



HEALTH SERVICES

The Pines Long Term Care

Support Services, 2024

Environmental Managers Role

- Responsible for the planning, organization, management, and evaluation of maintenance, housekeeping, and laundry services in compliance with all applicable legislation, regulations, and policies/procedures.
- Recommend, participate, and provide input into the preparation and administration of operating and capital budgets related to building maintenance, housekeeping, and laundry operations and ensure expenditures are managed in a fiscally responsible manner.
- Manage, oversee, and recommend the purchase of services from external contractors, including obtaining and evaluating quotes, awarding, supervising, and accepting the completion of the work.
- Coordinate emergency preparedness management including annual review of emergency preparedness policies and procedures and ongoing completion of all required emergency drills and associated reports.
- Acts as the management co-chair of the Joint Health & Safety Committee



Laundry

- The laundry room is located past the Reception Desk and Kitchen and is open 7 days a week.
- Soiled laundry is collected daily and clean laundry is returned within forty-eight hours.
- We suggest that only washable items be brought in.
- If you wish to launder personal items or delicate items, there is a small laundry room for Residents only located on the second floor – turn left as you exit the elevator. Families also have the option of doing their relative’s personal laundry at home.
- To avoid loss, we ask that all personal clothing items be labeled with the resident’s name. The Pines will provide this service on the day of admission free of charge. Any additional item brought in after admission should be left at the Reception Desk for labeling.
- From time to time, clothing may require alterations or replacement. We encourage families to plan for this service. Laundry staff can only complete minor repairs like buttons and open seams when time permits.
- Arrangements can also be made for residents who wish to use the services of a dry cleaner.
- We cannot be responsible for loss or damage to any clothing or personal items.



Housekeeping Services

- We have five (5) resident home areas each with a cleaner scheduled from 6:00 am -2:00 pm.
- There are 32 Resident bedrooms in each Resident Home Area (RHA), 29 Bathrooms, a Spa, a Dining Room, an Activity Room, a Lounge, a Care Centre, a Treatment room, and a Soiled Utility room.
- Their work schedules include daily, weekly, biweekly, monthly, and annual cleaning as well as disinfection and infection control practices.
- On afternoons we have one cleaner in from 1:30 pm to 9:30 pm. This cleaner is responsible for cleaning all of the common areas, Country Kitchen, Family Room, Celebration Dining Room, offices, etc. They also clean all dining rooms after supper and clean carpets in one RHA every evening. This cleaner carries a walkie-talkie and is available in emergencies.



Maintenance

- We have three (3) full-time maintenance workers at the home.
- They work a rotation so that we have at least one (1) staff member here each weekend to support maintenance needs.
- After-hours the three (3) share on-call and carry a phone so that they can be contacted to support the home if an urgent maintenance request comes from the team at the home.
- Each team member is responsible for a specific area in the home, but when one team member is away the others cover to ensure all maintenance needs are fulfilled.
- Our team uses an electronic reporting tool so that staff can log an issue that they need maintenance to look at or assist with. The maintenance worker receives the electronic request and then follows up to ensure the work is complete.



Furniture and Personal Effects

- Every room at The Pines is fully furnished with a wardrobe, electric bed, bedside table, dresser, and comfortable chair. You are encouraged to bring with you personal items and small pieces of furniture that are important to you and will assist you in creating a comfortable and home-like setting in your room.
- The amount is limited by the space available and safety concerns. Please discuss any concerns with our team ahead of bringing items.
- It is not advisable to keep significant amounts of money at the bedside. Family heirlooms, valuable jewelry, or irreplaceable items are not recommended.
- All electrical items must be CSA-approved and in good working order. Heating pads, electric blankets, air conditioners, space heaters, refrigerators, curling irons, humidifiers (hot or cold), water coolers, or other major electrical appliances are not permitted in resident rooms due to risk level.



Capital Projects

- We have many projects that take place over the course of the year.
- The Environmental Manager with the support of the Administrator oversees the capital projects for the home.
- We also collaborate with the District of Muskoka Team to support the projects, building the budget for the projects and staying on target for completion of the projects.
 - Some examples of completed projects: the new generator, metal roof, courtyards, emergency exit, dishwasher, etc.
 - Some upcoming projects: HVAC replacement, Boiler replacement, courtyards, etc.



Health & Safety

- The home has a fire plan that is posted in the home as well as on the Resident and Family Portal.
- It is important for you to sign in when you are visiting so that if there is an emergency and we need to evacuate, we can account for everyone in the home.
- We conduct fire drills on each shift each month. If you are here when we are conducting a drill, please stay with your loved ones and help to keep them calm. Our team will let you know if there is anything that you need to do or if you need to evacuate and where to.
- Our team has many different codes that we conduct training on each year; you might see us in the fall completing this education with our staff. It is mandatory training, and we make sure that the staff are comfortable with policies and procedures.



Your Questions?

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