

River East Personal Care Home

Town Hall Meeting



November 1, 2023 in the Gathering Room

Present: 32 Elders and friends/family & Team Members

Meeting led by: Kim Rohm with the Leadership Team

1) **Welcome:** 2:32 p.m.

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

3) **New Business:**

Clarification of our relationship with Extendicare Canada- Administrator-Kim

We are a private home NOT owned and operated by Extendicare Canada. We have a single owner who has a vested interest in this home and the wellbeing of the Elders and team members here.

There are no Extendicare employees working in our home.

We pay Extendicare a management fee monthly for their services and support. This allows us access to their policies, consultants, IT department, computer software (for scheduling and finances) as well as access to group purchasing prices for our supplies and vendor pricing for external services.

Nursing

Director of Care- Kristen

Quality Program; Falls/Restraints/Antipsychotics- Kristen shared the stats for our home as compared to our peers. We have lower and better stats in all these areas.

Do Not Disturb Sign- After analyzing medication error data one common factor is the nurses being distracted while administering medications. The nurses will now post a Do Not Disturb sign while in the middle of administering medication. We ask that family wishing to speak to the nurse please wait until the do not disturb sign is put away. We are hoping this will help the nurses concentrate while giving the Elders their medication.

Increased Staffing- As a result of the Stevenson Funding we have been able to increase the number of HCAs, Nurses and Rehab Aides this year. We will continue to hire as more funding is received.

Staff Movement- Recently we have rotated/moved team members in the building. The last move was in 2019. This becomes necessary at times for a variety of reasons. We look at operations, listen to requests and try to make each neighbourhood function at it's best.

Questions/Answers/Comments

Question 1: Is there a full time nurse for Serenity yet?

Answer: No, we are actively recruiting for this position and have recently been receiving more applications. Please note these challenges are not unique to our home.

Question 2: How come nurse managers do not assist the nurses on the floor when they are working short staffed?

Answer: Due to the nurses being unionized, according to the union nurse managers should not be doing unionized employees work. A followup note: Nurse managers do assist the nurses when they are working challenged by helping with additional duties like required paperwork.

Question 3: Why move the staff that don't want to be moved?

Answer: Staff are moved upon request. The staff that move do have a partner that works opposite them. Both must move. We also must move staff at times due to Elder care needs. More senior, experienced staff are needed on each neighbourhood to balance out with new or less experienced staff.

-Dementia Program Manager- Tara

Introduction- Dementia Program Manager for 3 years at River East.

As the Dementia Program Manager, Tara is P.I.E.C.E.S trained and provide support and training to staff regarding any challenges they may be facing in regard to elders on their dementia journey. She can also provide support and resources to families.

Tara works closely with the Geriatric Mental Health Team to set up consultations. Consults are then reviewed with the nursing team, and she assists in discussing medication changes or recommendations from the consult with the physician.

Her other important role is the Infection Control Lead which has been primarily where her focus has been over the past 3 years with the pandemic. Her responsibilities include the following:

- collect and review infection rates within the home on a quarterly basis and identify and action plan any trends
- lead for outbreak management- we are a very team focused group with leadership supporting the home during outbreaks during off-hours.
- coordinate and administer COVID and Influenza vaccines. Currently we have a 94% flu vaccine rate for the elders in the home and we are on target for a 94% COVID vaccine rate once the next round of COVID boosters is given.
- oversee the infection control auditing program on each shift for hand hygiene, PPE and equipment cleaning.

We have recently hired a part-time Infection Control Support Associate (ICSA), Diana, as part of the Stevenson Report funding who will be supporting and assisting with infection control activities in the home.

Tara welcomes any questions you may have and please feel free to pop by her office on Courage Bay if you need anything.

Questions/Answers/Comments

Question 1: What vaccine was given to the Elders here?

Answer: Moderna

Question2: Were there any adverse reactions?

Answer: No. Nothing more serious than a sore arm

Question 3: Are the Covid tests for the Elders the same as we do at home (in community)?

Answer: No. We do PCR tests that are sent to Cadham lab to be analyzed. They test for more than just Covid, such as Influenza A & B and RSV.

-Assistant Director of Care- Sofia

Introduction- Sofia leads 3 programs: MDS and care plans, Education and wounds.

-The Canadian Institute for health Information (CIHI) collects and analyzes information on health and health care in Canada and makes it publicly available. Nurses complete MDS (Minimum Data Set) assessment on

admission and every 3 months for each Elder. Also, nurses build an individual Care Plan for each Elder on admission and review it every 3 months.

We analyze each quality indicator such as restraints, wounds, falls, pain and others every month. We continue to be below benchmark in compared to other homes in the region. You can see the Quarterly Quality Reports posted on the Quality Management Board at the front of the home.

