

Issues Tracking Report

Riverside Glen Family Council Issue Tracking Report

Printed

June 16, 2014

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
6		Heather Van Cauwenberghe to continue to work to: -decrease the number of "agency help", -consider being "on the floor" more; -and staffing of PSW's			0	No
7		Heather Van Cauwenberghe to develop documented procedures pertaining to unexpected issues (i.e. Foreign object found in pudding)			0	No
11		Since the August 29 meeting: Heather Sibley, Council Chair, would like to invite the Village Advisory Team to a Family Council Meeting. (Kim: this was not discussed at the meeting. However, I don't think council members know much about the Advisory Team. Perhaps you could provide me with a short summary of the VATeam: who they are, what they do, how many on the Team, etc??)			0	No

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
12	Sep 29 2013	Heather Van Cauwenberghe to schedule tours of the Medical Centre and Conestoga College. Addendum: Family council would like a group tour of these facilities for all interested members. Please provide us a list of times and dates and we will let you know which one will work.	already answered Sept 26, 2013	Oct 15 2013	16	No
13	Sep 29 2013	Heather Van Cauwenberghe to confirm names on the Medical Centre and Conestoga College Lease. Please respond with this information, since it has now been more than 10 days since the original request.	already answered Sept 26, 2013	Oct 15 2013	16	No
16	Sep 29 2013	Heather Van Cauwenberghe to continue to work to: -decrease the number of "agency help", -consider being "on the floor" more; -and staffing of PSW's Addendum: Family council members from all home areas indicated that there has been no noticeable change. Management continues to be absent from the floors, agency help continues to be problematic, especially on weekends and there are insufficient PSWs. Arthur and Erin continue to be without a Neighbourhood Coordinator and often there is no "float PSW". How will these concerns be addressed?	already answered Sept 26, 2013	Oct 15 2013	16	No

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17	Sep 29 2013	Heather Van Cauwenberghe to develop documented procedures pertaining to unexpected issues (i.e. Foreign object found in pudding) Addendum: Please provide Family Council with a written copy of these procedures/protocols.	already answered Sept 26, 2013	Oct 15 2013	16	No
21	Sep 29 2013	Family Council is concerned that the use of the main floor LTC cafe, foyer and library for the Christmas Bazaar represents a significant infection control issue and an invasion of resident space. We would prefer that this space is not used for the Bazaar. Please address these concerns ASAP. Could the staff member in charge of this event please attend the October Family Council meeting to address these issues?	A team member can be available to attend the Oct Family Council meeting to speak to this issue and will attend this portion of the meeting as per your request. In terms of the use of space for the Bazaar it has been our experience that residents and families enjoy the event and access to the goods, services and displays that are a part of it. This is also a great opportunity for local residents and other interested parties to visit the more public portion of the RG community and understand how vibrant a place it can be. RG is one of many LTC homes that organize such events for these reasons. Additional team members and volunteers will be present for the bazaar to ensure it is successful. As always the Village will be mindful of infection control issues and be vigilant about communicating and monitoring for a safe environment.	Oct 15 2013	16	No

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24	Nov 6 2013	What names are listed as Leasee and Lessor 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	98	No

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
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?	<p>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.</p>	Feb 12 2014	98	No

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
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	98	No
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	98	No
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	98	No

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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	8	No
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	8	No

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
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	8	No
47	Mar 2 2014	Clarification of concern #24: Our family members live in this building, it is their home. Family Council feel it is our right to know who is operating within this building and who the responsible parties are, so these parties can be contacted directly in the event of any concerns that may arise. That is why we would like to know who the leasee and lessors are of the "Health Centre" and "College Classrooms". Could Kim Sutherland please arrange for this information to be shared with Family Council.	Leases are in place for the spaces used by the Health Centre and Conestoga College. The Health Centre, Conestoga College and Riverside Glen have different mechanisms for addressing issues.	Mar 19 2014	17	No

