

## March 2021 Questions for Administration

Q. What is the status of humidity repairs at Hastings Manor?

Hastings Manor is waiting for a report from Aegis on the steam boiler and its operating capabilities. Facilities received an information email on March 12<sup>th</sup> indicating Aegis was planning to have a staff member attend in mid-March to inspect the system and their representative did attend.

Hamilton Smith has continued to address the mechanical operations of the existing equipment and has corrected some further deficiencies that they have identified.

There is nothing further to report at this time.

Q. Are there any meetings planned between Hastings Manor, Hastings County and Engineering firms in regards to repairs to Hastings Manor humidity systems?

There are no further meetings scheduled at this time with Aegis until Facilities receives their report.

Q. What is the current break down of staffing levels at Hastings Manor?

RNs	-	Days – 2	Evenings – 1	Nights - 1
RPN's	-	Days – 8	Evenings – 8	Nights - 2
PSW's	-	Days – 28	Evenings – 24	Nights - 16

Q. How many additional staff members is Hastings Manor looking to hire to meet the Provincial Guideline of 4 hrs of direct care?

LTC homes have not received the details on the plan for the implementation of the 4 hours of care from the Ministry. No decisions will be made until the details are received from the Ministry.

RNs	-
RPN's	-
PSW's	-

Q. What is the process by which Hastings Manor is addressing the hiring of staff to meet the Provincial Guideline of 4 hrs of direct care?

Hastings Manor has not made any decisions / plans for the hiring of additional staff to meet the 4 hours of care. Until the details are received from the Ministry no decisions have been made.

We asked you the following question in January 2021:

Q. Is there a Palliative Care Pamphlet or handout that sets out what a family can expect when their loved one goes into Palliative care? If not, will the home create one and if so, what is the time to expect such a document?

Below is an excerpt of your answer to that question. In it you mention, “We are in the process of updating a handout for families related to palliative care”.

***Palliative Care Information***

*We are in the process of updating a handout for families related to palliative care. At any time, our Registered Team members are available to answer questions about what to expect during this time.*

*Your input as noted below will be included in our pamphlet, thank you for taking the time to provide this information. This is beneficial in knowing how we can help provide families the information they are looking for.*

Q. Could you please forward the original pamphlet you mentioned you were re-vamping so we may compare it with future pamphlets?

\*\*\*I am working with Harold, Paula and Susan on this and they are aware that it is not complete. They were already sent the original pamphlet, and my intention is to incorporate the information all together\*\*\*

Q. In January this year the home agreed to change to 2 ply tissue at Hastings Manor at the request of the residents. A recent check of toilet paper being used at the home shows the home is still using 1 ply paper. When is the homing transitioning to 2 ply toilet paper?

The home has started ordering the 2 ply toilet tissue and is in the process of transitioning. The current supply / stock of tissue is being used first.

**Medical Records – Clarification**

In the minutes it is noted that the home will not email or mail medical information. Hastings Manor is not set up to email – personal health information securely and therefore is not able to email our electronic medical records. The home did provide the FC President with a copy of our current Policy as requested.

The home has not refused to provide the POA – Care with requested medical documents / copy of the medical chart, etc. The home, as required, has a process for the request of personal health information. Once the request is received in writing, the home will work with the POA to provide the documentation requested. To my knowledge, there has not been an instance when the requested medical information was not provided.

Based on this discussion, the home is currently reviewing their Policy obtaining samples of other policies used in LTC for the release of medical records.

