



Response to Family Council March 26, 2015 Meeting Minutes

April 21, 2015

ISSUES FOR MANAGEMENT RESPONSE:

1. Are point of care tablets going to be introduced into the neighbourhood areas for the use of direct care staff this year?

Schlegel Villages is investigating the use of several charting systems and the outcome of this investigation will determine the direction we will take. Point of Care tablets are simply one solution – not the mandated solution by MOHLTC.

2. Will management meet with all staff members and reiterate the need for them to park only in the rear staff parking lot and not the visitors areas in the main LTC lot?

We have communicated with all team members. Parking compliance has improved greatly in the past 2 months.

3. How will management address family concerns about unsupervised medication administration?

We are currently training all PSW's to administer creams according to regulations and standards. Only those certificated will be able to apply the creams. Practical Nurse students are supervised during their shift by the full time team leader/preceptor. They are required to develop full responsibility by the neighbourhood by the end of their placement.

4. Why was the flooring in the Mapleton neighbourhood disinfected during the day instead of at night when residents would have been less affected?

We endeavour to provide the least amount of disruption to residents as possible, keeping in mind the schedules of team members. Presently, we are looking at ways to amend shifts in the dementia neighbourhoods during the evening to reduce disruption.

5. How will management deal with staff who fail to assist residents with personal hygiene and excuse this as "respecting the residents' dignity/choice" when these residents suffer from dementia?

Riverside Glen's expectation is approach as resident three times before noting a refusal, and then pass on to the next shift to attempt. We have a "hands on" Behavioural Support Team who will assist in the Neighbourhoods for our residents living with dementia.

6. Family Council would like a copy of the home's policies on standards for personal care/hygiene and respecting residents' dignity, choice and privacy.

Policy attached.

7. How will management provide more timely care for residents who require two staff members?

Beginning on April 27th, additional team members have been added to each neighbourhood on days, evenings and nights to provide resident care.

- 8. Family Council was told that meal time face and hand sanitization/washcloths was going to be implemented (September 2014) and this has not happened... when will this be implemented?**

By May 11th, we will begin a trial in the Nichol Neighbourhood.

- 9. How will management ensure that palliative assessments are initiated by staff and not wait until family members request it?**

Palliative assessments are initiated by the team lead. If the assessment was initiated by the family, it would be an exception.

- 10. If attending physicians are contracted to provide care 24/7 and the home's physicians share this responsibility, why wouldn't another of the home's attending physicians care for an absent physician's patients?**

It is the responsibility of the attending physician to arrange coverage when absent.

- 11. Please provide Family Council with a copy of the new Family Member Satisfaction Survey, as requested in January 2015.**

The Villages have not yet been provided with the final version of the Satisfaction Survey. As soon as the survey is completed, it will be shared with Family Council.

- 12. Please provide Family Council with a copy of the new Family Council brochure, as requested in January 2015.**

Attached.

Thank you for bringing these concerns/issues to our attention. We look forward to continue working with each of you, focusing upon enriching the lives of our residents.

Michael Schmidt
Interim Assistant General Manager
The Village of Riverside Glen