Committee Agenda

Long-Term Care Committee of Management
January 14, 2020 – 9:30 AM
Lee Manor, 875 6th Street East, Owen Sound

1. Call to Order
2. Election of Chair and Vice Chair
3. Declaration of Pecuniary Interest
4. Orientation – Overview of Long-Term Care Services

5. Reports
   a. LTCR-CM-03-20 Lee Manor Operational Report October 1 – December 14, 2019
      That LTCR-CM-03-20 Lee Manor Operational Report to the Committee of Management for the period of October 1 - December 14, 2019 be received for information.
   b. LTCR-CM-04-20 Rockwood Terrace Operational Report October 1 – December 14, 2019
      That LTCR-CM-04-20 Rockwood Terrace Operational Report to the Committee of Management for the period of October 1 - December 14, 2019 be received for information.
   c. LTCR-CM-05-20 Grey Gables Operational Report October 1 – December 14, 2019
      That LTCR-CM-05-20 Grey Gables Operational Report to the Committee of Management for the period of October 1 - December 14, 2019 be received for information.

6. Redevelopment Update
7. Long-Term Care Redevelopment Governance Discussion
8. Other Business
9. Next Meeting Date
   a. February 11, 2020 at 9:30 AM
10. Adjournment

Tour of Lee Manor to follow the meeting
Rockwood Terrace

Grey County Operations Report to Committee of Management

Open Session

Submission Date: January 14, 2020
Information for the Months of: October 1st – December 14th, 2019
Quality

Publicly reported indicators/Survey Results

Q2 2019 (July - September 2019)

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<tr>
<th>Indicator</th>
<th>Ontario Average</th>
<th>Rockwood Terrace</th>
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<tbody>
<tr>
<td></td>
<td>Q3 Oct-Dec/18</td>
<td>Q4 Jan-Mar 19</td>
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<tr>
<td>Improved or remained independent in mid-loss ADL</td>
<td>29.0%</td>
<td>39.40%</td>
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<tr>
<td>Worsened ADL</td>
<td>32.4%</td>
<td>34%</td>
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<td>2.5%</td>
</tr>
<tr>
<td>Worsened pain</td>
<td>9.6%</td>
<td>13.4%</td>
</tr>
</tbody>
</table>

The 2nd quarter data from the Canadian Institute for Health Information (CIHI) has recently been released. Rockwood Terrace is higher than Provincial average in eight (up from six in the first quarter) of the twelve indicators. Three of the remaining four indicators are trending down.

We continue to work on the quality improvement program for wound care/pressure ulcers.

LTCR-CM-03-20                                           Date: January 14, 2020
Ministry of Long-Term Care (MOLTC) Compliance Orders /Inspection Findings Summary

An inspector from the Ministry of Health and Long-Term Care attended Rockwood Terrace November 13-15, 2019. The purpose of this inspection was to conduct a Critical Incident System Inspection. During this inspection, there were no areas of non-compliance.

Public Copy Ministry of Health and LTC Report November 13-15 2019

People

On Wednesday October 2nd the County of Grey held a dinner to recognize service award recipients who have been with the County for 15 years and more. The night consisted of speeches and introduction of the service award recipients. Several members of the Rockwood team have been recognized for their milestones in length of service this year- twenty-eight team members to be exact, including three-thirty and four- thirty-five-year recipients! Congratulations to all!

Former Rockwood Terrace team member Kim Mossey organized "Operation Sherpas For Seniors." The goal of this project was to provide a Sherpa blanket for every resident at Rockwood and in the end, they were able to collect enough funds to purchase one hundred and four blankets! Sincere thanks to Kim and everyone who donated to make the project a success.

Projects, Location Events and Other

It was our pleasure to host this year’s Volunteer Appreciation event on Wednesday October 23rd. Guest speaker Pat Morden energized our volunteers with an important talk on the Value of Volunteers. Following the speaker, attendees enjoyed a delicious lunch prepared by our Dietary Team. We thank each volunteer for their compassion and dedication to our Residents. Without the many hands of our caring volunteers we certainly could not offer as many programs and support to our residents. We also like to take care of the health of our volunteers so those wishing were able to receive their flu immunization on this day as well!

On Saturday November 16th Rockwood held their Annual Christmas Bazaar and Luncheon. Twenty vendors were set up in our Auditorium and we also had many raffles, a bake counter and a chili lunch available. It was a great day with many families and community members in attendance.

