and 19 HCA vacancies. Compared to our last Town Hall meeting in May this is a decrease. We continue to recruit staff and build up our casual pool to decrease the use of agency staff. There will be times when agency staff is increased to fill staffing gaps such as during outbreaks.

**Aging Equipment-** During our MB Health Standards visit it was identified that some of the equipment is aging such as falls mats and chair cushions which poses an infection control risk. Rehab Aides are currently doing an audit and will contact families if equipment needs to be replaced.

**COVID Outbreak-** We had a COVID outbreak from September 27-October 15 which affected 59 elders across all 5 neighbourhoods (4 COVID+ on Faith; 12 COVID+ on Hope; 7 COVID+ on Charity; 18 COVID+ on Serenity and 14 COVID+ on Courage). Extra cleaning and isolation precautions were implemented. A huge thank you to the elders, families and staff as we recognize that this is very difficult for everyone.

**Hand Hygiene-** We recently added a mobile hand hygiene station in the main dining room, and put up posters regarding the importance of elder hand hygiene within the home. For Charity Road and Courage Bay, that eat

on the neighbourhoods, extra hand sanitizer bottles were added. Knowing that hand hygiene is the most important measure in preventing infection reinforcing that hand hygiene is encouraged for EVERYONE. Regular auditing is completed.

Vaccine Campaign- All families have now been notified of the vaccine campaign which will include Influenza, COVID and RSV. We are a little delayed because of the recent outbreak however Courage Bay, Faith Lane and Hope Haven eligible elders were given the HD Flu Vaccine today and Charity Road and Serenity Cove will be completed tomorrow. COVID vaccines will start next week as we have historically spaced out the vaccines in our home even though they are safe to administer together. Any elder who was COVID+ recently, will be administered in 3 months as per recommendations which will be in January 2025. RSV vaccines will be administered 2 weeks following the other vaccines as recommended by Shared Health.

Dementia Care- please reach out to Michelle if requiring any resources regarding Dementia Care.

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### **Questions/Answers/Comments**

**Question 1:** Do we take donations of wheelchairs or cushions?

**Answer:** No, not usually do we take any donations. Rehabilitation Services do have spare equipment available. We have taken donations of open back clothing.

**Question 2:** Are new staff trained on Dementia Care? Agency Staff?

**Answer:** Dementia training is provided during orientation for all new staff. There are 5 modules that comprise of the education which takes approximately 3.5 hours. It is very interactive and provides lots of examples/videos by Teepa Snow who is a Dementia Care Specialist. Agency Staff do not attend orientation in our home however are certified HCAs so do have some training that is offered as part of their course. Agency staff are paired with regular staff to provide support for all care/interactions. If you feel that a specific staff member requires additional training, please notify Michelle. We appreciate everyone's feedback and have the option to fill out a performance appraisal for agency staff should we feel that they are not a good fit for our home.

**Comment-** “there are a couple of outstanding agency staff.”

**Maintenance-** Ewald, Maintenance Supervisor

New Maintenance Care Program- We have recently implemented a new software for our maintenance department. Tablets are located on each maintenance cart for tracking all work orders. Reports can now be run to see any trends for example specific equipment that is requiring frequent maintenance.

Recent Renovations-

- Shingles replaced on ½ wall which encloses the HVAC unit
- Faith and Serenity Nursing Stations renovated
- Gathering Room Doors

Upcoming Maintenance Projects- work will begin on winterizing the grounds and equipment. Also working on 2025 budgets and projects.

We would like to acknowledge the efforts of the Elder Council for advocating for the renovation to the gathering room door. Feedback received from elders and families is greatly appreciated. If anyone has any suggestions of improvements for the building or grounds, please let us know.

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### Questions/Answers/Comments

**Question #1:** Is it necessary to have the mats in front of the doors as they can be a tripping hazard?

**Answer:** Mats are mandatory to have in front of the doors to absorb any moisture and/or grit, sand, dirt etc; that can be tracked into the home. They are replaced frequently. We can explore options of being secured to the floor.

**Food Services-** Carla, General Services Supervisor

New Menu- The new Fall/Winter menu starts Monday, October 28<sup>th</sup>. Elders and families had an opportunity to taste test some items on October 17<sup>th</sup>. Lots of good feedback. There is always an opportunity to adjust the menu if needed.

## **Laundry and Housekeeping-** Carla, General Services Supervisor

Christmas clothing gifts- If gifts are brought into the home, please ensure that they are brought to the nursing station to have labelled prior to putting them in the elder's room. This helps reduce missing items.

Additionally, this is a great opportunity to switch out closets from spring/summer clothing to fall/winter.

