

River East Personal Care Home Town Hall Meeting

November 1, 2017 in the Gathering Room

Present: Approx. 50 Elders, friends & 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: None

3) New Business:

Maintenance- Jamie, Maintenance Supervisor introduced himself.

- 1) Roof- Last part of roof is being completed this week. After this the eaves will be completed. This should help with the ice buildup at the main entrance of the building.
- 2) Bench- We will keep one bench at the front of the building as long as weather permits. Once it snows we must remove it till spring, for snow clearing.
- 3) Main Dining Room Cabinet- The cabinet is here and will be installed in the next couple of weeks
- 4) Blanket Warmer- The warmer that is enjoyed by the Elders has broken. We are looking into warranty so it can be repaired as soon as possible.
- 5) Space Heaters- We do have some heaters available. If an Elder wishes to have an additional heater in their suite it must be approved by maintenance and have an automatic shut off if it tips over.
- 6) Handicapped Parking- Changing the location of the parking is completed. A family member suggested we make 3 spots from the old 2 handicap spots as they are very large spots. We will address this in the spring with the annual line painting.

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) Wound Care- there has been a noticeable and concerning increase in wounds recently. We are looking into this and are changing some products and processes to improve our wound care and prevent wounds.
- 2) Personal Items/Toiletries- A reminder to please ensure all personal items brought into the home are labelled with the Elders name. If they are not labeled we must discard them as we can not be certain who they belong to.
- 3) Rooms/ Electric Beds- There have been some recent concerns with the cords on the electric beds. You may notice that we are rearranging the furniture in some rooms. This is to ensure the placement of the cord is safe from being pinched or damaged.

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

- 1) Menu- The fall menu is in effect and has met with great reviews from the Elders so far. For your information, the menu is developed at head office by a team of dietitians. Once we receive the master menu we, the Dietitian and myself, tailor it in house with the preferences of our Elders currently residing here.
- 2) Christmas Dinners- The dinners are set and tickets are available from the business office. The price is again \$18.50 and will include punch and dessert.

- 3) Family Concern raised: The cups on Charity Road are too small to accommodate some of the Elder's noses. Sandra stated we have larger cups and "Nosey" cups that she will ensure are provided.
- 4) Family Concern raised: The pureed food is not identified at meals or on the menu. The pureed meal is not always identical to the menu posted as some foods can not be pureed. After discussion, we will ensure the pureed food items are included on the posted daily menus.
- 5) Family Concern raised: The drawers on Charity Road should be locked. Some Elders have been observed rummaging around in the cutlery drawer. The magnets were continually lost. We will provide magnets on large sticks so the drawers will be locked and the magnets returned to the correct spot.

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

- 1) Please label all items brought in for personal use. We have many blankets downstairs that are not labeled so we do not know who they belong to. Also, any clothing items brought in at any time must be sent to laundry for a label before being worn. Please give these items to the nursing team and they will forward to laundry.
- 2) Discussion with group- Elder's Lost and Found items will be displayed on a table during the Christmas dinners so families and Elders can reclaim.

Social Work – Catherine introduced herself and would like everyone to know that she is here for the Elders, but also for their families and the staff of our Home. Conversations are confidential and she will make time to meet with you if requested.

Life Enrichment – Julie, Life Enrichment Coordinator, is away on maternity leave for a year. Tracy will be here during that time to assist in the recreation activities of the Home. Tracy introduced herself to those in attendance.

General Information

Urgent Care- Most hospital transfers we anticipate will be to Seven Oaks Urgent Care Hospital. When we call 911 the paramedics will inform us which hospital they are transporting to once they have confirmed with dispatch. There is a possibility of going to another Hospital if it is determined that the wait will be too long at Seven Oaks. If emergency care is needed, transport will be to one of the 3 Emergency Hospitals.

Transportation- Going forward, we will follow the provincial policy related to Personal Care Home Resident Transportation. With this policy Elders of the Home are responsible for transportation costs associated with routine visits to primary health clinics, such as: physicians, optometrists, audiologists, dentists/denturists, or other health practitioner clinics. This includes other appointments, such as dialysis where wheelchair services or handi-van can be used. Third party coverage should be evaluated for payment coverage opportunities (example Blue Cross, Veteran's Affairs) Please see the Social Worker, Catherine, for assistance if needed.

Air Conditioning- We want to recognize what a trying summer it was with the air conditioning difficulties we were having. We also want to thank you for your patience while we were trying to remedy the situation. We are on track to have a new system for spring.

Grounds- We worked at the courtyard flower beds this year and the lawn care company started early and did a great job. Overall we have had great feedback on the grounds this year. We will look for volunteers for next year and maintenance will continue watering plants.

Parking Lot Safety- With winter weather arriving we are preparing for ice and snow on the walkways and parking lots. We will continue to ensure snow is cleared quickly and sanding is prompt. There is icemelt at each entrance and staff are encouraged to use it when ice is found in dangerous locations. We have switched to granite instead of sand on walkways as it is more coarse and seems to work better. Please be mindful where you are walking and watch your step.

4) Questions/Comments

Elder- Can anything be done about the wasps and Asian Beetles. They were a bother outside this year.

Response- We will set up wasp traps next year if they are a problem. Hopefully the beetles have run their course and will not be such a bother next year as there doesn't seem to be much that can be done with them.

Family/Elder comment- The food is really good here.

5) **Next Meeting: April 24, 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.