The third year of the Grand pal program has been another great success. The seniors and children were matched up through an interest survey completed by both parties. The pen pals started corresponding via letters in September. This year the kids are in grade 2-3 and 20 children are taking part. Their first official meeting took place on Dec 19th. Many of the children brought little gifts and hugged their pen pals when introduced. The pen pals had a great afternoon working on a craft, taking part in a sing
song and enjoying refreshments. They said good bye after everyone singing, we wish you a Merry Christmas and they look forward to seeing their new friends around Valentine’s Day. This program will continue for the rest of the school year!

**Occupancy**

<table>
<thead>
<tr>
<th>2019 Occupancy Data</th>
<th>Reporting Period</th>
<th>Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupancy</td>
<td>98.85%</td>
<td>98.87%</td>
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<tr>
<td>Move-Ins</td>
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<td>46</td>
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<tr>
<td>Discharges</td>
<td>12</td>
<td>47</td>
</tr>
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</table>

**Stakeholders** (i.e. Ministry of Labour, Public Health, Fire)

An Inspector from Public Health attended Rockwood Terrace on November 7, 2019 and completed an inspection of the hair salon and production kitchen. There were no violations noted as a result of these inspections.

An inspector from the Ministry of Labour attended Rockwood Terrace on October 21, 2019 to complete an Infection, Protection and Control Audit. There were no areas of non-compliance related to this audit.

**Environmental** (i.e. Emergency Preparedness, Occupational Health and Safety)

Fire drills were held for October, November and December.

Rockwood Terrace is currently experiencing an outbreak of Human Metapneumovirus.

**Written Complaints Summary**

<table>
<thead>
<tr>
<th>Type of Compliant</th>
<th>Summary</th>
<th>Outcome (s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written</td>
<td>Family upset with poor customer service provided by staff.</td>
<td>Investigation completed. Concerns addressed with team members. Resolved.</td>
</tr>
</tbody>
</table>
Written | Family upset with poor customer service provided by staff. | Currently investigating concern.

**Compliments/ Colour It Story**

We continue to receive many positive comments related to care provided at Rockwood Terrace and several treats were provided for team members by families over the holidays. One family member knit seventy scarves for team members to show appreciation for care provided to her Mom.

**Resident/Family Council Updates**

The October Resident Council meeting was held on the 25th. As well as the usual agenda, residents were provided an update related to the redevelopment project and the new Long-Term Care Director. Concern forms were completed related to the absence of nuts and nut products on the menu and the temperature in the main floor dining room.

The November meeting was held on the 22<sup>nd</sup>. The results of the recent Ministry of Health visit were presented as well as an explanation related to the “slippery sheet system” that will be introduced in January.

The December Resident Council meeting was held on December 20<sup>th</sup>. Resident’s were updated related to the status of the nut restrictions (they have been lifted) and redevelopment. A concern form was completed related to crowding in the dining rooms.

There was no Family Council meeting held during these months.
Grey Gables

Grey County Operations Report to Committee of Management

Open Session

Submission Date: January 14, 2020
Information for the Months of: October 1st - December 14th, 2019
Quality

Publicly reported indicators/Survey Results

Q2 2019 (July - September 2019)

| Indicator                                      | Ontario Average | Grey Gables                      |
|                                               | Oct-Dec/18      | Q3 Oct-Dec/18 | Q4 Jan-Mar/19 | Q1 Apr-Jun/19 | Q2 July-Sept/19 |
| Improved or remained independent in mid-loss ADL | 29.0%           | 34.6%      | 33.1%       | 31.0%       | 29.0%           |
| Worsened ADL                                   | 32.4%           | 44%        | 39.2%       | 34.8%       | 30.4%           |
| Worsened behavioural symptoms                  | 12.5%           | 16.1%      | 13.7%       | 14.0%       | 13.4%           |
| Worsened mood from symptoms of depression      | 22.4%           | 28.2%      | 25.4%       | 25.0%       | 26.6%           |
| Taken antipsychotics without a diagnosis of psychosis | 18.7%       | 23.1%      | 18.9%       | 14.4%       | 8.4%            |
| Has fallen                                     | 16.4%           | 13.2%      | 15.8%       | 16.8%       | 15.9%           |
| Worsened stage 2 to 4 pressure ulcer           | 2.5%            | 3.3%       | 2.6%        | 2.2%        | 1.2%            |
| New stage 2 to 4 pressure ulcer                | 2.1%            | 2.8%       | 2.1%        | 1.8%        | 1.1%            |
| Daily physical restraints                      | 3.8%            | 1.5%       | 0.0%        | 0.0%        | 0%              |
| Worsened bladder continence                    | 17.5%           | 31.3%      | 27.3%       | 22.1%       | 19.8%           |
| Has pain                                       | 5.7%            | 2.1%       | 2.5%        | 1.2%        | 1.2%            |
| Worsened pain                                  | 9.6%            | 13.5%      | 14.5%       | 13.3%       | 8.4%            |