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### **Questions/Answers/Comments**

**Question #1:** Are sheets and clothing thrown in the laundry together?

**Answer:** No, laundry is separated on the neighbourhoods into bags. Linen is separated from personal clothing. However, there have been occasions where items have been placed in the wrong bag. Dryers are industrial dryers so shrinkage can be an issue. The handbook does provide suggestions of appropriate clothing to purchase.

**Question #2:** Are you continuing with the Ethnic Meals as they are excellent? Can they be posted in advance.

**Answer:** Yes. This was a request of the Elder Council and are not regular menu items. A different culture and meal are offered monthly. Council provides suggestions of different ethnic meals that they would like. We can start putting posters up to advertise the meals in advance. The meal will alternate between lunch and supper.

## **Social Work –** Kristy, Social Worker

The Social Worker manages the Home waitlist and assists Elders and their family members during the admission process. She facilitates the initial PATH meeting and annual Family Matters meetings. Kristy can also suggest both internal and community resources and help guide people towards solutions for their problems.

Elder & Family Experience Survey- the survey closed on October 11<sup>th</sup>. Thank you to everyone who participated. Results will be posted on the website and shared with staff during our Bill of Rights education workshops. Leadership reviews them together to plan for changes/improvements in the Home for the coming year.

New Family Orientation Night- We have started offering an orientation evening each quarter for all new elders and families to review processes and allow for opportunities of clarification and questions. We have held 2 sessions to date and have had great feedback. Next session will be planned for December 2024.

**Life Enrichment** – Julie, Life Enrichment Supervisor

The Life Enrichment team offers a variety of recreational activities to meet the social, emotional, intellectual, physical and spiritual needs of our Elders. Our activities are designed to enhance and promote individuality, independence and socialization while also respecting an Elder's choice to not participate. Elders who choose not to attend large group activities can join smaller groups in their neighbourhood lounges or even receive 1 to 1 visit from a Life Enrichment facilitator.

Christmas Dinners- We have planned Christmas dinners for each neighbourhood. Following feedback from last year, we will adjust the time to start at 5:30pm. Tickets will be \$25 each and will be limited initially to 2 guests per elder. A wait list will be started for any additional guests that want to join if space is available. Invitations will be sent to POAs with a deadline of November 25<sup>th</sup> to RSVP.

**Dates are as follows:**

**Faith Lane- December 9<sup>th</sup>**

**Hope Haven- December 10<sup>th</sup>**

**Courage Bay- December 11<sup>th</sup>**

**Charity Road- December 16<sup>th</sup>**

**Serenity Cove- December 17<sup>th</sup>**

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**Office** – Dawn Chester, Office Manager

The business office oversees accounts receivable, accounts payable, and payroll and benefits to the staff. Please note that the front office is open

Monday-Friday, 8AM-4PM if you need to complete any necessary financial transactions or inquiries.

Residential Rate Increases- MB Health increased the residential rate by 4.8% in September 2024. This rate is reviewed annually and based on income. Completing your taxes early helps with the assessment process. Please see either Dawn or Debbie if you have any questions.

Email addresses- Please ensure that any email changes are submitted to the front office for billing and communication purposes.

**General Information** - Tara, Administrator

Complaints Management-

If at any time you have a question or concern about the Home or your loved one's care, please start by speaking with your neighbourhood team first as they know the Elders best!

Should you experience an item that is missing, please notify your neighbourhood nurse to initiate a report so we can conduct a thorough search for the item throughout the home.

If your query is not resolved at this level or you require additional information, please then speak to a member of the Leadership Team. Leadership team members are not always available, so you can request a "Complaint Investigation" form from the nursing stations, front reception or the Social Worker. Complaints can expect to be resolved within 10 business days via this method.

Quality Board- We monitor the following Quality Indicators quarterly including: Falls, Restraints, Pain, Wounds and Antipsychotic Use. We are meeting all our targets currently but are closely monitoring our wounds in the home as this number has increased over the past month. There is a Quality Board located across from the Social Worker's office that our QIs are posted and they are also shared in department staff meetings.

MB Health Standards- We had our unannounced visit by MB Health Standards on August 1, 2024 and overall it went very well. Surveyors had lots of positive feedback on the communication observed between staff and elders and the cleanliness of the home. We recently received our report

and have 2 items to provide action plans on which include: falls mat and wheelchair cushion audits for replacement as many were noted to be worn and water temperatures noted to be low in some areas specifically on Charity Road. We also wanted to thank the elders and family members that completed the surveys and will review the comments and provide a summary and any additional action plans that we develop.

