

River East Personal Care Home

Town Hall Meeting



October 23, 2018 in the Gathering Room

Present: 42 Elders and friends/family & 12 Team Members

Meeting led by: Kim Rohm with the Leadership Team

1) Welcome:

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

3) New Business:

Maintenance – Jamie, Maintenance Supervisor

- 1) Heating/Cooling System is arriving Monday October 29, 2018 and will be installed that week.
- 2) Preventative Maintenance Program includes:
 - a. audits that are completed monthly, quarterly or annually.
 - b. approval on electrical items coming into the home (must be CSA approved)
 - c. maintenance of the lifts and other nursing equipment
 - d. fire system
 - e. outdoor – plugs, lighting, clear entrances, cracks in sidewalks

3) Questions/Answers

- a. Is the whole A/C system being replaced? Not at this time. The unit for Hope and Charity is being replaced. The unit is for both heating and cooling.
- b. Are there plans to replace the units on the other side of the building? Yes, in order of priority. We are hoping for next year.
- c. Why were we told to open doors to the rooms? There is no cooling in the suites, only heating.
- d. Why were the windows screwed shut? To control humidity. We can have a nice day outside but humidity is 90% . Will the screws be removed? No – better control of ambient temperatures.

Nursing – Kristen, Director of Care

- 1) f/u Dementia Program Manager – Barbara Mills was introduced. Please approach her with Elder Care Issues. She works 7:00 a.m. to 3:15 p.m. She is a good resource.

- 2) On December 3 we will be changing back to using peri cloths rather than disposable wet wipes. We tried the wet wipes but were not happy with them.
- 3) Thank you for your patience with the 6 a.m. staff change. We know it is a hard change as it takes time to know the needs of each Elder.
- 4) Questions/Answers
 - a. Elder states April instead of Heather – not too bad.
 - b. A family member would like to see Kristen out on the floor more
 - c. Why switch staff? There are a number of reasons: Change of eyes on the neighbourhood, personality conflicts, increase staff morale and attendance
 - d. Why so often? No plans to move again as all have rotated in the past 2 years.
 - e. We had a nurse and HCAs move at the same time. Kristen explained that vacancies and term positions also cause moves.
- 5) Please label personal products including blankets, shoes and toiletries. Ask for a Sharpie and mark names or room numbers on the items.
- 6) Please report incidents with Elders while visiting ie)behaviour. We have a process to follow and follow up.

Nursing – Barbara, Dementia Program Manager

- 1) Influenza season. Vaccinations are being completed for the Elders with consent. Clinic for family, friends, and volunteers will start next week. Calendar will be put on Karen's door.

Nursing – Karen, Assistant Director of Care

- 1) Quality Program
 - a. Fire Drills: provincial law mandates we must do one fire drill each month. We do 2 per our policy. My goal for each quarter is 2 on the day shift, 2 on evenings, and 2 on nights. We started silent drills this summer for 1 Elder's needs and found most preferred it. So far in 2018 we have had 17 fire drills and annual skills review that included fire response and evacuation. In addition the fire policies are reviewed each winter. In the 17 drills 573 staff participated, 155 staff participated in the annual skills review. Mechanical issues, improper door closure or dampener failing to close, were addressed/repared when identified. Staff knowledge deficits were dealt with at the time.

- b. Safe Elder Handling Audits: So far in 2018 we have conducted 87 audits; staff met the requirements in 85. Any deficiencies are addressed immediately and where staff failed to meet the requirements a second audit is scheduled.
 - c. Emergency Response: The staff education focus this summer and fall has been on emergency response. So far staff have reviewed policies on extreme heat, tornados, and blizzard. Fire, evacuation and extreme cold policies were reviewed last winter.) Education have been offered on fire, evacuation, missing Elder, bomb, chemical spill and air contamination.
- 2) Labeling items – please label eyeglasses, dentures, and hearing aides. Best option would be to take the item back to where you purchased it and have them label it. Eyeglasses and hearing aides may be labeled with a marker, but you need to watch that it doesn't come off. Paper with tape over it on glasses only works for a short time. Recently found a pair of glasses with paper taped to the arm – couldn't see any writing on it.
- 3) Questions/Answers
- a. What were the results of the Family Satisfaction Survey? We do not have the results yet; Catherine will share them when we do.

Food Services – Sandra, Food Services Supervisor

- 1) New menu for fall/winter has just started. The pulled pork went over well. There is a 3-week cycle. We will run through the cycle and then make any needed changes. Menu will be posted on the website by November 12th. This menu is in place until May 5th.
- 2) Food Quality. We take pride in the preparation of our meals. We must keep food safe during storage and preparation – temperatures are taken throughout the process to ensure we are within safe ranges. We can't accept outside food for us to prepare – we must use our suppliers.
- 3) Audits
 - a. Food temperatures – 100% for proper temperatures of food being served. There were a few times where the temperature wasn't taken as the thermometer was missing or a new staff member forgot (both causes have been addressed.)
 - b. 300-500 audits are done per month on the fridges and storage areas.

