

River East Personal Care Home Town Hall Meeting
January 31, 2017 in the Gathering Room
Present: Approx. 60 Elders, friends & Team Members
Meeting led by: Kim Rohm with the Leadership Team

1) Leadership Team Introductions:

- The team introduced themselves with a description of their role and when to seek them out. This will be done at each Town Hall Meeting to ensure Elders, family and team members know who to approach when needed.

2) New Business:

Room Bookings – Julie, Life Enrichment Coordinator

There will no longer be a fee for using the Gathering room or Friendship Centre for dining with Elders. Booking of rooms must still be done through Julie in Life Enrichment.

Suggestion Box- Salina, Social Worker

A suggestion box has been mounted outside the social work office for Elders, family, friends and team members. It can be anonymous or you can provide contact information so we can follow up with you and/or ask questions to clarify your concern. These suggestions are reviewed at the Leadership team meetings.

Parking Lot Safety- Jamie, Maintenance Supervisor

Please be cautious in the parking lots and on the walkways. We continually monitor these areas for safety concerns. We have a snow removal company, sanding company and sand & salt available at the exits.

Walk carefully, walk slow, wear proper footwear, do not use your phone while walking, pay attention to where you are stepping and report any areas of concern.

2017-2018 Budget Plans- Kim, Administrator

- a) Budget Planning for 2017-2018 is underway. These are some of the things we are planning for:
- 1- Roof repairs and shingling will continue this summer and for summer 2018 & 2019. This will include new eaves troughs and down spouts.
 - 2- Approximately 20 electric beds and mattresses as well as the small assist bars that replace siderails.
 - 3- Closet doors for Elder suites that are missing doors or need repair.
 - 4- Taps for Elders washrooms that are need changing.
 - 5- Radiator covers to protect radiators from breaking in Elder suites.
 - 6- Curtains for Elder suites to replace broken blinds.
 - 7- Kitchen equipment.
 - 8- Cabinets for the Main Dining room by the ice machine.
 - 9- Nursing equipment.
 - 10-Computers for Life Enrichment and Staff education.
- b) Maintenance Contracts are part of Budget Planning and are approximately \$90,000 per year. This is to cover such things as:
- Mandatory audits and inspections.
 - Maintaining elevator, emergency generator, fire system, pest control, snow clearing, lawn care, boilers and much more.

3) Questions/Comments

- a) Concern was expressed that the fan in Charity Road Dining room only circulates to move air downward and should be able to reverse it. Blowing down on the Elders is not always appreciated.
Response- Jamie from maintenance stated that it is able to reverse via remote, but the remote has gone missing. We will purchase a new one.

We have bird feeders outside the windows that the Elders really enjoy. You should consider getting donations of bird seed.

Response- Julie from Life Enrichment stated we have received donations in past and have put out posters in past asking for donations. It would be a good idea to post for donations again.

- b) Concern was expressed over the appearance of neglect the grounds of the facility were in last summer.
Response- Kim, Administrator stated there was a delay and poor communication with the lawn care company last year. We are already planning for the grounds this year. The lawn care company will start with a spring clean up in April.
- c) Concern was expressed over the timelines of notice needed to join a family member for a meal. Family member stated that they don't always know hours ahead of time if it will be a good day to stay or come for a meal. This is dependent on the Elder that day.
Response- We will review the timelines as a team and changes will be communicated.

4) Next Meeting: April 18, 2017

Town Hall meetings will be held twice a year – in spring and in fall.

Thank you for joining us and thank you for your input.

We appreciate your time.

Together we can continue to make positive changes.

