

Resident and Family New home Q & A...

Thank you to everyone who participated in this year's Resident and Family Satisfaction Survey. Your feedback helps us recognize our strengths and identify opportunities to continue improving. We are pleased to share that the survey results reflect a very positive experience for both residents and families, with many comments highlighting the kindness, compassion, and dedication of our staff. Across all areas of the home, the most common theme was the genuine care, respect, and relationships that make Dundas Manor feel like home.

Residents and families praised the quality of nursing care, recreation programs, communication efforts, office services, and the support provided by our Nurse Practitioner. Families especially appreciate newsletters, family meetings, updates, and the responsiveness of staff when concerns arise. Recreation programs continue to be highly valued, while suggestions included additional outdoor activities, outings, and weekend programming. Feedback also identified opportunities to strengthen resident-focused communication, improve physician visibility, and enhance aspects of dining, laundry services, and environmental cleanliness.

Many respondents also shared their excitement about the move to the new Dundas Manor. Most suggestions for improvement related to the limitations of our current building and opportunities to refine services, rather than concerns about the quality of care or commitment of staff.

We are grateful for your trust, your feedback, and the partnership we share with residents and families. Together, we will continue building on our strengths while making Dundas Manor an even better place to live, visit, and work.

I would like a better picture of the layout of the room. I would like a video point of view tour of the home. Clinical Advisor, Ursula Lamoureux has pictures she can share with family or residents at any time. We hope to add videos shortly once construction is near completion. We have been sharing updates in video form at Residents' Council and through our Family Education & Engagement Meetings.

When will I see my room? It is still a construction site, so access is limited by invites with hard hats, work boots and vests still required. As soon as the home is at total completion and keys are handed over, we will arrange tours for all. More on this will be communicated later.

Will we be allowed electric chairs? Small ones? This has not been finalized yet as it is new to Dundas Manor. If approved, there would need to be procedures for safety for all residents- still to be determined.

I can't wait to move! When will it be ready? As soon as we receive final approval from the Ministry after several inspections, we will share that date with all!

When will we go in? How are we going to move in? One move in day or are we moving separately? The move day plan is for all residents (72) to move in one day. We have hired a moving company to support as well as an accessible van. We will have staff at both sites making sure each resident is moved safely!

Are we going to get enough advance notice regarding moving in time at the new Dundas Manor to effectively and safely move our loved ones? The Ministry tells us when we have occupancy and when we are approved to move residents in. That will be well communicated as soon as we know.

Will there be a set schedule for the move logistics in advance so that families may adjust work schedules to assist with their family member's transition?

We will be asking families who wish to support the move to be at the new Dundas Manor to welcome the residents to their new bedroom and help them get used to the new surroundings.

How do we select a room? Room selection is done through our Clinical Advisor, Ursula Lamoureux- all residents have been assigned to their accommodation of choice, and as much as possible, with their same Physician.

Are there curtains on the windows? There are no curtains on the windows. There is a light filtering blind and a second room darkening blind in all residents' rooms.

What activities are they going to have? The Activity Team will be planning activities and programs just like they do here. Some will occur in the homestead for 32 residents, and some will occur as a whole home in the larger Gathering Place.

Do we have a choice of who we share a room with? All room allocations were done to the best of our abilities to meet care requirements and Physician in that area.

What is the cost of cohabitation? If this pertains to spousal reunification, that would be discussed through the Payroll and Billings Clerk in the front office. Residents who are occupying a basic accommodation may be eligible to apply for a Rate Reduction if their income meets the provincial eligibility criteria.