4) Questions/Answers

- a. "We appreciate the food here. Before here the home she was at served frozen food, Mom lived on Ensure." Sandra thanked the family member who said this and reminded all that her office is in the main dining room and all are welcome to come see her if they have questions.
- b. What is happening with the Christmas dinners? This year we are doing something different. We will be serving festive desserts in the dining room and then moving into the dining room for entertainment. Discussion occurred around the event and concerns about timing and moving from the dining room to the gathering room.
- c. Elder concern that the gravy is too thick. Some discussion – Sandra will follow up after the meeting.

Laundry and Housekeeping – Tracey, Home Environment Supervisor

- 1) f/u We are using a new process now for labeling. Each morning at 7:30 we pick up all clothing left for labeling and bring it back to the neighbourhoods at 11:30.
- 2) Audits
 - a. Cleaning audits: we do 10 per month. Look for cleanliness of floors, toilets, sinks, medication cabinets. Results have improved.
 - b. Laundry audits: average audit score is 86%. We look for rips and tears.
- 3) If you are giving clothing to an Elder for Christmas, consider trying the clothes on them before Christmas and having the items labeled before wrapping.

Social Work – Catherine, Social Worker

- 1) f/u Family Orientation – We are still looking for input from families to help design the program. Friendly reminder for all departments to forward any information to me that they think will be beneficial for new Elders and their families to know in those first few weeks of admission.
- 2) BABEL – River East is part of a Research Study: BABEL – Better Targeting Better Outcomes for frail Elderly Patients. It is a standardized approach to Advance Care Planning in Personal Care Homes. The research study hopes to improve upon existing best

practices currently used in discussions about Advance Care Plans. It is designed to support Elders and/or their Substitute Decision Makers in navigating the difficult and stressful conversations that arise when Elders have health emergencies. The study's main theme is that all medical care should be based on the Elder's values, goals, and wishes and what results are achievable when their specific medical situation is also taken into account. If an Elder is eligible to join the study, I will contact the family first to ask if it is okay for the research study assistant to contact them. Her name is Nora. It is completely up to the Elder and their family to decide if they wish to be a part of the study or not.

3) Questions/Answers/Comments

- a. Family comment that since a lock was put on her daughter's door that it is much better. She feels it is a good experience but requests additional emotional support as there is a stressor in her life now.
- b. Another family shared that they had an amazing transfer from Riverview to River East.

Life Enrichment – Julie, Life Enrichment Supervisor

- 1) Audits – On admission we do a Leisure Assessment and Leisure Needs Scale. This tells us what type and amount of programs is appropriate for each Elder each month. We track the number of programs offered. Between June 1 and September 30 we had 273 1:1 visits per month (these are 15-30 minute visits), 48 neighbourhood programs, and large programs 5 days a week and 3 evenings a week.
- 2) Christmas – This year we are having Christmas parties instead of dinner. There will be music and decorations as we have had in the past but this year there will be a more lively band to create a more party atmosphere. Tickets are available for the parties at the front office. December 11 will be for Faith and Serenity , December 12 for Hope and Charity , and December 13 for Courage Bay. There will be an early dinner that evening. Staff are here to assist with moving desserts if someone hasn't finished eating when the entertainment is set to start.
- 3) Visiting Family – acknowledgement to those families who visit with other Elders when they are here to visit with their loved one. This helps to make River East a home.

Office – Dawn, Office Coordinator

- 1) Trust Accounts – trust account statements are sent out every three months; the next one will be sent in January. Transactions include: outings, cash withdrawals, hairdresser, transportation, Happy Hour, etc. Elders can withdraw cash, there is a \$45.00 limit.
- 2) Questions/Answers/Comments -
 - a. Is there a maximum amount you can put into Trust? Yes, \$400.00. The office or Life Enrichment staff will inform you if you are getting low in your trust account.

General Information - Kim, Administrator

- 1) f/u Food Services/Homekeeping Changes – The changes occurred in May. We have seen positive results, Increase quality of food service and increased cleanliness of the home.
- 2) f/u Garage Sale – Thanks to all who volunteered. We made \$463.
- 3) f/u 2018-2019 Budget Plans – We have purchased: 4 mechanical lifts, 25 window coverings, radiator covers, floor machine, and are removing the hoppers to make more space in the soiled utility rooms..
- 4) 25 Year Anniversary Celebration – We will be hosting the celebration November 29th in the afternoon. There will be coffee, punch and cake. Please join us.
- 5) Parking Lot Safety – Please be careful. There is sand and salt that can be put down if you see an icy spot. If you are not able to do that please notify a staff member so that we can do it.

4) Questions/Comments

Question: How is the money from the garage sale being used?

The money is being used by Recreation to hire entertainment (supplementing the budget so we can have different entertainers that charge more.)

5) Next meeting: April 2019, date to be announced.

6) Adjourned