Accreditation Survey- On September 26<sup>th</sup>, we had our survey from Accreditation Canada as part of the WRHA Accreditation process. The Surveyor was very impressed by our home stating that we have a lot of great common space as well as green space. Rooms were spacious and home was very clean. Elders looked very well cared for and remarked on the communication he observed during his tour. We will not get a home specific report as we are surveyed as part of the overall LTC sector within WRHA. Based on the results, there may be action plans that are implemented throughout the WRHA. Again, thanks to everyone who participated in the survey as well to staff for always ensuring our home and processes are “survey ready”.

#### Closing comments-

Please note that we as a Leadership Team have an open-door policy and welcome any questions or concerns you may have. Please feel free to pop by our offices or make an appointment if you need anything.

Town Hall meetings will be held bi-annually in May and October alternating between day and evening times. Therefore, our spring meeting will be held in the evening and fall meeting during the day.

We are currently looking at redesigning our website, should you have any suggestions for improvement please let me know.

In closing, thank you for your support and feedback. We are so very glad you chose River East to care for your loved one and appreciate the opportunity to work together with you to enhance the care at River East.

#### **4) Questions-**

**Question #1:** How are medication changes communicated?

**Answer:** The Physician and/or Nurse should have a conversation with the elder and/or family member to review any medication changes.

Should you want to set up an appointment to see the doctor during rounds, let the Nurse know.

**Question #2:** Why aren't exercise programs offered more often?

**Answer:** Exercise programs are based on participation and interest. Overall programming is developed to meet a balance of all elder's needs/interests/abilities. Life Enrichment facilitators welcome any suggestions for programming.

**Question #3:** Is 1:1 Rehab programming still available?

**Answer:** Yes, Rehab will develop individual programs for elders that focus on strengthening, balance, etc; There is a difference between Rehab programming and participating in Recreation exercise programs. Please speak with a member of the Rehab department if you have any questions specific to your loved one and the program they have been assessed for.

**Question #4:** It would be great to see more entertainment in the home. Do you ask schools if they would be interested in performing?

**Answer:** Yes, we agree that entertainment is great. Budget constraints places challenges on how often entertainment can be booked. We are trying to be creative in options that we can offer. We have had some schools come in and perform previously and will look into that again but it is difficult as we have had to cancel last minute due to outbreak etc; We are open to any suggestions that anyone may have or contacts for entertainers.

**Question #5:** In follow-up to last meeting, is a blanket warmer still being considered?

**Answer:** Yes, we have it in the budget for next year.

**Question #6:** Is it possible to get either Netflix or a working DVD player on the neighbourhoods?

**Answer:** Yes, we are looking at our options.



**Question #7: Can you explain why doors of elder suites need to remain open during the night? The light bothers me.**

**Answer:** For safety reasons to allow for frequent staff supervision, all elder suite doors should stay open at night unless otherwise indicated. It also allows for better air circulation. If the light is bothersome, we have propped the bathroom door open to block the light. A suggestion was made for a shade. We can look at options.

**Question #8: What is the purpose of the yellow bands across some elder suites?**

**Answer:** These can aid as a visual deterrent to some Elders who may be wandering into the wrong room repeatedly. Occasionally you may also see a “stop sign” on a door.

**5) Next meeting: May 2024 date to be announced.**

**6) Adjourned- 3:45 p.m.**

**Thank you for those who were able to join us.**

**We appreciate your input and taking time from your day to be here.**

**Meeting minutes will be posted on our website:**

**Rivereast.ca**

**We hope to see you next time!**

Safe Spaces campaign – November 2024

## National Fall Prevention Month: Prevention is the key!

Resident safety is our top priority. We aim to reduce the incidence, severity and associated outcomes of falls in all homes. Our 2024 Fall Prevention Month focus is **universal fall prevention strategies**. The basic principle is simple: all residents are at risk for falls and team members can help prevent falls by using these core fall prevention principles with all residents. **Keep residents S.A.F.E. with these strategies, which can be tailored to each resident:**

