



Response to Family Council September 24th, 2015 Meeting Minutes

September 28, 2015

Firstly, my apologies for not responding to the minutes prior to this date. Thank you for being understanding on the matter.

Thank you for inviting Heath and Aaron to your August meeting. We would just like to comment on a few of the items they reviewed on the Resident Quality Inspection for May 2015.

DISCUSSION ITEMS:

Leadership Response

1. **Staffing concerns discussed in "Compliance Order #3"** : We continue to work on our staffing challenges in the neighbourhoods. We hosted a job fair in September where we received many resumes of interest. Additionally, we are working towards a more sustainable attendance and accountability system with people who are absent on a regular basis.
2. **Call Bell Reports:** We are closely monitoring our call bell systems in each neighbourhood. Attached, you will find the latest trends in call bells in each neighbourhoods. The highlights are as follows:
AVERAGE CALL BELL TIMES (mins:secs) FOR TIME PERIOD AUG 31-SEPT 27

Eramosa: 2:50

Puslinch: 3:25

Erin: 3:23

Arthur: 3:35

Nichol: 1:18

Mapleton: 2:27

Other items of discussion:

- The power doors that leads to the link to the outside parking lot, as well as the power front door in LTC have been repaired and are in working order.
- We continue to work with Michael Schmidt, Community Connections for Schlegel Villages to establish the use for the Wellness Centre. As noted in the minutes, palliative care beds may be an option.
- It is our expectation that our team members provide or assist warm wash cloths to residents after meals and snacks (where necessary). Neighbourhood huddles will be taking place for all of October on every shift to ensure all team members understand this expectation and the reasoning on why this is important.

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.

A handwritten signature in cursive script that reads 'Kate MacDonald'.

Kate MacDonald
Assistant General Manager

The Village of Riverside Glen