

GWCL Family Information Night

June 18, 2024

Minutes

At the meeting on Tuesday evening there were approximately 25 family members in attendance. GWCL staff: Nancy Hovmand (Director of Health Services), Barry Doran (Facilities Manager), Nicole Clairemont (Social Worker) and Debra Glatz (Resident Services).

Nancy welcomed all attendees to meeting.

Introductions of staff were made... a special welcome to Nicole Clairmont our newly hired Social Worker. Nicole, Debbie and Barry defined what their roles are at Golden West as there have been some changes since the transition.

Debbie: Now assumes responsibility for the Dietary department, Dietician, Recreation, Tuck Shop, Rehab Assistant, and Hair Salon.

Barry: Is now the Facilities Manager for Golden West Lodge as well as River Park Gardens. He also maintains responsibility for the maintenance department, laundry and housekeeping. He will divide his time between the two facilities.

Nicole: Will be responsible for all admissions, care conferences, resident council...

Nancy: Will continue as the head of nursing, (which includes Health Care Aides) social work and spiritual health.

Family Email distribution list: An updated email distribution list is being finalized. We apologize for the lack of family emails in the past few months. Our current list is inaccessible, but should be back up and running shortly.

Staffing:

Staffing levels have stayed the same. We have hired a few extra Resident Assistants (RA) in a float position, they will be supporting the staff during day shift. Our evening RA float position has been a great asset.

Team Leaders: Nancy went mentioned Team Leader positions for our new families.

2nd floor: Khri Abille

3rd floor: Wendy Southall

4th floor: Josie Sy (medical leave) Evelyn Theroux (interim team leader, working her way through a Return to Work schedule) she should be back to regular hours in the next month.

5th floor: Darcie Hanson (medical leave)

We have hired a new Accounts Receivable Clerk, her name is Yuki Yu, she will be responsible for all resident trust, rent statements, and petty cash. Yuki has been working hard catching up on monthly

statements. We are using a new program and so statements will look a bit different. She is available to families for any questions regarding these items.

Sharon: On leave. Sandra Cant is stepping in on a part time basis until Sharon returns.

Spiritual Health Practitioner: We are still actively recruiting for someone. We've had a few applicants, but we felt they weren't a good fit. The position will remain posted until filled. Deer Lodge Centre is also assisting us with recruitment.

Physicians: Since the transitions to the WRHA, we have welcomed 4 new physicians (1 dedicated to each unit)

2nd floor: Dr. D. Vergara

3rd floor: Dr. R. Tandon

4th floor: Dr. W. Hicks

5th floor: Dr. S. Rehsia

We are getting to know our new Drs and feel it's been a positive start to this new relationship. They have weekly rounds with our team leaders, and are on call outside of their in-person hours.

Outbreak:

We had a small respiratory outbreak on the 5th floor. It was declared resolved on June 19. Our residents fared well. Jacqueline our Clinical Nurse Educator and Jane Njenga our ICSEA did a great job managing the outbreak!

Summer Activities:

We are planning some summer activities for our residents...

Canada Day celebration: Friday, June 28 at 2:30. Tannis Tyler and Gerald will be here to entertain!

Car Show: We are just finalizing the details for another Car Show in July.

BBQs: We will also bring back Resident BBQs in August.

Gift from the Heart Donation:

Barry advised that a contractor has been selected to repair the remaining deck area, and we are hoping to have enough in the fund to purchase some raised garden beds for our residents to do some gardening. Repairs should begin shortly.

WIFI Access:

Barry advised that we are waiting for one more quote and then a decision will be made on how to best proceed with WIFI.

Family Concerns:

Foot Care Nurse not able to print receipts? (Needs follow up as staff were not aware of this)

Delay in Trust Statements being sent out: Yuki is working diligently to get things set up in our new system and should have things ironed out by next statement date. We apologize for the not so smooth transition from old to new process.

A suggestion was made to have a secure online portal to get statements instead of receiving them by mail. (Excellent suggestion, we will pass that along to DLC)

A comment was made that the website has not been updated and is now difficult to access. (Our website is now updated off site, and care will be taken to update on a regular basis)

A concern raised that 5th floor team leader emails are not being returned... as Darcie is away on leave, the best line of communication would be to contact the 5th floor nursing station at 204 896 2405. If no answer, please contact Nancy or Debbie.

A concern was raised regarding the heat in some of the rooms on the 5th floor. Only the common areas on the units are air conditioned (hallways, dining rooms). A memo will be circulated reminding staff of warm weather building protocols. Residents may have fans in room to circulate the air. (Barry will also follow up with specific rooms mentioned)

The question was asked if residents are allowed to have a locked drawer in their room. Answer: Yes, on a request basis.

The question was asked if there is recreation coverage provided for staff on vacation. Answer: Not at this time. We still have large group activities throughout the week on the main floor that residents can participate in.

A request was made for coffee, tea, water on the units. (Staff will follow up on how best to accommodate this request)

A request was made for the menu to be put up on the website so families are able to see what is being served. (Great suggestion! We will add that to the website)

A question was asked why no flowers were being planted in the flower pots throughout the property. Answer: Weather was not cooperating, but it will be done.

Thank you to families for attending, we value your input! See you in September!