<p><b>S</b></p> <p><b>Safe environment</b> Develop approaches to regular safety checks. This can include environmental audits, fall prevention audits, and modifications as part of fall prevention/injury reduction strategies.</p> <p>Loss of balance, trips or slips resulting in a fall are more likely to occur in unsafe environments (such as dimly lit areas), or with equipment and assistive devices that are not properly maintained. Interdisciplinary and collaborative rounds and audits provide a range of perspectives and ideas to improve resident safety.</p>	<p><b>Put it into action...</b></p> <ul style="list-style-type: none"> <li>• <b>Bed rails</b> down, unless assessed otherwise</li> <li>• <b>Clutter-free</b> pathways: remove clutter in hallways, bathroom, and around the bed</li> <li>• <b>Bed brakes</b> applied</li> <li>• Appropriate <b>rubber slip-tips</b> on mobility aids</li> <li>• Enough <b>lighting</b>, including resident washrooms</li> <li>• Clean up <b>spills</b> immediately and use 'wet floor' signs appropriately</li> <li>• <b>Apply brakes</b> on assistive devices such as walkers and wheelchairs</li> </ul> <p><b>Suggested activity!</b> Do a home walkthrough with team members from all departments to assess environmental hazards</p>
<p><b>A</b></p> <p><b>Assistance with mobility</b> Make sure your care team is familiar with each resident's mobility devices and how to properly use them. To reduce falls risk, promote assistance with mobility in these ways:</p> <ul style="list-style-type: none"> <li>• Safe and regular toileting, including an individual toileting routine schedule</li> <li>• Document each resident's transfer and mobility status</li> <li>• Mobilize regularly</li> <li>• Keep eyeglasses, hearing and mobility aides accessible</li> <li>• Eliminate or minimize restraints</li> </ul>	<p><b>Put it into action...</b> Check mobility equipment for safety. Make sure:</p> <ul style="list-style-type: none"> <li>• Rubber tips on walkers/canes have full tread</li> <li>• Locking mechanisms on walkers lock and "click" securely</li> <li>• Wheelchair brakes lock the wheels firmly in place</li> <li>• Canes/walkers are sized roughly at hip level</li> <li>• Transfer belts are positioned around the waist, to be secure but not tight</li> <li>• Residents are taught how to use a walker (e.g. move it forward about six inches at a time)</li> </ul> <p><b>Tip: Helping a resident walk</b> – When assisting a resident, walk on the resident's weaker side. Walk slowly. Put the same foot forward as the resident, at the same time.</p>

# Extencicare

<h2 style="font-size: 2em; margin: 0;">F</h2>	<p><b>Fall risk reduction</b> To reduce the risk of falls, get back to basics. Ensure residents get enough sleep, eat a nutritious and balanced diet, drink plenty of fluids, get regular exercise, and dress appropriately – including proper footwear.</p> <p>The following footwear features reduce the risk of falls:</p> <ul style="list-style-type: none"> <li>• Supportive, comfortable, fits snug and secure while allowing toes to spread</li> <li>• Cushioned, non-slip and lightweight, with a good grip</li> <li>• Proper shoe for the setting</li> <li>• Avoid bare feet, stocking feet or “sloppy slippers”</li> </ul>	<p><b>Put it into action...</b> Reduce falls and injuries: review this checklist of fall risk reduction interventions as a team.</p> <ul style="list-style-type: none"> <li>✓ Call bell within reach</li> <li>✓ Bed in lowest position or at a height where resident’s feet can be placed flat on the floor (following the resident’s plan of care)</li> <li>✓ Personal items within the resident’s reach (glasses, hearing, mobility aids, urinals)</li> <li>✓ Sleep</li> <li>✓ Optimal food and fluid intake – including:             <ul style="list-style-type: none"> <li>• fluids during and between meals to stay hydrated</li> <li>• a variety of nutritious foods, especially those high in vitamin D and calcium</li> </ul> </li> <li>✓ Stimulating activities</li> <li>✓ Any form of exercise to improve balance and strength</li> <li>✓ Medications</li> </ul>
<h2 style="font-size: 2em; margin: 0;">E</h2>	<p><b>Engage residents and families</b> Ask residents and families about fall and/or fracture history. Orient residents and families to the environment. Provide them with education.</p> <p>Develop a collaborative plan, then communicate roles and responsibilities to all the team members throughout the home.</p> <ul style="list-style-type: none"> <li>• Discuss fall risk factors</li> <li>• Communicate your fall prevention and reduction program</li> <li>• Provide education for residents and families</li> </ul>	<p><b>Put it into action...</b> Engage everyone – residents, families and your team – in a Fall Prevention event! Ideas:</p> <ul style="list-style-type: none"> <li>• Strength &amp; balance exercise class: low-impact aerobics, Tai-Chi, beach ball kick/toss, balloon volleyball, bean bag toss, fun &amp; fitness with music</li> <li>• Fall prevention BINGO</li> <li>• Footwear clinic</li> <li>• Partner with Restorative Care to enhance exercise programs</li> <li>• Step contest using a pedometer (e.g. Walk Around )</li> <li>• ‘Food, Fun, Falls’ event in the dining room, complete with falls-inspired placemats and a theme-based menu such as Pulled Pork Sliders and Banana Split Gakes</li> </ul>

**Download these SAFE tools!**

**Fall-inspired placemat**  
print on 11x17



**SAFE poster**  
print and post



Helping people live better