



Response to Family Council July 2014 Meeting Minutes

August 14, 2014

OUTSTANDING ITEMS:

1. As mentioned in the May meeting minutes, we love your suggestion of posting photos of the leadership team and are working on this project over the summer months.
2. The Magnetic Seating Plans have been posted in the Arthur neighbourhood. We will have the remaining neighbourhoods completed by the end of this week.

DISCUSSION ITEMS:

1. Thank you for taking an interest in reviewing our Fire Safety. We reviewed the staffing model that we currently have on a daily basis against the Fire Plan's staffing model after receiving your concerns in the Family Council Minutes. Our staffing model remains consistent with the outline in the fire plan, which has been approved by the Chief Fire Prevention Officer with the Guelph Emergency Services Fire Department.
2. **Critical Incident Reporting:** We can assure you that all incidences at Riverside Glen are being taken seriously and investigated and reviewed by the leadership team. Not all internal incidences are reportable to the MOHLTC, however incidences involving the following have been and will be reported to the MOHLTC : This information has been produced directly out of the Long Term Care Homes Act 2007 and Regulation 79/10.

24. (1) *A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:*

1. *Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident.*
2. *Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.*
3. *Unlawful conduct that resulted in harm or a risk of harm to a resident.*
4. *Misuse or misappropriation of a resident's money.*

5. *Misuse or misappropriation of funding provided to a licensee under this Act or the Local Health System Integration Act, 2006. 2007, c. 8, ss. 24 (1), 195 (2).*

107. (1) *Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (4):*

1. *An emergency, including loss of essential services, fire, unplanned evacuation, intake of evacuees or flooding.*
2. *An unexpected or sudden death, including a death resulting from an accident or suicide.*
3. *A resident who is missing for three hours or more.*
4. *Any missing resident who returns to the home with an injury or any adverse change in condition regardless of the length of time the resident was missing.*
5. *An outbreak of a reportable disease or communicable disease as defined in the Health Protection and Promotion Act.*
6. *Contamination of the drinking water supply.*

(2) *Where a licensee is required to make a report immediately under subsection (1) and it is after normal business hours, the licensee shall make the report using the Ministry's method for after hours emergency contact.*

(3) *The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (4):*

1. *A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition.*
2. *An environmental hazard, including a breakdown or failure of the security system or a breakdown of major equipment or a system in the home that affects the provision of care or the safety, security or well-being of residents for a period greater than six hours.*
3. *A missing or unaccounted for controlled substance.*
4. *An injury in respect of which a person is taken to hospital.*
5. *A medication incident or adverse drug reaction in respect of which a resident is taken to hospital.*

Critical incidences are typically reported through the online reporting system and followed up by the MOHLTC. Some critical incidences are followed up by a representative from the Ministry on-site at Riverside Glen, while others can be resolved through the reporting system.

3. **Review of Missing Resident Protocol:** Unfortunately, a scenario occurred where one of our residents left the property of Riverside Glen without assistance from our team members. A Code Yellow was called and team members and police located the resident and he was returned safely to Riverside Glen. Family were notified of the situation. We never like when a situation such as this occurs. It validated the importance of communication when taking residents away

from their neighbourhoods, whether for an outing, a program, or walk. The team reviewed the incident and where we went wrong, as well as had a debriefing session after the Code Yellow was cleared. We can never guarantee that a situation like this will never occur again. This is why all Long term care homes have emergency procedures in place to manage and mitigate any injuries or damages that may occur.

4. **The students at Conestoga College** continue to remain welcome to be a part of our Village life. We will be welcoming a new group of students for the new semester beginning in the fall. All new students will receive a welcome from our leadership team and specific discussion will revolve around the use of the café, interaction with residents, and private vs. open common areas. Private areas are considered the resident rooms. Common areas *within the neighbourhoods* are considered areas where students should be invited in to socialize with residents. Common areas *outside* of the neighbourhood, such as the café and library are open to all members of our community at Riverside Glen, including volunteers, outside groups, and students.
5. **Vulnerable Sector Screening:** We have reviewed the process of Vulnerable Sector Screening of our new team members at Riverside Glen. We have put additional “checks” in our process to ensure we do not overlook a new team member again.
6. **Chickens:** The residents at Riverside Glen are enjoying the chickens in the Erin courtyard. Residents and family can be found daily spending time in this courtyard talking with the chickens and enjoying watching them. The team members who spend time caring for the chickens, do so with residents present as well, making it a recreational program. Riverside has no intention of getting a pig at this time - this is a rumour.
7. **Bulletin Boards:** A specific bulletin board is on order for Resident Council. The bulletin board is being created from scratch, with specific dimensions for the communication needs at Riverside Glen. Each neighbourhood is equipped with a bulletin board for Resident Council meeting minutes and notifications. The neighbourhoods are best suited for this information as not all residents spend time in the café / main street area. Family Council requested a bulletin board to have a common area to provide communication to our family members. We have supported this request and encourage family to continue to use this board for future communication with Family Council. We wish to minimize the amount of posters on the front entrance doors.

ACTION POINTS:

1. Thank you for inviting Kate to the September 25th meeting to discuss the Resident and Family Satisfaction Survey. Jennifer Hartwick from our Support Office is also willing to attend to assist with any questions you may have regarding the survey. Please confirm with Kate whether Jennifer is also welcome to attend.
2. **Resident curtains** that have been soiled should be cleaned immediately. Aaron Orrell, our Director of Environmental Services is working with the housekeeping team members to identify

soiled curtains and have them removed and washed immediately. The Housekeeping department is working on system where all curtains will be completed quarterly, unless needed otherwise. This system will be in place in the fall.

3. **Residents who go outside:** We will make every attempt for those residents who like to spend time outdoors, to get outside as much as they prefer. If there appears to be a resident in distress, please report it to a team member immediately so we can assist the resident. Such reports need to come to the Charge nurse or leadership team member to they can be followed up with immediately. It is difficult to follow up with certain matters related to our resident's care if it is only brought forth in a family council meeting. Residents who choose to go outside independently have a choice on whether or not they wish to wear sunscreen. Sunscreen is available in every nurse's station in each neighbourhood. Team members do encourage residents to apply sunscreen; however it is their choice whether it is applied.
4. **Cups and glasses,** along with cutlery, plates, etc. are regularly replenished in each neighbourhood. On August 18th we completed a dish audit in each neighbourhood to validate shortages or overages. Thank you for bringing the shortage of cups and glasses in the Eramosa neighbourhood to our attention. We encourage our team members to report such shortages to the Director of Food Services in order to replenish any shortfall.
5. **Cigarette Butts in Parking Lot:** We have scheduled a team member from the maintenance department to pick up the cigarette butts every other Thursday. The butt stop did arrive and have been located in the front entrance area for over a month's time. An additional butt stop has been ordered.

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
Assistant General Manager
The Village of Riverside Glen