-We provide on-site and online education for all staff on every shift (nights, evenings and days). Also, we provide 3 days onsite orientation for each new employee. Every employee must complete annual mandatory education required by Manitoba Health. We have an Education Calendar that is posted on each neighborhood monthly.

-Sofia is the Wound Champion for our Home. We have a wound program that was implemented about 4 years ago. Wound rounds are completed weekly on each neighborhood to prevent and heal wounds

Sofia is always available to support nurses with wound care challenges. Also, the Dietitian, OT and Rehab. Aide contribute to the wound rounds. HCAs observe skin daily and report any altered skin integrity to the neighborhood nurse. We also work to prevent skin tears by teaching the HCAs to apply skin moisturizers twice daily.

Questions/Answers/Comments

Question 1: Are staff provided with education on Parkinson's?

Answer: Individual staff are provided education on the specifics of Elders that they work with. Sofia is looking into having education provided by the Parkinsons Society.

Question 2: Who provides lotion application to Elders?

Answer: The HCAs with morning and evening care.

Maintenance – Maintenance Supervisor- Ewald

Introduction- Ewald supervises the Maintenance Team. They complete repairs, projects and complete a preventative maintenance program to ensure the home and equipment is operating efficiently.

Maintenance Projects:

-The kitchenettes on Faith Lane and Hope Haven have been renovated.

-We will be working on the centre core/ Fireside Lounge in the coming weeks with painting and new lighting.

Questions/Answer/Comments

Question 1: Will there be any improvements or changes to the patio door to the courtyard as it is difficult to get in and out the way it is?

Answer: We are looking at having it in the budget for next year, 2024. It involves a lot of trades people as it must include heat registers and electrical, not as simple as putting in a door.

Question 2: What is being done about mouse control? There were a family of mice outside my husband's window.

Answer: We have traps outside and a pest control company that is on contract to come monthly. We are not overly concerned about the mice outside as long as they are not coming in the building. Often they are attracted to the bird seed outside some windows. This does not mean they're coming in the building and we won't trap them as more will continue to come. Our concern is control inside the building and we do not have a mouse problem inside.

Food Services – General Services Supervisor- Carla

Introduction- Carla oversees Housekeeping, Laundry and Dietary. She has been at River East for 2 ½ years.

-Responsibilities for Dietary include implementing the new menus in the fall/Winter and Spring/summer. We have just entered our second week of the fall/Winter menu. These menus are developed by dietitians with minor adjustments by our home to suit our kitchen and Elders needs. Once we go through the full 3-week menu we will make any adjustments necessary based on Elders preferences as well as availability of the products from our suppliers.

We are excited for special Christmas banquets this year with each neighbourhood on a different night in December. We are also happy to be welcoming back family to join their loved one for a meal in their rooms or to

book rooms for family meals together. An updated pricing list will be coming out in January.

Another responsibility is to ensure that quality standards are maintained in the kitchen. This is monitored by completing daily and monthly audits including taking temperatures of fridges, food, dishwashers as well as observing meal service and sampling foods. Last quarter approx. 75% of the daily audits were completed. These numbers were down from previous months due to the high turnover of staff and the training of new staff. A dining room audit and Main Kitchen audit were also completed. The dining room audit observes the service for lunch as well as sampling the food. There were no deficiencies found. The kitchen audit looks at different areas of the kitchen to see if they are maintained properly, fridge/freezer temperatures are correct, food is stored properly etc. The only issue that came up in this audit was that we needed to post a poster of the proper technique for washing the pots and pans by the pot wash sink. This was completed.

-Responsibilities for Housekeeping and laundry are maintaining staffing to cover all the shifts and complete audits to ensure that the quality standards are maintained.

Laundry audits check suites to ensure the laundry is hung or folded properly. Also checking the labelling of the clothing and the wear and tear of the clothing. This last quarter we ranked 99% on these audits with the only deficiency being that in one room the clothing was not transferred from our wire hangers to the Elder's personal hangers.

Housekeeping audits- observe a variety of rooms and check that the appropriate dusting and cleaning was complete. Overall, the homekeepers are very good at maintaining the rooms. This last quarter we were at 97% with the main area of concern being dusty overhead lights in the bedroom and bathroom.

-Reminder for families this Christmas season- if you bring your loved one clothing as a gift for Christmas, please bring it in a bag with their name on it to the nursing station so that it can be labelled properly prior to being put away.

-If your loved one has lost a clothing item, we have a lost and found rack of cloths in the gathering room that you can check. If you do find the item on this rack, please ensure to bring it to the neighbourhood nurse so that it gets labelled before putting it away. If you do not find the item on this rack you can ask the nurse for a Missing Item report to fill out so we can conduct a thorough search for the item throughout the home.

