

River East Personal Care Home Town Hall Meeting

April 18, 2017 in the Gathering Room

Present: Approx. 50 Elders, friends & Team Members

Meeting led by: Kim Rohm with the Leadership Team



1) Leadership Team Introductions:

- The team introduced themselves with a description of their role and when to seek them out. This will be done at each Town Hall Meeting to ensure Elders, family and team members know who to approach when needed.

2) Follow up from Last Meeting:

Meals with Family- There is no longer hours of notice needed prior to purchasing a meal to eat with an Elder. Please pick up your meal 10- 15 minutes before the dining room meal service for all Elders begins. This will ensure the Elders in the dining room do not have delayed meal service.

Charity Road Fan and Chair Rail – The fan in the neighbourhood lounge is operational. We have found the remote and the direction of airflow is able to be changed. The chair rail has been installed and we are planning on having the walls repaired and painted shortly.

3) New Business:

2017-2018 Budget Plans- Kim, Administrator

These are some of the things we plan on completing this year:

- 1- Roof repairs and shingling will continue this summer.
- 2- Closet doors for Elder suites that are missing or need repair.
- 3- Taps for Elders washrooms that are in need changing.
- 4- Curtains for Elder suites to replace broken blinds.
- 5- Kitchen equipment.
- 6- Cabinets for the Main Dining room by the ice machine.
- 7- Nursing equipment. Digital B/P machine, 2 addressograph machine.
- 8- Approximately 20 electric beds and mattresses.
- 9- Maintenance contracts for mandatory audits and inspections as well as grounds maintenance for summer and winter months are a large portion of the budget.

Grounds and Flowers – The lawn contractors have already started. The spring clean up is complete. They will maintain the lawn as needed and also complete a fall clean up in October. We have many low areas that are going to require soil this year. We will be concentrating our budget on preparing these low areas and adding soil to the existing flower beds. We are asking that those who have perennial plants at home that they are thinning please consider donating to our flower beds. It will take us a few years to have our beds as beautiful as we would like. **Donations of flowers will be greatly appreciated.**

Friendship Centre - We have painted and hung artwork in the Friendship Centre to clean and warm up the space for family gatherings. We have also added a remote control fan.

Personal Items in Suites – Please label all items brought in for personal use. For example, shampoo, lotion, facial tissue and toothpaste should have the Elder's name written on the item with black permanent marker. The nursing team can provide a marker for this. This will help to locate the item if it goes missing and ensure it is used only for the person who's name is on it.

The following items are not allowed in suites for safety of Elders and team members:

- **Denture Cleaning Tabs** as they are toxic when ingested
- **Powders** can cause breathing difficulties and is a slipping hazard
- **Nail Polish** as toxic when ingested
- **Nail Polish Remover** as toxic when ingested

We can lock up the denture tabs, nail polish and remover for you.

Chemical Changes – We are currently changing our cleaning, laundry and kitchen chemicals to a different company than we currently use. This will not necessarily be noticed by you. You will notice new dispensers for alcohol handwash and hand soap. The dispensers will be black.

Staffing Changes – Salina, our current Social Worker will be completing here term on May 5th. Cari, who has been away, will be returning on May 29th. We wish Salina well in her new role at Riverview Health Centre in Palliative care.

We recognize the need for more help in our maintenance department with our aging Home. We are recruiting a Maintenance Helper for 3 days a week to help keep up with day to day maintenance and keep projects moving forward.

Rotating Staff- From time to time we will have team members move from one neighbourhood to another. We are aware that this can cause some anxiety for Elders, families and staff but we do this for numerous reasons.

Consideration is given to personalities, strengths that can be shared with another neighbourhood, mentoring by strong staff leaders and giving team members a break from a neighbourhood that is more challenging at present.

We will always stagger moves so only one position will change on the neighbourhood with ample time to settle in and know the neighbourhood Elders before another move happens.

WRHA Changes to Health Services- As the news has reported, there are coming changes to the hospital services. This is not anticipated to be completed for 1- 2 years. We anticipate this will be a positive change to our system with less wait time for emergency services. Urgent care will be utilized for cases that are serious but not life-threatening. For example, broken bones. 911 life and death emergencies will be taken to emergency departments by ambulance.

The biggest change to our Elders is that they will no longer have the short ride to Concordia Hospital. Most hospital transfers we anticipate will be to Seven Oaks Hospital.

4) Questions/Comments

No concerns expressed. Family member, Cheryl, stated she appreciated the staff rotation explanation and has known it to be successful.

5) Next Meeting: October 24, 2017

Town Hall meetings will be held twice a year – spring and fall.

Thank you for joining us and thank you for your input.

We appreciate your time.