The Q2 data was recently released by the Canadian Institute for Health Information (CIHI). Grey Gables continues to make improvements in a number of areas, specifically in the areas of worsened ADLs, falls and worsened pain. These numbers are a reflection of the continued and focused improvement initiatives and consistency of data.
Ministry of Long-Term Care (MOHLTC) Compliance Orders /Inspection Findings Summary

The Ministry of Long Term Care Compliance Inspectors were on site November 18, 19, 20, 2019 to conduct two inspections; a Critical Incident System Inspection and a Central West Service Area Office Initiated Inspection. The following Inspection Protocols were used during the inspections:

- Falls Prevention
- Dining Observation
- Medication
- Reporting and Complaints
- Residents’ Council
- Skin and Wound Care

During the course of both inspections there were no areas of Non-Compliance.

Public Copy Ministry of Health and LTC Report November 18-20 2019

Public Copy Ministry of Health and LTC CI Report November 18-20 2019

People

- We welcomed two new volunteers in November. Savannah is a grade 11 student who comes in every Tuesday after school to visit with residents and help with supper. Jill is a retired Principal who is helping residents make memory books. She is spending time one on one to write down stories and memories to create a special keepsake book for residents.
- In November we welcomed Helen Rice as our new footcare provider.
- Beavercrest School in Markdale joined us in December with eight different classes (ranging from JK to grade 8) coming over to entertain residents with music, skits and Christmas cards for all. On three different dates teachers and students came for an hour to spread lots of Christmas cheer.
- We started a pen pal program with Beavercrest in December. Students and residents will be corresponding over the winter months and will meet face to face in the spring.
- We had a young girl from Markdale drop off $100.00 she raised on her own and wanted it to go towards a resident activity. Holiday treats were purchased with the money and enjoyed by all!
- We had 3 anonymous people donate 6 amazing Christmas gifts this holiday season.
- 66 Sherpa blankets were donated by Brooklyn’s Bedding and Bath so that every resident at Grey Gables would have a new blanket for this holiday season.
Projects, Location Events and Other

Some highlights of events and activities in this reporting period include:

- We held the annual Thanksgiving Pie Sale on Friday October 11, 2019. The residents made and sold over 50 apple pies.
- Annual Harvest Dinner Celebration on October 24, 2019. We hosted over 150 people for a wonderful night of delicious food, great entertainment and some real scarecrow shenanigans. Our Scarecrow Invasion themed night was an opportunity for residents and their families to enjoy a roast beef dinner prepared by our fantastic dietary team. Dinner was complimented by the musical talents of Rick Tourlouse. He wowed the crowd with his beautiful voice and charismatic personality. The staff dressed up as scarecrows to serve the dinner.
- November 23, 2019 was the Grey Gables Christmas Bazaar and was a very busy day. The Bazaar featured 35 vendors who offered a wide variety of items for sale. Our team room served numerous bowls of homemade soup or chili and the residents had a very successful 50/50 draw. Overall our residents made close to $2000.00 to put towards activity programs in the coming year.
- December 13th was a shopping trip and Northern Lights tour. A bus full of residents traveled to Owen Sound to shop, go out for dinner and enjoy a light show on a beautiful December evening.
- December 13th was also the beginning of the 12 days of Christmas theme days; Christmas sweaters, hats and pajamas are examples of themes leading up to the big day.

Occupancy

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<td>3</td>
<td>24</td>
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Stakeholders (i.e. Ministry of Labour, Public Health, Fire)

During the reporting period there were a number of stakeholder inspections at Grey Gables:
- October 10, 2019 – the generator and boiler inspections took place with no areas of concern noted.
- October 21, 2019 – a Ministry of Labour inspection took place following the injury of a worker. Recommendations were made for the Joint Health and Safety Committee to review the training program for workers with proper handling of lifts in and out of doorways, as well as training for proper handling of lifts during low light times (i.e. night time when lights are lowered for residents to sleep). While on site the Inspector also reviewed the Infection Prevention and Control manual and one order was issued to ensure the Employer reviews the Infection Prevention and Control Manual at least once annually and that there is a plan in place to compare the policy manual against best practices. A plan was completed and submitted to the MOL by the November 29, 2019 due date.
- November 8, 2019 Public Health Kitchen/Servery Inspection with no areas of concern.

