

## “Action Plan” Meeting Minutes

June 4, 2014, 6:30 – 8:00 pm Riverside Glen Retirement Home Town Hall

Presenter: Paul Brown

- Attendees included family members, residents and three members of the management team
- Some attendees did not receive a copy of the report until they arrived at the meeting.
- Paul wanted to divide the attendees into three groups, each one to be facilitated by a member of the management team
- The attendees were not in favour of this and the meeting was run as one group with Paul Brown as the facilitator
- Paul did not present a summary of the report or “actionable items” to the attendees.
- Paul's first statement to the group indicated that other Schlegel homes had integrated medical clinics and colleges with no identified problems.
- Attendees questioned this statement and Paul confirmed that these uses were in buildings separate from the long term care homes on these sites.
- Attendees stated that since the installation of “Visitor Parking Only” signs in the parking area shared with the health centre, parking conflicts have now escalated to the point of verbal abuse and vandalism of vehicles.
- Paul did not respond to this concern.
- Paul stated that both the health centre and college were “money losing” operations for Schlegel Villages.
- Paul confirmed that Schlegel Villages are having to repay MOHLTC for costs of construction and renovations that created the health centre, since this space is no longer considered part of the long term care home and does not serve the residents (this repayment may include some of the classroom space in the basement but is unclear from Paul's response)
- Paul confirmed that they are seeking to add uses to the Health Centre.
- Attendees questioned what the operator's vision of the ratio of residents to members of the public would be in this case.... Paul said he didn't want to say.
- Attendees questioned whether additional uses would service the any of the residents, considering that had been the promise prior to the health centre opening and that was a lie.
- Paul stated that it was always the intention of the operator to have a family health team in the health centre space, they just hadn't communicated it well.
- Attendees questioned whether these other uses could be restricted to seniors only, considering that would be considered discrimination.
- Attendees were concerned that this would lead to increased traffic and parking issues and more members of the public accessing the home.
- Attendees expressed the use of the health centre and college spaces should be returned to the residents of the home, exclusively, and the operator should focus on the provision of care to the long term care residents.
- Paul stated that it was due to opposition of the health centre by residents and families that uncertainty had been created in the future of the operation and that was why uses for residents had not been added
- Attendees reminded Paul that it was Schlegel Villages and its agents who had mislead the city of Guelph Planning department about the health centre use and classrooms and dragged their feet during the “Minor Variance” application and the subsequent application to change the

“Zoning and Official Plan”, Schlegel Villages had created the delay and uncertainty

- Attendees provided multiple examples of deficiencies in the existing care and made suggestions on how to re-purpose the health centre and college spaces to address these deficiencies.
- Attendees suggested that the operator should look at models of care in other homes which have calming rooms, palliative care rooms and other resident-centred uses.
- Attendees wanted to know what the operator's vision was for the college and health centre, Paul said he would not discuss that at this meeting, he only wanted our input.
- Paul confirmed that attending physicians diagnose illnesses in residents of the home.
- Paul confirmed that facility outbreaks of contagious illness requires closure of the health centre.
- Paul confirmed that Dr. Spadafora continues to operate the health centre.
- Paul confirmed that the memo sent to residents/Powers of Attorney, regarding the introduction of Dr. Spadafora as an attending physician, did not disclose his role as operator of the health centre.
- Paul denied that this creates a conflict of interest for Dr. Spadafora as an attending physician.
- Attendees questioned the lack of “robust communication” that Dr Velji recommended.
- Paul suggested that this could be done next time.
- Attendees stated concerns that the presence of the health centre seems to have suppressed staff reporting to public health and declaration of outbreaks in long term care.
- Paul stated that they always tell the truth, attendees expressed their disbelief and proceeded to provide many examples to the contrary.
- Attendees stated that Family Council had rebalanced its agenda and now Schlegel Villages should re-balance its agenda to focus on resident care.
- Attendees suggested that the operator close the health centre and college until all outstanding zoning concerns and operational concerns are resolved, and families, residents and staff were consulted on what the future of these spaces should be.
- Paul stated that this wasn't going to happen.
- Attendees questioned what the plan was should the rezoning and official plan amendments be refused..... Paul stated that wasn't being considered.
- Attendees suggested that there were many better uses for the estimated \$500,000 that it would cost to build the elevator and this was squandering public money and residents' money with no direct benefit to the residents of the home.
- Attendees stated that people are on waiting lists to leave this home because of the health centre and college and all of the concerns associated with these uses.... parking wars, public invasion of the residents' home, lack of focus on resident care, etc
- Attendees stated that how Schlegel Villages describe themselves as leaders in seniors care and what the reality is that residents and families experience are polar opposites.
- Attendees asked where the restaurant would be located, since marketing staff giving tours to potential residents and family members had been telling them that a restaurant was going to be located in the home
- Paul said he didn't know anything about plans for a restaurant at Riverside Glen
- Paul confirmed that the “Action Plan” would be submitted to the City of Guelph and “everyone else”.
- Attendees commented that none of the management in attendance appeared to be taking notes/minutes of the on-going meeting.

