

Maxville Manor Family Council

Meeting - November 20, 2019

In attendance: Janice McIntosh, Donald Lapierre (resident), Sue Lalonde, Lynn Stevenson, Anita Welsh, Jean Kronberg, Joan Adams, Lois Emburg, Judith Stanway

Regrets: Cecilia Cassibo, Pat Graham, Russell Graham

Presentation by Bernard Bouchard, CEO Maxville Manor

Bernard opened his presentation by giving a status report on the Manor Redevelopment. The background to the redevelopment is that the current license from the Ministry of Health and Long Term Care expires in 5 1/2 years. The redevelopment plan has been ongoing for the past 4 years. The final plan is to increase the resident capacity from the present 122 to 160 beds. While the creation of an assisted living residential capacity had been considered early in the planning process, this is no longer an option. The project will cost \$24million and will result in a 64,000 sq.ft addition. New construction will result in resident units of 32 rooms. Residents will remain in their current rooms until the new 'pods' are created, then they will be moved, and the existing rooms will be reconfigured to meet current government standards. New construction will still be all ground floor accommodation. There will be an increase of 38 full time equivalent staff positions. The project is estimated to take 2-3 years for completion and will result in a 30-year license for the facility. When asked how Family Council could support this initiative, Bernard suggested that we could be of support to the Maxville Manor Foundation during the fundraising process.

Mr. Bouchard then provided an overview of the funding envelopes. There are four categories: Nursing and Personal Care, Program Support Services, Raw Food and Other Accommodations. The cost breakdown for each is as follows:

- a) Nursing and Personal Care: \$100 per day
- b) Program Support Services: \$9.79 per day
- c) Raw Food: \$9.54 per day
- d) Other Accommodations \$56.17 per day
- e) (includes maintenance and laundry)

Total (rounded): \$175.75 per day

Any unspent funding must be returned to the Province. Bernard pointed out that the Manor has been debt free for two years. They are investing 6 million into redevelopment and have made many upgrades. As an illustration, he identified a new roof was installed.

Bernard then provided members with an overview of the Short Stay Program. Short stay beds can either be convalescent, respite and/or interim beds. For respite beds, the co-payment is \$39.34 per day as of July 1/18. There is no co-payment for convalescent and interim beds. Bernard stated that the Manor is looking into discontinuing respite beds.

Before ending his presentation, Bernard showed members a slide of the new plan for construction and explained the concept. He then invited questions/concerns from members.

One issue that arose was the shortage of staff. Bernard explained that the shortage of PSWs is province-wide. At the Manor, the sick leave policy is generous; however, new language was negotiated in the new collective agreement which should ultimately increase attendance. Bernard then described a hiring strategy to recruit a new category known as "Resident Support Assistance" (RSA) in an attempt to increase support to residents. At present, 9 full time staff have been hired and this initiative will continue until 5 RSAs are hired on every unit. The role of the RSA is to assist PSWs, particularly in the areas of feeding and toileting. At time of hire, the RSA requires no formal training. The Manor provides 7 days of orientation and pays for their education. Training will be provided in the area of palliative care.

With respect to the services provided by the medical doctor and his staff, it was reported that the service available was very supportive to residents and any concerns can be addressed to the Director of Nursing.

In closing, members praised Bernard for the work he has accomplished and creating an atmosphere where staff work together to enable the best service for residents.

#### Review and Approval of Minutes October 4, 2019

Minutes were approved as presented.

#### Business:

1. Library Open House – Residents and family members were informed by letter and a notice was placed on the TV screen in the Town Square that the event will take place on December 4, 2019 from 2:00 p.m. until 4:00 p.m. The Manor will provide finger foods. Judith will be available in the Library for the first hour and Lynn for the second hour to greet residents and their family. It was agreed that the library doors should be kept open and lights on to attract people.
2. A discussion ensued about adding new books and audio books in the library. It was agreed that the addition of audio books could be added at a future meeting and new books would be deferred for now.

#### Next Meeting

The next meeting will be held on February 7, 2020 at 10:00 a.m. in the Library (as per Judith's e-mail of November 21, 2019).

