

Minutes of Family Council Meeting with Dr. Velji (March 17, 2014)

- nine members attended this meeting
- Chair of Family Council distributed work sheet to facilitate review of “siting and development process” as indicated in communications from Riverside Glen (worksheet attached)
- Dr. Velji said the siting and development process was “out of the scope” of her review
- some family members tried to ask about the process that occurred allowing the medical clinic to go from the original proposal of care for residents to the current doctors office for outside patients and the expansion of the college classrooms.... Dr. Velji said this was “outside of scope”, she would not answer
- she continued with her explanation of the purpose of the “focus groups” and interviews

- primary care integration is “leading edge”
- this includes integration of research and education
- the integration of research, education and health centre must be done with the utmost respect for residents' rights
- the long term care should be considered first and foremost a “home”
- first item of importance: consider the residents' rights
- second item of importance: consider prior promises made to residents and families
- Review Scope:
 - to come in and understand why this situation has “escalated/mushroomed” and “why has it lingered”?
 - is it a few people?
 - is there a reason for it “mushrooming”?
- Scope: to examine resident and family relations with the home's operators
 - not legitimacy of infection control
 - not validity of zoning application
 - not to comment on the Health Centre location (although she may make comments on this in report, even if the zoning were to be approved)
- initial vision was a facilitated meeting... this is not that meeting
- Baycrest:
 - main floor health clinic
 - direct entrance from outside
 - for residents and public (only senior population)
 - residents brought to clinic from long term care home attached to

building

-not embedded in home

-other places have primary care but separate from the long term care home

-issues raised Family Council members:

-sick/tired of hearing about Schlegel “vision”

-“vision” is mirage, marketing scheme, no benefit to residents

-Schlegels not following the law

-invasion of resident privacy

-invasion of resident common spaces

-lack of parking

-visitors often leave without visiting due to lack of parking

-traffic speeding, increased volume

-introduction of infections into home

-management don't want to declare outbreaks... Arthur area

had sick residents, but won't report to public health, so doctor can stay open

-this is abuse of residents, family members and staff (ie “my mum has become ill because of this and we support her in her own home....”

and “staff are getting sick and still working”)

-Schlegel has misled residents, families, staff, MOHLTC, WDGPH, fire marshall's office, city of Guelph

-no trust for Schlegels and management

-management incapable or unwilling to respond to concerns

-Schlegels and management don't care about residents and families

-residents third priority, Doctor is first, college is second

-Classrooms are a “satellite campus” of Conestoga (although not listed on website)

-was the fire marshal told about change of use from daycare and other uses in basement to college classrooms and labs? is it safe for this use?

-management say they are spending all their time on clinic and college, no time for long term care

-if majority of health care services in clinic were for residents but had to include the public to “make it pay”..... how would that be policed?

-impossible to control “some”.... still an invasion into the home

-Dr. Velji: one physician cannot attend to 80% or even the majority of residents of the home and still see own patients

-vision could be achieved in “adjacency” rather than “embedding”

-research:

- “living research environment” is consent required/obtained from residents and POA's?
- discussion of principal investigators
- was information collected from residents?
- no one knew about research until city meeting in October
- project declared over and successful in November 2013
- \$800,000 grant from NSERC to Conestoga via RIA
- Conestoga state only 5 of 196 LTC residents involved
- were they competent to give consent?
- Schlegels have forgotten their mandate... primarily home of residents
- very stressful for families and residents
- elderly family members suffering terribly due to stress and upset (ie “it is killing my dad”)

-How would families change this/what should Schlegels do?

- move health centre out of long term care if it is for public
- if stays in long term care, then only for residents.... no one from outside
- residents need massage therapy, chiropodists, dentist, eye care
- residents need this space for visiting professionals to treat only residents
- college classrooms only for students on placement in long term care
- no rezoning because it would allow any type of clinic (eg methadone clinic) and any type of college courses and any school (Conestoga plans to expand/move to other locations in Guelph)
- move college and clinic to Arbour Trails (still under construction)
- Schlegels should withdraw their ZB and OP amendment applications
- Put college and doctor in “adjacent building” if parking allows it
- access should be direct from Woodlawn, not trespassing/burdening Parkside neighbours
- Operators and management should apologize to families and residents
- Schlegels and management should start telling the truth/stop lying to residents and families
- more care staff, less management (get rid of Neighbourhood coordinators)
- give us full time director of nursing and fully qualified infection control person
- since this isn't supported by provincial legislation... province should

stop these uses.

- stop the uses and start again, from the beginning, do it right
- servicing the uses should avoid using neighbour's property
- a second access for emergency vehicles (fire access), since there is now only one lane way servicing the site
- stop using expired medications

Dr. Velji: will work on the report when finished all meetings, should have report ready in approximately two weeks.

Siting and Development Process
(original approved uses to current uses)

2009	Resident Health Centre (part of LTCH)		Basement Daycare & Staff training (part of LTCH)	
	Legislated Requirements (MOHLTC & City)	Licensee's Actions	Legislated Requirements (MOHLTC & City)	Licensee's Actions
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
2012	Public Medical Clinic (no longer part of LTCH)		Basement 250 student college campus (no longer part of LTCH)	