

Riverside Glen Family Council Issue Tracking Report

Printed February 22, 2014

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
24	Nov 6 2013	What names are listed as Leasee and Leasor for the "Health Centre" and the Conestoga College Classrooms" lease agreements?	Out of respect for the confidential information contained within lease agreements and the privacy of all parties connected to the Health Centre, we choose not to provide the names at this time. We ask for a detailed reason as to why this information is requested and will happily pass that reason along to all parties. If there are no legal concerns at that time, we'll happily provide the information.	Feb 12 2014	74	

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25	Nov 6 2013	Families in all neighbourhoods are concerned about the continued use of agency and part time staff especially on weekends. When will this be resolved?	We recognize the burden felt by residents when unfamiliar team members are necessary due to shortages. There is no question that the quest to hire the best team members possible is ongoing in a tight labour market, and we have been working hard on our Recruitment/Retention strategies over the last few months in order to decrease the amount of agency staff we use. We have been tightening up our scheduling system and working further ahead to avoid any last minute shift fill-ins. We have also initiated weekly group interviews and re-vamped our Village orientation process from one day of training to three. Along with this, we are developing internal preceptors to give increased support for our new team members so they don't feel so overwhelmed at the start. We plan to roll out the new orientation process at the end of February. Additionally, we have begun focusing on Neighbourhood Team Development as another way to strengthen the teams we have – including our new hires – and nurture the familiarity that makes our neighbourhoods comfortable for residents and team members alike.	Feb 12 2014	74	
26	Nov 6 2013	Family Council would like copies of the current infection control and outbreak policies and procedures and the document regarding the protocol regarding “foreign objects in food”	Kim will print off the Infection control policies to be forwarded to council by the February meeting. The foreign objects policy is still in draft format. Kim will provide once it has been approved.	Feb 12 2014	74	

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27	Nov 6 2013	Please could you give us a list of all of the groups that are using any of the basement classrooms or other rooms within the long term care. Please include, group name/course name, number of people attending/registered, time of day/night the activity takes place, which entrance is used by participants and the specific room/space used. Please include all activities for 2013.	Currently the only groups that are using the classroom space downstairs are the Practical Nursing and Personal Support Worker students. Right now Riverside Glen has approximately 110 students. They attend class Monday-Friday from 8:30 a.m. - 3:30 p.m. All of the students use the door at the back parking lot entrance and go directly to the basement to their classroom. Our relationship with future personal support workers and RPNs is fostered through this connection to the students and we firmly believe that this will help us when it comes to recruiting the brightest future team members and reducing any need for temporary staff.	Feb 12 2014	74	
28	Nov 6 2013	Could staff refrain from moving their cars into the main long term care lot until after 10 pm.	It has always been our policy that staff be able to move vehicles into the Long-Term Care parking lot at 8 p.m. At this time of day, the lot is rarely, if at all, used for any other purpose. We would kindly request examples of how the current practice has adversely affected residents or family members before we consider changing our policy.	Feb 12 2014	74	
32	Nov 6 2013	Riverside Glen staff have been seen smoking outside the main entrance of long term care, especially during the evening. Please could staff be directed to the designated smoking area.	We understand how important it is that cigarette smoke be kept away from our entrances and we have asked that all neighbourhood coordinators address this issue with every member of their team to reiterate the importance of this policy. If anyone sees a team member smoking near the doors again we ask that a team leader or charge nurse be notified right away and action will be taken.	Feb 12 2014	74	

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33	Nov 6 2013	Cigarette butts are littering the main entrance area and main long term care parking lot. Please could the appropriate staff be directed to clean up these areas on a regular basis to keep them litter free.	Andy Hiskett, our Director of Environmental Services has been notified of this concern. We do our best to maintain a clean external environment and will continue to do so. With the arrival of Spring, we will be sure our outside contractor, who cleans and sweeps the parking lot and sidewalks, is diligent.	Feb 12 2014	74	
34	Nov 6 2013	Families, residents and visitors would like to be updated regularly during "Outbreaks" in the facility. Could you please post a daily update on the white board beside the hobby room in retirement and on the portable white board which could be set up in the main foyer of long term care. An example might read "no new cases, expected date outbreak will end..."	We must be careful when it comes to releasing information during outbreaks due to confidentiality and the rights of those directly affected. We can, however, post updates surrounding time frames and numbers of cases. As a team we will discuss where best to situate the posting and will let the Family Council know when a decision has been made.	Feb 12 2014	74	
35	Feb 4 2014	Family Council would like all members to have a copy of the LTC Residents' Handbook (20 copies) for our next meeting. Please could Kim Sutherland arrange for this.	Kim will arrange copies by the February FC meeting.	Feb 12 2014	10	
36	Feb 4 2014	Family Council would like to have a copy of the "infection control and outbreak protocols/policies" for review. Please could Kim Sutherland arrange for this for our next meeting.	As previously mentioned, Kim will arrange for all policies related to infection control to be forwarded to Family Council	Feb 12 2014	10	