Questions/Answers/Comments

Question 1: Is there someone at the home that mends clothing?

Answer: No, that service is not provided at our home.

Question 2: Sometimes clothing is ruined in the wash. Why?

Answer: Unfortunately, if a soiled item of clothing is placed in the wrong hamper by staff it will go through a load with the wrong chemical (bleach). Laundry is not sorted in the laundry room before being loaded into the washers.

Social Work – Kristy, Social Worker

Introduction- Kristy's responsibilities include admissions and leading the Ethics and End-of-Life team. She is a support to Elders and families.

-Family Experience Survey ends October 31st. Once results are received, leadership reviews them together to plan for changes/improvements in the Home for the coming year. The results are shared with our staff during our annual Elder Bill of Rights education. We have surpassed our goal of 50% family survey response rate.

-Kristy would like to offer more family education sessions in house next year. Canada Revenue Agency has expressed interest in coming back closer to tax season to provide another education session.

Please contact Kristy with other topic suggestions families would be interested in.

Questions/Answers/Comments – None expressed at this time

Life Enrichment – Life Enrichment Supervisor- Julie

Introduction- Julie oversees all the activities of the Life Enrichment Team and the Volunteer program.

Neighbourhood Christmas Dinners:

-In December we will once again be offering our Neighbourhood Christmas Dinners.

-Details will be emailed out.

Dates:

Tuesday, December 5th – Faith

Wednesday, December 6th – Serenity

Thursday, December 7th – Courage

Wednesday, December 13th – Hope

Thursday, December 14th - Charity

- All dinners will take place in the Gathering Room and will start at 6pm
- Tickets are \$25 each and can be purchased from the front business office
- Elders do not require a ticket
- Due to space, we are limiting tickets to 2 per Elder
- If interested in extra tickets, families can add their name to a waitlist. Those from the waitlist that can be accommodated will be contacted after the RSVP ticket deadline
- The deadline to purchase tickets will be Wednesday, November 22nd

Life Enrichment staffing

- We've had a few changes throughout the year. Most recently, Erika from Courage Bay resigned from her position mid October.
- 1 new staff member, Danielle, will be starting mid-November.
- We have also added another full time to the Life Enrichment team, but are still trying to recruit someone for that position

Life Enrichment News from the past few months:

- We welcomed Families back into our programs at the beginning of May
- In June we held a Memory Walk to raise money for Alzheimer society. In total we raised \$420.
- In June we started offering outings again
- In July we offered neighbourhood bbqs for families to participate in
- In September Life Enrichment began offering some Sunday programming
- Also in September we brought back the Kinder Links childrens program
- In October we just had a Trick or Treating night for the kids

Questions/Answers/Comments – None expressed at this time

Office – Office Coordinator- Dawn

Introduction- Dawn oversees the business office consisting of accounts receivable, accounts payable, payroll and benefits.

Completing Taxes – Manitoba Health uses the tax assessment from the previous year to calculate the daily rate for the Elders. It is very important to have the Elder's taxes completed on time to ensure the daily rate is correct when we receive the new rates in August 2024.

Email Address – As we are only able to accommodate one email address per elder, we remind everyone to share the emails with families and friends when necessary so that the information get to everyone necessary.

Also if your email address has changed, please speak to someone in the front office so we can ensure it changed in our system.

Paperless Statements – Just like most business we would like to use less paper, If you are not already signed up for emailed monthly statements, please see the business office.

Questions/Answers/Comments

Question 1: Are the email address forms and the billing email forms the same?

Answer: No, these are different forms. Email address forms are for communication. Billing email forms are for financial purposes.

General Information - Kim, Administrator

-Complaints Management/Missing Items-

April1- September 30, 2023- 24 missing item forms completed. 14 items were found. Most common noted is TV remotes. Please ensure all personal items are labeled. Reviewed Biannual Complaints Management Summary- posted on Quality Board at the front of the home where we share audit and quality information.

-MB Health Standards- Our unannounced audit/inspection was completed in June. We are happy to report that we passed everything and have no required follow up to submit back to MB Health. Our results are posted on our website.

-Research Studies- We have signed up to participate in 2 different studies. Both in hopes that future PCH builds or renovations will increase quality of life for our seniors.

One is more focused on building efficiency, such as air quality. This is a year long study and there will be air monitors installed in the Gathering room, Main Dining room and 3 Elder suites. We will ask permission if using your suite.

- The 2nd study has a focus on the physical layout of the home as it pertains to the ease of life and movement for those with dementia. It looks at such things as lighting, artwork, noise levels and physical layout.

4) Questions- No additional questions

5) Next meeting: April 2023 date to be announced.

6) Adjourned- 3:55 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!