



Response to Family Council August 28th, 2014 Meeting Minutes

September 20, 2014

OUTSTANDING ITEMS:

1. Photos of the leadership team will start to be taken September 23rd. We work on getting the photos and job summaries of each team members in the Resident Handbook subsequent to the photos taken. We will also post a colour copy of the photo and job summaries in each neighbourhood on the bulletin boards.

DISCUSSION ITEMS:

1. **Falls Prevention Program:** Thank you for your concerns raised around the number of falls incidents at Riverside Glen. A chart has been attached outlining the number of Total Falls, number of residents who have fallen, and number visits to the ER for residents who have fallen in 2014. We predict that September is going to be a month that shows a higher number of falls than July and August. We have already assessed where the high number of falls are occurring and are working with team members in implementing a plan of action to minimize falls and injuries related to falls. The Mapleton neighbourhood has been identified as a "high falls" neighbourhood between the hours of 3pm-11pm. The Mapleton team has identified the residents in need of further surveillance, and have made suggestions on altering the team member routines in order to be more hands on with these residents during this period of time.
 - a. The minutes note that residents who have fallen are not being examined immediately by an attending physician. This is a general statement. If you have concerns over a specific incident you feel has not been assessed according to our Policy and Procedures, please raise these concerns to a leadership team member. Our nursing team complete assessments after every fall and follow the proper procedures subsequent to a fall. If the physician is in the Village at the time and the nurse's assessment calls for a physician to further assess, then we will ask the physician to do so. Otherwise, if a physician is not present in the building and nurse feels the resident requires further assessment, the resident will be sent to hospital (after discussion and permission from POA).
 - b. The statements "resident in obvious pain not being given any pain medication, not even Tylenol", "No preventative measures in place for individuals who have been identified as falling frequently", and "...put in a wheelchair and any investigation is discouraged by staff of the home" are all statements that are general and not specific to any resident. Again, if you have a concern about a specific incident, please bring it forward so we may investigate. Observations may not always be accurate. Our team members cannot share information about other residents with anyone other than the POAs. Each resident has different needs and a different plan of care that you may not be aware of.
 - c. The Falls data on the WWLHIN and HQO (Health Quality Ontario) websites are for the time frames June 2013 and April 2012-2013 respectively. With the attached chart, you can compare our current 2014 rates with the WWLHIN and provincial falls data. We are currently above the provincial and WWLHIN average in resident falls.
2. **Staff Vacancies:** When a team member's line becomes vacant, it is filled directly with Part time and Casual staffing until it is permanently filled. No direct care hours are lost when someone leaves their line.

3. **Greeters for Health Clinic:** The Greeters for the Health Clinic do not come out of the LTC home funding envelopes. Any team members seen acting in a Greeter role is doing so in addition to their scheduled hours within the home.
4. **Chickens:** We worked collaboratively with Public Health in creating the policy and procedures for caring for the chickens in a safe and healthy manner. The MOHLTC visited Riverside Glen and was satisfied with the policy and procedures we use. Our residents and team members continue to be happy with the Farm program and can be found daily outside enjoying the company of the chickens.

ACTION POINTS:

1. **Bird Feeders:** Thank you for your suggestion to have bird feeders in our outdoor areas. We will purchase bird feeders and have them put in these areas for the resident's enjoyment.
2. **Residents who go outside:** We will look into a portable call bell system that residents who go outdoors may use. Thank you for this suggestion.
3. **Smoking at Riverside:** We are awaiting a quote from a company that makes customized non-flammable tents with the potential of creating a designated smoking area for residents. This is a project that requires further input from Resident and Family Council, Public Health, Support Office, and our By-law officers.
4. **Cigarette Butts in Parking Lot:** Butt stops do not require to be emptied daily. Unfortunately, we cannot allocate someone to clean the parking lot daily at this time. We need to do a better job in instructing people to use the butt stops rather than throwing their butts on the ground and in the gardens.

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.



Kate MacDonald
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The Village of Riverside Glen