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37	Feb 4 2014	Family Council are concerned about the ongoing problems of clothing lost in the laundry. Please can Kim Sutherland arrange for someone to address this concern.	The team does its best to ensure the risk of losing clothing and any valuable items is as low as possible. It is important that whenever residents receive new clothing, it gets labelled as soon as possible. If a resident or loved one does notice something missing then please inform the neighbourhood coordinator as soon as possible. If something remains lost, our sincere hope is that if can be found when the Lost and Found Cart is brought through the neighbourhoods each month.	Feb 12 2014	10	
38	Feb 4 2014	Family Council are concerned about the variability of residents' room temperatures. Some are too hot, while others are cold and drafty, especially near the floor vents at the windows. Please could Kim Sutherland address this concern.	During a long, cold winter the reality is that it is difficult to please everyone when it comes to a consistent temperature within the home. The temperature in each room is programmed from its own thermostat and the HVAC system is designed to kick into heat mode for 30 minutes to satisfy as many rooms as it can before moving into cooling mode for 30 minutes to satisfy those rooms. Our Director of Environmental Services monitors all room temperatures and we ask that if an individual has any concerns they notify a team leader or neighbourhood coordinator right away in order to have the issue examined.	Feb 12 2014	10	

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39	Feb 4 2014	Family Council are concerned about articles that become lost (glasses, razors) despite being labelled and in some cases, stored at the nursing station. Please could Kim Sutherland address this concern.	Whenever possible, we ask team members to ensure that all items are properly labelled. Please report any missing items to your neighbourhood coordinator as soon as possible as it may be easier to find in the moment. We also suggest residents not keep anything of value in their rooms, as we are unable to ensure they don't take something out of their room and forget it somewhere else. We try our best to keep items safe, even when left at the nurse's station, but even in these circumstances we cannot be on guard at all times.	Feb 12 2014	10	
40	Feb 4 2014	Family Council are concerned about the variability of care for the residents. Some staff do not seem to be aware of the residents' needs. Please could Kim Sutherland address this concern.	We might ask for further clarification as to what this question is really asking. We can say that the cornerstone of our philosophy is that each team member work hard to get to know each resident in order to assess their likes, dislikes and needs. Our mission at all times, however, is to strive for consistency, and that will not change.	Feb 12 2014	10	
41	Feb 4 2014	Family Council are concerned about some staff members who are using smartphones while on duty. This use is occurring during mealtimes (when they should be feeding residents) and during residents' personal care. Please could Kim Sutherland address this concern.	Our policy is that team members should not be using cell phones while on duty, unless it is part of their work. The Neighbourhood coordinators have been informed about this and will speak to their teams. Please notify your neighbourhood coordinator as soon as possible if you notice a team member on their cell phone while on duty. Thank you.	Feb 12 2014	10	

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42	Feb 4 2014	Family Council are concerned that some staff are ignoring residents' requests for toileting and only toileting according to a predetermined schedule. Please could Kim Sutherland address this concern.	Our team members work very hard to accommodate all of the individual needs of the residents, not on any schedule but as needed, whenever possible. We encourage residents to notify the team leader or neighbourhood coordinator at the time they feel their request is being overlooked so we can address this in a timely fashion.	Feb 12 2014	10	
43	Feb 4 2014	Family Council were previously informed (October 2012) that funding for staff computers had been obtained and these computers would be put in place to aid the care staff in their documentation of resident care. Please can Kim Sutherland update us on this situation and the expected date of implementation.	We are still expecting to roll out the point-of-care electronic documentation for our personal support workers. Unfortunately there have been some technical issues with the program running in conjunction with our current system. The project is on hold for now while the bugs are being worked out. We will notify the FC once we have any updates on this.	Feb 12 2014	10	
44	Feb 4 2014	Family Council are concerned that staff are not aware of residents' individual dietary requirements when giving them snacks and meals. Please can Kim Sutherland address this situation.	We are in the process of rolling out individual resident dietary requirement worksheet for the PSW's that will be on all of the nutrition carts. The PSW's will have this as a reference when handing out snacks and drinks.	Feb 12 2014	10	

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45	Feb 4 2014	Family Council are concerned about the uneven distribution of recreation staff and disparity of resident inclusion in various activities. Please could Kim Sutherland address this concern.	Ensuring all residents have the opportunity to participate in meaningful shared activities with fellow residents and team members is a priority. Currently there is one full-time recreation aide on all neighbourhoods with the exception of Erin and Puslinch, who have part-time team members. Shift times also include days and evenings. Our recreation team members try very hard to encourage as many residents as possible to attend recreation programs. The team also provides one to one programming for those residents who choose not to participate in group activities.	Feb 12 2014	10	
46	Feb 4 2014	Family Council are concerned that changes to residents' medication often occurs without any discussion or consultation with residents' family members/POAs. Please can Kim Sutherland address this concern.	We view the care of all residents as a true partnership with family members and we encourage all of our registered team members to notify families whenever there are medication changes. We will reiterate this concern at our next Registered Team Member meeting.	Feb 12 2014	10	