



Response to Family Council Meeting Minutes

May 2014

June 13, 2014

Thank you for meeting with the Chief Fire Prevention Officer from the Guelph Fire Department. We think it is excellent that you have taken an interest in our Fire Safety at Riverside Glen.

Action Items:

1. We would be happy to provide our Fire Safety Plan for your review. We will bring a copy to the June Family Council Meeting
2. Resident Identification in the dining rooms is currently being reviewed. We understand your perspective where residents are not sitting in the spots that the seating plan states. The Food Services department will be purchasing magnetic boards next week, where the names of residents can be easily changed as needed. Thank you for raising this concern.
3. Conestoga College Students are welcome to be in the common areas of Riverside Glen. We encourage interaction with the students, residents and family members. The students are aware that the common areas are also for residents and family. We have asked them when they are in these areas to ensure they are respectful of those around them. If ever there is a situation where a student is not being respectful, please report this situation immediately to a leadership team member.
4. We love the suggestion of posting pictures and names of key management team members so resident and family can easily identify us. We will work on this project over the summer months.

Discussion points:

1. The laundry rooms located in the neighbourhoods are on a preventative maintenance program. The maintenance department checks this equipment monthly, as well as responds to any maintenance issues. Housekeeping team members are responsible for removing the lint in the dryers on a daily basis.

2. The Quality of Life Surveys: We would be happy to discuss the QoL surveys with you at the June meeting.
3. Thank you for your feedback on the recreation programs offered at Riverside Glen. Ted Mahy will be available for your input at the June meeting. In the meantime, the team will discuss how we can better meet the needs of our residents in this area.
4. Direct Dentistry provided communication to us via a letter informing us that the Dentistry services fees will be increasing up to a maximum of 4%. The letter is attached.