Environmental (i.e. Emergency Preparedness, Occupational Health and Safety)

Code Red was practiced on all three shifts in October, November and December.

Code Green (evacuation) was practiced and observed by the Fire Department on December 3, 2019.

Code Orange (external disaster) was practiced on December 20, 2019.

Written Complaints Summary

There were no written complaints received during the reporting period.

Compliments/ Colour It Story

The home and staff continue to receive a number of compliments and gestures of thanks from residents and their family members throughout the reporting period and especially over the Christmas season.

The staff work hard to Colour It for residents on a daily basis. Two special examples of Colouring It are the Christmas Tree decorating contest and the Pizza Party! 7 teams of staff members set up and decorated Christmas trees around the home and competed for the best tree. An expert panel of residents chose the winning tree on December 15th. In early December we hosted a Whole House Pizza Party. Staff and residents ate together in appreciation of each other and to celebrate the successful Ministry of Long Term Care Inspection.

Resident/Family Council Updates

Family Council met October 16, 2019 and Resident Council met October 29, 2019; there were no issues or concerns noted at this meeting.
Family Council hosted a movie night for all residents on November 19, 2019. Popcorn, root beer floats and some good old fashioned comedy were enjoyed by all.

Family Council Meeting was held November 20, 2019 and Resident Council meeting on November 26, 2019 with no issues or concerns.
Grey County Operations Report to Committee of Management

Open Session

Submission Date: January 14, 2020
Information for the months of: October 1\textsuperscript{st} – December 14\textsuperscript{th}, 2019
Quality
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Q2 2019 (July-September 2019)

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The 2nd quarter data was recently released by the Canadian Institute for Health Information (CIHI). Lee Manor continues to make improvements in several areas and remains above the provincial average in one area. Improvements are reflective of ongoing focused initiatives and data accuracy.
Quality improvement programs continue for worsened mood from symptoms of depression, taken antipsychotics without a diagnosis of psychosis and wound care/pressure ulcers.

**Ministry of Long-Term Care (MOLTC) Compliance Orders /Inspection Findings Summary**

A Ministry of Long-Term Care Inspector was on site at Lee Manor for three days September 9th, 10th and 11th, 2019. The purpose of the visit was to conduct a Critical Incident Systems inspection. The report was received on September 25th, 2019. There were three areas of non-compliance from this inspection.

- Compliance Order and Voluntary Compliance Plan– Plan of Care: The Licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.
  - Corrective Actions - compliance due date November 15th, 2019
    - Review of all resident plans of care with appropriate adjustments made.
    - Education of staff and audits to ensure staff compliance with plan of care.

- Compliance Order- Policies, etc. to be followed and records: The Licensee failed to comply policy ensuring that any resident who meets the requirement for the initiation of head injury routine according to policy be followed.
  - Corrective Actions: compliance due date December 6th, 2019
    - Review of policies and procedure related to head injury routine.
    - Revision of head injury routine in accordance with best practices.
    - Education of staff and audits to ensure staff are following policy.

- Compliance Order- Falls Prevention and Management Program: The Licensee failed to ensure that when a resident has fallen, the resident is assessed and that where the condition or circumstances of the resident require, a post-fall assessment is conducted using a clinically appropriate assessment instrument that is specifically designed for fall.
  - Corrective Actions: compliance due date December 20th, 2019
    - Review of the Falls Prevention and Management Program.
    - Revision of the program in accordance with best practices.
    - Education of staff and audits to ensure staff are following policy.

As Well, a Ministry of Long-Term Care Inspector was on site at Lee Manor for three days October 28th-30th, 2019. The purpose of the visit was to conduct a Critical Incident Systems inspection. The report was received on November 6th, 2019. There were two areas of non-compliance from this inspection.
• Written notification- Plan of Care: The Licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.
  o Corrective Actions:
    ▪ Review of resident plans of care with appropriate adjustments made.
    ▪ Audits to ensure staff compliance with plan of care.

• Written notification- Policies, etc. to be followed and records: The Licensee failed to comply policy related to Controlled Substances and Narcotic Counts.
  o Corrective Actions:
    ▪ Review of policy with Registered Staff.
    ▪ Audits to ensure Registered staff are following policy.

