

Riverside Glen Family Council Issue Tracking Report

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#	Submit Date	Description	Response	Response Date	Days to Respond
61	Apr 1 2014	Follow up for question 47. What are the names on the leases in place for the spaces used by the Health Centre and Conestoga College? Can Kim Sutherland please provide this information.	Schlegel Villages has agreements in place for use of space by both the College and the Health Centre. It would be helpful to understand more about the nature of the inquiry in order to address this question.	Apr 10 2014	11

#	Submit Date	Description	Response	Response Date	Days to Respond
62	Apr 1 2014	<p>Follow up for question 49. Family Council requests that Overeaters Anonymous(OA) be moved out of the LTC to another area. Grounds: OA is using an LTC resident space, OA requires monitoring by the RN in charge which is taking her away from her duties to the residents, OA actively recruits new members from the public via newspaper ads and their website (these are unscreened members of the public). Can Kim Sutherland please respond.</p>	<p>Overeaters Anonymous and the village have maintained a trusted relationship for more than six years and we've found that the existing use of space has been effective. We will consider other options, but see no grounds for change - we trust that members of the group will continue to treat the village and its residents with the respect it always has. The meetings are scheduled later in the evening to avoid using resident space during busy daytime hours, and the group is small. In terms of the RN "monitoring" the OA meetings, this is not the case, though we used this word erroneously in our last response. The RN is available if no other member of leadership is available should there be an issue, as is the case in any situation when a guest is in the village, and the RN has always been able to fulfill every duty during the short periods of time the OA group is in the village.</p>	Apr 10 2014	11

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63	Apr 1,14	Follow up for question 50. Families and visitors continue to be unable to find a space to park during weekdays and weekends in the main LTC lot. What is the plan to solve this problem? Can Kim Sutherland please respond.	Every day the parking lot is monitored and team members are given one opportunity to move their vehicles. Team members receive one verbal warning and one written warning. If they continue to park in the visitors' spots after these warnings, their cars will be towed. We have found team members to be cooperative and understanding. We regret that during busy times when we are hosting many visitors parking space seems limited, we're hopeful that we'll see an improvement with the Spring weather.	Apr 10 2014	11
64	Apr 1,14	Follow up for question 53. Please can Kim Sutherland provide the current list of RAI/QI nurses, their contact information and which neighbourhoods they serve.	Please refer to your Resident's Handbook. The contact information for all the leadership team is available there.	Apr 10 2014	11

#	Submit Date	Description	Response	Response Date	Days to Respond
65	Apr 1,14	Follow up for question 55. The float PSW has not been seen at dinner time on Arthur Area. If the float PSW is supposed to assist in both Arthur and Eramosa for the first 30 minutes, does that mean they are supposed to be in each area for 15 minutes? Can Kim Sutherland please respond.	We expect the float PSW to attend to the needs of residents in both areas as required and though we would hope to see an equal amount of time spent in each area, there is no way to say that that time will be divided equally in 15-minute allotments, as we can never know what residents' needs will be at any given time. We will continue to monitor these neighbourhoods to ensure we're offering the best service possible to the residents during meal times.	Apr 10 2014	11
66	Apr 1,14	Follow up for question 57. Can Kim Sutherland please provide materials which outline the factors involved with providing information to families and POAs.	We're unsure of what information or factors this question is referring to and thus,we are unable to offer a definitive answer. Every resident's situation is different and so, without knowing specific details in a specific situation, we feel it's better not to hypothesize.	Apr 10 2014	11

#	Submit Date	Description	Response	Response Date	Days to Respond
67	Apr 1,14	Regarding respiratory outbreak in Eramosa. Members are concerned that they are asked to wear masks and gowns, while staff are not. Sick residents are being brought into the lounge with unaffected residents. It appears that the infection control policy is not being followed. Can Kim Sutherland please respond to these concerns.	We assure you that we're proud of our infection control policy and we adhere to its guidelines at all times. We can not force residents to remain confined in their rooms and not visit the lounge in their neighbourhood, though we do our best to encourage those residents who are experiencing symptoms to remain in their room. Team members are not required to wear masks and gowns while working, unless they are visiting isolated rooms, in which case they are required to wear masks. We're confident in our infection control standards in this manner, which do require visitors to exercise additional precautions during outbreak situations.	Apr 10 2014	11

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68	Apr 1,14	Is it possible to get monthly recreation reports for individual residents, outlining what activities they have participated in? Can Kim Sutherland please respond.	Our director of recreation suggests any interested family members can ask that their names be placed on the contact list so they can receive the monthly activity calendar when it's sent out at the beginning of each month. We can not provide individual reports on the comings and goings of each resident in terms of recreational activities, though we encourage family members to contact the recreation team at any time to discuss their family member's activities. We want to ensure every resident is given every opportunity to choose to be part of meaningful activities within the village.	Apr 10 2014	11
69	Apr 1,14	When does the annual "deep-cleaning" of each resident's room take place? In semi-private rooms, when is the divider curtain washed? Can Kim Sutherland please respond.	Deep cleaning is to take place in the rooms on a monthly basis.	Apr 10 2014	11

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70	Apr 1,14	Family Council recommends that, during tours, all prospective residents and families be shown the location of the "Health Centre", told who it serves and advised of the status regarding the municipal planning process. Family Council also recommends that, during these tours, people are told about the "College campus", the number of students enrolled and the status regarding the municipal planning process. Can Kim Sutherland please respond.	Thank you for the recommendation. It is our current policy with every prospective resident and their loved ones to inform them in specific detail about the relationship we have with both Conestoga College and the Health Clinic. This information includes the locations used within the village.	Apr 10 2014	11
71	Apr 1,14	Have Overeaters Anonymous been using the "Plant room" during the current outbreak in Eramosa?	The use of the horticulture room has not changed for anyone as a result of the precautions in Eramosa. The horticulture room is not in the Eramosa neighbourhood.	Apr 10 2014	11

April 17, 2014

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