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48	Mar 2 2014	Family Council are concerned that RPNs and PSWs are doing double shifts. Overtired staff are putting resident care and safety at risk, as well as their own health and safety. Could Kim Sutherland please address this issue.	For any number of reasons our team members may choose to pick up extra shifts should they become available and the leadership team is careful to monitor the amount of overtime each team member works. Our goal is to ensure that a positive work/life balance is achieved while also ensuring that the residents receive the best service possible. We have seen no indication that anyone's safety has been compromised because of "double-shifts," yet if anyone notices a specific instance that has arisen that raises concern, then we encourage immediate notification and we can evaluate at that time.	Mar 19 2014	17	No

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55	Mar 2 2014	Family Council are concerned that there are insufficient staff to assist residents with feeding at meal times. Recreation staff and float PSWs that were promised as assistants to feeding, are often absent at meal times, leaving some residents unfed, underfed or fed well after the meal time with cold food. Can Kim Sutherland please address this issue.	Currently our float PSW assists residents in the dining room in either Eramosa or Arthur for the first 30 minutes of the meal and then they will assist in Nichol for the remainder of the meal time. These three neighbourhoods have the highest number of residents who require assistance to eat. The recreation team members assist with one meal per shift in order to provide meaningful activities with the residents during the rest of their time in the Village. A PSW from the Erin and Puslinch neighbourhood assist in the Nichol dining room once all the residents are served on Puslinch and Erin. Team leaders have been advised to call their Neighbourhood coordinators or Charge nurse if they require additional help in the dining room and we will pull in support as required. We would welcome any volunteers from the Family council to assist in the dining rooms if desired.	Mar 19 2014	17	No

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56	Mar 2 2014	Family Council are concerned that recreation staff do not have many activities of interest for male residents and staff often only approach a resident once to engage them in an activity and if they refuse they are not asked again. Can Kim Sutherland please address this issue.	- Thank you for this feedback. We have held men's groups in the past and do want to continue to provide this for our residents. This feedback will be provided to Ted Mahy, our Director of Recreation. We will discuss how to increase male specific programs and provide additional information to the family council next month.	Mar 19 2014	17	No
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	9	No

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
68	Apr 1 2014	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	9	No
70	Apr 1 2014	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	9	No

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76	May 13 2014	Follow up for concern 69. Please can management outline what is involved in the monthly "deep cleaning" of a resident's room.	Our Interim Director of Environmental Services (DES) has reviewed the "Deep Clean" process for our resident's rooms. While the rooms are being deep cleaned every six months, we feel the process could be better organized and managed. We are currently in the process of hiring a new DES. This will be a priority for the new DES to manage once on board at Riverside Glen.	May 26 2014	13	No

#	Submit Date	Description	Response	Response Date	Days to Respond	Issue Addressed
82	May 13 2014	Family Council is concerned about the current system of resident identification for medication administration. Staff who are unfamiliar with the residents often seek help from family members and competent residents to identify residents, particularly those who are incompetent or unable to speak. The current system leads to medication being given to the wrong resident and missed doses. Please can management address these concerns.	All of our registered nurses must follow the same medication administration guidelines and regulations as set out by the College of Nurses. Our Medication Administration Sheets (MARS) all have resident profile pictures on them. Registered staff must check the picture, the medication to administer and the resident several times prior to administering the medication. At times, there are medication errors. In these instances, after assessing the resident and determining the effects of the error, our registered staff must report the medication error to the Director of Nursing Care, who will then assess the error and manage the situation accordingly. POAs will be notified if a medication error occurs with their loved one.	May 26 2014	13	No
88	May 14 2014	When new visitors and emergency personnel enter the long term care home, there aren't any signs to direct them to the neighbourhoods and no signs identifying the neighbourhoods outside their doorways. This is particularly problematic evenings and weekends when there are no staff in the LTC foyer. Can management please improve signage for "wayfinding" in the home?	Signage in the home: We recognize that wayfinding at Riverside Glen can be difficult for individuals who are not familiar with the home. We are looking into signage that will assist with this challenge. Thank you for this feedback.	May 26 2014	12	No