



Response to Family Council February 26, 2015 Meeting Minutes

March 10, 2015

**ISSUES FOR MANAGEMENT RESPONSE:**

**1. Follow up regarding the formula for total per diem funding from MOHLTC and resident co-payments**

The question that arose at the last Council meeting was on the Equalization Payment. I have consulted with our Accounting office and contrary to what I told Family Council on Feb 26<sup>th</sup>, the Equalization payment is provided to the LTC Home to cover those resident who do not pay full basic rate as they are subsidized. Therefore, in 2011, RG received \$136,000 to compensate us for those residents who were income tested and thus, didn't pay the full basic rate.

**2. Follow up regarding lack of parking in main LTC parking area, some visitors leave without visiting because they cannot walk safely from the rear lot or cannot find a space to park on site**

I have had one family contact me on this issue, and I have given them the code to the back door of the Erin hallway. We continue to police the parking lot to ensure that team members are parking in allocated areas.

**3. Follow up regarding slippery conditions in rear staff parking lot, this is a danger for staff and visitors forced to park there**

This issue has been addressed by Maintenance staff.

**4. Follow up regarding lack of sufficient staff to meet care needs of residents..... staff work hard to provide care but there aren't enough of them**

This item was addressed at both the Family Council meeting of Feb 26<sup>th</sup> and the last minutes.

**5. What is "Marketplace" education/training? (please describe in detail)**

Marketplace education is a series of mandatory education topics that team members must complete to meet the employment requirements of the Ministry of Health and Long Term Care.

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