



Response to Family Council April 23, 2015 Meeting Minutes

May 18, 2015

ISSUES FOR MANAGEMENT RESPONSE:

1. Members would like Director of Environmental Services, Aaron and the new social worker to attend an upcoming meeting.

I have requested that Aaron Orrell and Jennifer Allen attend the Family Council meeting on June 25th.

2. Members would like Mike Schmidt to attend an upcoming meeting.

I will attend the Family Council meeting on May 28th as requested.

3. There are many mistakes in the document and Family Council's input should be incorporated, not ignored.

I apologize for sending you the first draft version instead of the amended draft. The changes that Family Council had recommended including:

- * meeting time and day (6:30 pm the last Thursday of each month, except December),
- * the website address www.riversideglen.ca and the e-mail familycouncil@riversideglen.ca .
- * Family Council Communication Board located on Main Street

The issue with the brochure is that it is too large a file to send over email. The changes above have been made and will be printed for you to view at the Family Council meeting.

4. Can management please consider scheduling BSO team members for evening shifts? (reasons in minutes above)

The BSO team works both days and evenings. See the attached schedule.

5. Can management please communicate concerns regarding lack of physician coverage to the Medical Director and share the resolution with our council.

When Attending Physicians are not able to carry out their regular duties due to vacation/absence, they have a responsibility to ensure they have substitute coverage. I understand that their have been some issue with substitute physicians hesitant to prescribe changes to medications. This issue has been referred to the Medical Director, Dr Ruddock.

6. Will management consider using the former Health Centre as an area for residents with contagious illness, to separate them from their healthy roommates in semi-private rooms?

Plans for the former Health Centre have not been finalized. All options are being considered and once a decision has been made, this will be communicated with all RG Stakeholders.

7. What are the role and responsibilities of the new social worker?

The duties and responsibilities of the Social Services Coordinator will be discussed with Family Council when the incumbent, Jennifer Allen, attends Family Council on June 25th.

8. What are the role and responsibilities of the “restorative care” worker?

The responsibilities of the Restorative Care RPN supervisor as summarized below:

Responsibilities include but are not limited to the following:

- Initiating team meetings weekly to review current and potential residents onto the Restorative Program.
- Completion of RAI Coding, RAPs and Life Plans for those Residents on a Restorative Program.
- Coordinating the daily assignments of Restorative team members.
- Offering Education to Residents, Team Members and Families on the purpose of the Restorative Program.
- Ensuring all documentation, assessments and records are maintained and accurate.

The Restorative Care workers carry out restorative care tasks as directed by the RPN supervisor above.

9. When will all of the privacy curtains be laundered and what is the schedule for regular laundering of these curtains?

Privacy Curtains are to be laundered on the day that room is being deep cleaned.

10. What is the process for relocation of a resident from one neighbourhood to another? Who initiates this and what are the criteria?

Resident relocation is carried out at the request of family or at the request of the Village. Room moves may be as a result of changes in accommodation from private to basic or vice versa. Changes may also be as a result of safety of the resident or of other residents. In all cases, security and safety of residents is paramount.

11. Please can management implement a system to make it easier to identify staff members' role (PSW, RPN, RN, Housekeeping, etc) by using shirt color or something else to make it easier for family members and residents.

In almost all cases, residents and family quickly become accustomed to our team members and their roles. In addition, our team members are cross functional and thus, questions can be asked to anyone and information will be provided.

Riverside Glen is our residents home and we strive to decrease institutionalization as part of our culture. Using shirt colours for classifications is very institutional and will not be entertained.

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