The following is a chronology of communications and actions that lead to the June 4<sup>th</sup> “Action Plan” meeting of management with Riverside Glen residents and family members.

May 28, 2014 (11:41 pm): Paul Brown e-mailed an incomplete copy of Dr. Karima Velji’s report to Family Council Chairperson, Siobhan Bulmer. The e-mail stated “We have drafted some actionable items from this report and wish to get further input from those who are interested, particularly from those who participated in the review process. We will be hosting a session next Wednesday evening at 6:30 pm in the Retirement Town Hall (we will modify if the outbreak has not be cleared). Please feel free to share this date, time and location with the Family Council members. Megan, our Admin Assistant, will be contacting all those who attended Dr. Velji's review by phone to ensure they are aware.”

May 29, 2014 (8:19 am) : Siobhan Bulmer e-mailed incomplete report and information about the upcoming meeting to Family Council members (for whom she has e-mail addresses).

May 29, 2014 (8:21 am) : Siobhan Bulmer e-mailed acknowledgement of receipt of report to Paul Brown and stated that the report would be distributed for review and discussion at the Family Council meeting that night. Members would be encouraged to attend the meeting the following week.

May 29, 2014 (8:45 am): Siobhan Bulmer e-mailed Paul Brown to inform him “You have sent me the report without the Appendices, please could you send those to me so the report is complete.” Siobhan Bulmer received the Appendices on June 3 at 10:58 am via e-mail from Paul Brown.

June 2, 2014 (2:17 pm): Siobhan Bulmer e-mailed Paul Brown: “Considering Retirement is still in outbreak, would it be possible to reschedule the meeting to next Wednesday, June 11? That would give Megan time to contact people again and I can advise Family Council as well.”

June 3, 2014 (7:48 am): Paul Brown e-mailed Siobhan Bulmer: “My sense is that we should stick with the original date and time posted, now that the outbreak is over I checked in with Megan yesterday, and she had left a message or spoken with each person who attended the external review process. A number of residents also requested copies of the reports. “Apparently, management had not made any effort to make the report generally available and family and residents had not been given Dr. Velji’s report prior to this date. Some people only received the document at the June 4th meeting.

June 3, 2014 (9:21 am) : Siobhan Bulmer e-mailed LTC Administrative Assistant Tina Bertrand and requested she post a poster (that Siobhan had created), to inform Families and Residents of the time, date and location of the “Action Plan Meeting” and asked her to e-mail this poster to all Family Council members on her list.

June 3, 2014 (10:58 am): Paul Brown e-mailed the appendices of Dr. Velji’s report to Siobhan Bulmer

June 3, 2014(12:18 pm): Siobhan Bulmer e-mailed appendices to Family Council members

General assessment of the above process:

Contrary to one of Dr. Velji's primary recommendations that the path forward should be predicated on a culture of "robust communications" with residents, family members and staff, Riverside Glen management did not attempt to contact or inform all residents and family members of Riverside Glen. As noted above, communication was limited to an e-mail to the Family Council chairperson and phone calls the individuals who had participated in the review with Dr. Velji. It was only through the efforts of the Family Council that the residents and family members were generally informed about this meeting.