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Sent: November 23, 2023 9:57 PM

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Subject: Annual Resident meeting -Harvest Lodge

Dear Directors of the North Peace Housing Foundation Board

I am writing in regards to the "Annual resident" meeting held at the Harvest Lodge on Nov 14, 2023 @ 10 am that i attended. Residents and some family members were notified on Nov. 7 2023. I was emailed a copy as mom has been absent from the lodge and staying with me since Oct 24, due to surgery and recovery. The letter stated the residents/family had until Nov. 9 at 5 pm to submit in writing any concerns or questions they would like addressed at the meeting. (2 days notice if email was read immediately)... unrealistic in my opinion. I submitted my topics of concern on Nov. 8 via email to the lodge and asked if the list could be added to the agenda.. I received a response stating that there was "no agenda" for the meeting and my "concerns" needed to be submitted in question form, and will be forwarded to administration in Peace River who will be prepared to address the questions at the meeting on Nov. 14. I did submit my questions the evening of Nov. 8.

I feel it is important to voice my (and many others from feedback) about the quality and disappointment of the "resident annual meeting"

Upon arrival on Nov 14, there was no agenda, no handout of discussion topics, no white board to list topics of concern, or any information handed out or visible to any attendees. No "sign in sheet" to record attendees for any meeting minutes The resident "daily activity board was blank" with no notice of the upcoming meeting communicated to the residents in the morning, a few of the residents mentioned to me the announcement in the morning said a 10:30 meeting.

Attending the meeting from Peace River administration were: Tammy Menessa, Don Good, and Kelly Penner. Kelli Drake, and Ben Snisarenko also joined the head table.

Don opened the meeting with introductions and mentioned the meeting was communicated Nov 3, (residents disagreed as letter dated Nov 7)and then proceeded with an "open floor" type meeting. My opinion of the meeting left me with nothing than an unprofessional, unethical, and quite disappointing waste of time on how administration treats the concerns of the seniors. This was the time the residents were finally able to ask questions about issues that are of concern to "their home".

Concerns were brought forward... Don responded, "Did you report it?" "we will check into that for you" most topics had a kindergarten style story time following, but no answers or resolutions. From feedback i received (both residents and family members) there is alot of confusion why everyone was told to have there concerns submitted in writing prior to the meeting,(one resident was told her concerns weren't submitted in time so they won't be addressed) and still have no solid answers or resolutions. How are our seniors supposed to feel respected and heard (in their home) when their concerns are "brushed off" and the residents themselves are spoken too like infants.

My list of questions were not even mentioned (biggest concern of EVERYONE is the quality/quantity of food), as the meeting sounded like it was winding down. Once i started to speak, i asked for clarification on some information i read out in regards to the "menu". (all information i read out was part of my submitted questions).. Don replied by asking me to have a one on one conversation with him after the meeting. This was the case with every question or comment i made after that. "we can discuss farther in a one on one meeting". I was not there for a one on one meeting with anyone.. how can it be a

“annual resident” meeting, and have “one on one” conversations after the meeting? I, along with the majority of the attendees of the meeting, am appalled at the un-professionalism represented of the foundation at this meeting. My concerns were submitted well in advance and assumed “we’ (meeting attendees) would get clarification and answers. Residents and family members joined the conversation in regards to the “menu”, and received no solid answers either. The meeting was ending and Don came to my seat and once again invited me for a one on one conversation to discuss matters. I of course declined and said any communication between us will be via email so it is documented.

After the meeting.. a resident family member did have a one on one with Don to instill the importance of having a meeting summary sent out to the residents and family members of the topics discussed.(she had mentioned at the end of the meeting when Tammy thanked everyone for coming.. I asked Tammy for my summary in 2 days, since that was all the time admin gave residents/family to submit). Don replied to the family member.. “the Don and Caroline show”.. he also stated to her that he “aged a year” because of the meeting. The family member replied that “all i was doing, was advocating for the seniors”.. he responded with” she can’t do that... the residents need to speak for themselves”.

These comments are totally unethical, and unprofessional. It really is sad with to think that people with ethics like this are actually making “life choices in our seniors home’. If it wouldn’t be for my mom and her “family” at the lodge, admin would not have the jobs they do. The lack of communication with the residents of the un-logical changes being made is so disrespectful to our seniors... “this is their home” was mentioned many times by family members addressing concerns, and to be “brushed off” is definitely frustrating for the residents and families.

On Nov. 22,2023 i emailed Kelli at the Harvest Lodge if she had an idea of “when i would receive answers to the questions i submitted” .. i received a response on Nov 23...Central Office is preparing responses for all resident and tenant meetings and they will be distributed to all residents and families in the near future.

I am a “new” to the lodge life (mom moved in June 2022) so this is the first annual meeting i attended, but i am really wondering what type of protocol, moral, ethics, the central office actually has? I along with other family members i spoke with are appalled and disgusted with the representatives of the central office. The Harvest Lodge is our loved ones “home” and we want our loved ones to remain happy and healthy in their home.

If you would like clarification to any of the info please feel free to contact me via email or cell... 780-835-0915

Thank you

Caroline Bak

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