Public Copy Ministry of Health and LTC Report September 9 -11 2019

Public Copy Ministry of Health and LTC Report October 28-30 2019

People

There were eight students from Georgian College Personal Support Worker program and sixteen Practical Nurse completing their placements at Lee Manor during this reporting period. As well, there was one student placement from Owen Sound District Secondary School, as part of the co-op program.

Projects, Location Events and Other

The fall season was very eventful at Lee Manor. Several projects were completed during this period and residents enjoyed numerous fun occasions and seasonal festivities.

• The newest outdoor space has been completed and is a lovely new addition to the home. Residents thoroughly enjoyed watching the project develop and the space transform. We have intentions to give the new area a name with a contest in the spring.

• On October 21st residents took advantage of the on-site polling station to cast their vote in the federal election. Leading up to this date, local candidates scheduled meet and greet opportunities which gave residents the chance to address issues important to them before election day. Residents asked some tough questions of the candidates and felt the visits were very helpful in making their voting decision.

• Country bus rides were also a highlight for residents in October. The scenic routes and beautiful shades of fall had them talking about their travels with great enthusiasm and satisfaction.
• The month of October closed with some Spooktacular events to celebrate Halloween. Events included preparing treat bags for a parade of trick-or-treaters, pumpkin decorating, crafts and of course, a party!

• Back by popular demand, Lee Manor partnered with Home and Community Support Services to provide accessible transportation for residents to take in the festival of lights. Although the night was chilly and wet, nothing could dampen our Christmas spirit. The light displays were clearly enjoyed as residents awed over the sights, everyone seemed to have a favourite of their very own.

• Also, back by popularity was the residents desire to bring in the holidays with a special Christmas event with family and friends. As a result, invitations were mailed out to invite guests to our “Jingle Mingles”. The parties featured holiday treats, a visit and photo opportunity with Santa, along with live entertainment. Participants were very complimentary to the recreation staff who created a wonderful family holiday experience.

• As the holiday season approached, Lee Manor was the recipient of many kind gestures extended by schools, organizations and service groups. Whether it was caroling, visiting, sharing a gift or donation, every act of kindness was truly appreciated. We are so grateful for the support of our community.

• Residents and family members were invited to complete our annual survey to measure their level of satisfaction with our care and services. We are eager to hear the results in the new year from the third-party consulting firm – Align. They managed the survey process to ensure participants had the freedom to comment openly and anonymously. Results will be used to drive our strategic plan and quality improvement in 2020.

Long Term Care

Occupancy

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</tr>
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<tbody>
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<td>Move-Ins</td>
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<tr>
<td>Discharges</td>
<td>8</td>
<td>53</td>
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</table>
**Stakeholders** (i.e. Ministry of Labour, Public Health, Fire)

Ministry of Labour inspection on October 29th, 2019. No areas of non-compliance related to Infection, Prevention and Control program.

Public Health Kitchen inspection on November 29th, 2019. No areas of non-compliance.

Annual Fire inspection December 5th, 2019. Four areas of non-compliance, all areas have been corrected.

**Environmental** (i.e. Emergency Preparedness, Occupational Health and Safety)

Lee Manor is currently in an Enteric Outbreak all measures are in place as per the direction of Public Health.

Code Red (fire) was practiced monthly on all three shifts.

Code Green (evacuation) was practiced and observed by the Fire Inspector during the Annual Fire Inspection on December 5th, 2019.

**Written Complaints Summary**

<table>
<thead>
<tr>
<th>Type of Compliant</th>
<th>Summary</th>
<th>Outcome (s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written</td>
<td>Resident complaint related to care and environment.</td>
<td>Investigation completed and written response sent.</td>
</tr>
</tbody>
</table>

**Compliments/ Colour It Story**

The home and staff continue to receive numerous verbal/written compliments and gestures of thanks in appreciation of the excellent care and service provided.

**Resident/Family Council Updates**

Resident Council meetings were held on October 3rd, November 7th and December 5th.

Residents were particularly interested in sharing their ideas for recreation and social events including ideas about Halloween, Remembrance Day and Christmas. Their feedback was shared with the recreation staff who were able to accommodate their requests.
The Family Council met on October 23rd and for the final meeting of the year on December 3rd. Members are very complimentary of the home and offered an additional suggestion to enhance the visitor experience. They noted that parking can be challenging at certain periods throughout the day for visitors coming to the home. In response, Lee Manor has added 2 additional “visitor only” designated spaces. They also expressed interest in meeting the newly appointed Director of LTC, an invitation has been extended to join a meeting in the New Year.