



Response to Family Council June 25<sup>th</sup>, 2015 Meeting Minutes

Minutes received by AGM July 10, 2015

Response emailed July 14, 2015

**ISSUES FOR MANAGEMENT RESPONSE:**

1. Please could cabinets/shelves be installed in the tub room, so residents clothes and personal belongings can be stored safely while they are being bathed.

**DES will investigate this and determine what needs to be added to spa rooms to ensure resident belongings are kept safe.**

2. Please could a list of residents whose family members do their laundry be posted in the tub room, so clothing can be returned to hampers in their rooms and not enter the general laundry.

**The Neighbourhood Coordinator's will ensure that a list is posted in the spa rooms of those residents whose family launders their clothing.**

3. Please could the lost and found clothing cart be brought upstairs to the main floor LTC each Thursday, Friday, Saturday (as was done previously)

**DES will ensure that laundry staff bring the lost clothing cart to the main floor each week.**

4. Please could a log book for lost items be placed at the nursing station in each neighbourhood.

**DES has placed a log book for each Neighbourhood at the Nurses Station for lost clothing.**

5. Please could management consider installing sliding bolts on additional residents' closet doors to deter "shoppers" (perhaps this could be in consultation with individual residents and family members)

**DES will investigate this proposal to determine if it is feasible and in accordance with MOHLTC guidelines.**

6. Please could management arrange for Jennifer Allen to have a phone and forward the number to Family Council.

**Jennifer Allen has an email address [jennifer.allen@schlegelvillages.com](mailto:jennifer.allen@schlegelvillages.com). At the present time she is located in the Wellness Centre, but this will not be permanent so communication is best routed through the Neighbourhood Coordinators or to her email.**

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