

River East Personal Care Home Town Hall Meeting

April 24, 2018 in the Gathering Room

Present: 28 Elders, 19 friends/family & 24 Team Members

Meeting led by: Kim Rohm with the Leadership Team



1) Welcome:

A reminder to all that we will have a minimum of 2 Town Hall Meetings per year. One will be held in the spring and one in the fall. We appreciate your attendance so we can communicate

2) Follow up from Last Meeting will be indicated in the minutes by “f/u”

3) New Business:

Maintenance- Jamie, Maintenance Supervisor introduced himself.

- 1) f/u- Heating/Cooling System- The system has been ordered and is being manufactured at present. We anticipate a June installation.
- 2) f/u- Blanket Warmer- There was no warranty available on the broken blanket warmer. Jamie has it dismantled and is waiting on parts to repair it.
- 3) f/u- Locking Drawers an Charity- Magnets for the locking drawers were provided to the neighbourhood. There have been no further concerns expressed about Elders going into the drawers.
- 4) f/u Handicapped Parking- The lines and stalls were painted and signs installed. They stalls will be painted again shortly.
- 5) Parking on the Lawn- We ask that visitors please do not park on the lawn at the front of the building at any time. It has caused a large area to need repair.

Nursing – Kristen, Director of Care introduced herself and Karen, Assistant Director of Care. A reminder to Elders, families and staff to please approach either Kristen or Karen with any nursing concerns or concerns with care being provided.

- 1) Dementia Program Manager- We are currently recruiting to fill this role in our Home.
- 2) f/u- Wound Care- We have noted an improvement in the wounds in the Home. Please note that we have a brochure on Skin Care available to families. Please feel free to pick one up and read how you can assist in skin health.
- 3) ADDED – Please note we also have a Falls Prevention brochure available to families. If you see an Elder on the floor please do not assist them up. Alert staff as they must complete an assessment before moving the Elder.
- 4) Infection Control- We had a flu outbreak this winter on all 5 neighbourhoods. It was confirmed as Influenza A. The team acted quickly and Tamiflu was given as treatment and prevention for Elders. The staff also received Tamiflu. Please note that nfluenza B is now out in the community.

Food Services – Sandra, Food Services Supervisor introduced herself. Please approach with any concerns regarding food or meal service.

- 1) f/u- Pureed Menu- The pureed menu is now posted with the main menus on the neighbourhoods and main dining room.
- 2) f/u- Larger Cups (Nosey Cups)- Larger quantities of these have been provided to the neighbourhoods.
- 3) New Menu- The Spring/ Summer Menu will be starting next Monday. We will do a 3 week evaluation to ensure the menu items are liked. Following the evaluation we will make any necessary changes and repost the menu. It will include more fruit and meat plates for summer.

- Family Comment- Wendy B. states the big cups are good and so id the pureed menu.

Laundry/ Housekeeping– Tracey, Home Environment Supervisor introduced herself.

- 1) Labelling Socks- Please purchase socks that are labelled as able to be ironed. Some socks burn and melt when we try to label them with our machine. If socks are not able to be labelled with the machine we will provide you with labels that can be hand stitched onto these socks.
- 2) New Clothing Process- We have had a concern with new clothing items going missing. A reminder that when new clothing is brought in, please give it to the neighbourhood staff. Ensure the owners name is attached. We will now have the laundry team check each neighbourhood and pick up new clothing items at the beginning of each day.

ADDED- We have a number of unlabeled blankets. Please check the cart brought to this meeting to see if you recognize any of them. A reminder that when blankets are brought in they should be sent to laundry to be labelled before use.

Social Work – Catherine introduced herself and would like everyone to know that she is her for the Elders, but also for their families and the staff of our Home.

- 1) New Family Orientation- We are asking for family volunteers to join us in creating an orientation for new families. We are going to offer a session for new families/ Elders to attend shortly after move in. Think of things you would like to have known early on. We would like to include this information. Please approach Catherine.

Life Enrichment – Julie, Life Enrichment Coordinator, is still away on maternity leave.

- 1) Staff Changes- Erika has recently left on maternity leave. Tracy has agreed to stay on with the Life Enrichment Team until Erika's return. We will recruit someone to complete the term until Julie returns so the team will be fully staffed.
- 2) Volunteers- We are always looking for volunteers to work with the Life Enrichment team in providing opportunities for our Elders. Any time you may have is most valuable and so greatly appreciated. If you or anyone you know would be able to donate your time, please connect with the Life Enrichment team.

General Information

Food Services/Homekeeping Changes- Beginning in early May we are making some changes to these departments that we believe will improve both the cleanliness of our Home and the dining experience for our Elders. The Homekeeping team will no longer serve meals so they can focus on cleaning. The Food Services team will have more staff dedicated to meal service.

Garage Sale- We will be having a garage sale in June. We will be asking for donations of items to put in the sale and volunteers to help out. Please watch for posters with more information.

Mounting Televisions in Elder's Suites- During this meeting those who attended were told that televisions must be installed by professional installers. **CORRECTION-** The Maintenance team must install televisions as they know the structure of our walls. Elders are responsible for providing the T.V. as well as the wall mount. T.V.'s must not be larger than 42". Please see the Social Worker, Catherine or Maintenance Supervisor, Jamie, if you have any questions.

2018-2019 Budget Plans- These are the things we are planning on doing this year:

- Replacing more closet doors in the suites
- More radiator covers in the suites for safety from potential broken hot water pipes
- New mechanical lifts for transferring Elders
- 25 more suites will get new window coverings
- A new clothes dryer

- A new floor cleaning machine
- An extension of the sidewalk from the rear exit of Charity Road connecting to the courtyard

4) Questions/Comments

None

5) **Next Meeting: October 23, 2018** 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.