

RK MAC DONALD NURSING HOME

RESIDENT & FAMILY FEEDBACK

*Providing loving, dignified quality care and
enabling people to live full and abundant lives*



WHO DO I
TALK TO





MESSAGE FROM THE CEO

Feedback can come in two forms; positive feedback or negative feedback. Either way, feedback is essential in our continued growth towards living our mission of "providing loving, dignified and excellent care in a home like environment that enables all people to live full and abundant lives. We all like to hear positive feedback that we can share with our each other. However, it's the negative feedback that provides an opportunity for growth!

This feedback brochure provides information on our Senior Leadership Team and can help identify the Senior Leader that can best address any concerns you may have. As well, we are very fortunate to have Melissa Arnott, a Registered Social Worker on our Team to help facilitate feedback discussions.

We are building our feedback process on respect, confidentiality and a willingness to listening and responding to your feedback in a safe and timely manner.

Building relationships with both residents and their families is very important to us! In the event our services are not meeting your expectations, I invite you to bring that experience to myself or Melissa and we will address your concerns in a respectful, confidential and timely manner.

Terry MacIntyre, CEO
RK MacDonald Nursing Home

PROVING FEEDBACK brochures and Feedback Forms can be located in a wall mount envelop to the right of the elevator in the main lobby area.

CEO



CEO –Terry MacIntyre

Terry joined the RK staff in 2011 as the Director of Rehabilitation and later in 2017 assumed the role of Director of Clinical Services after completing a Master's Degree in Dementia: International Experience: Policy and Practice through distancing learning with the University of Edinburgh.

In 1982 Terry graduated from St. Francis Xavier University with a Degree in Biology and in 1985 from Dalhousie University with a Degree in Physiotherapy. For the next 25 years Terry was employed as a Physiotherapist at St. Martha's Regional Hospital and in the community outreach clinics in Sherbrooke, Guysborough and Canso. He also had a successful private practice, with a focus on orthopedics and geriatrics cherished his experiences with St. Francis Xavier University Athletics and the Sisters of St. Martha's.

In 2020, Terry completed a Green Belt in the LEAN Six Sigma Management program and in 2022 a certificate in Risk Management.

Away from the RK Terry enjoys summer days in Soldiers Cove with Anne and is active in conservation groups locally and provincially. In 2019, Terry received the Lieutenant Governor's Award for Conservation. When not on stage as the infamous "Dunc MacLean" from the Keppoch, he can be found fly fishing, duck hunting or hiking the Pinevale Road.

Contact information: terry.macintyre@rkmacdonald.ca .
Phone Number 902-863-2578 extensions 232.

Concerns : related to anything at all

DIRECTOR OF CLINICAL SERVICES



Director of Clinical Services –Lee Kelly

Lee joined the Leadership team at RK MacDonald in January 2022. She is a graduate of St. Francis Xavier University with a Bachelor of Science in Nursing. For two decades Lee followed her aspirations and successfully established her own private facility for seniors.

In 2019, she had the opportunity to branch out and became the Administrator of a 51-bed licensed facility in Guysborough, NS. Lee's involvement with the RK MacDonald began years ago.

As a teenager she volunteered alongside her mother hosting bingo games, while a student she worked as a PCW and a new grad she worked as a RN. After 25 years Lee was excited to accepted the position of Director of Clinical Services RK MacDonald and return to her roots. Of all of Lee's accomplishments she is most proud of her 5 children and the people they have become. Along with raising her children she was able to play an important role in the life of a young adult living with special needs.

Lee brings with her a passion for Geriatric Care and the specialty it has evolved to. She enjoys great conversation with friends, long walks and spending ime with family and those she loves.

Contact information : lee.kelly@rkmacdonald.ca.

Phone number 902-863-2578 ext 272

Concerns : related to Resident Care



ASSISTANT DIRECTOR OF CLINICAL SERVICES



Clinical Services Manager – Michelle Tinio

Michelle joined the RK leadership team in 2019 as the Assistant Director of Clinical Services. Starting at the RK as a nursing student in 2011 and then as a Registered Nurse in 2013. She received her nursing degree at St. Francis Xavier University. Michelle has found geriatrics and dementia care to be a passion. With a focus on compassionate, resident centered care, striving

for continuous quality service in the home.

Michelle has recently completed her Masters degree in Adult Education and Health through St. FX.

Michelle is a proud mom to her two year old daughter. When she is not working, she enjoys spending time with her family & friends

Contact Information: Michelle.Tinio@rkmacdonald.ca. Phone number 902-863-2578-ext256

Concerns : related to Resident Care

DIRECTOR OF FINANCE



Director of Finance –Danielle MacDougall

Danielle MacDougall, as Director of Finance, has developed skills and experience in finance over her 20+ years in the industry. For the past decade, she's worked in both public accounting and the corporate private sector, gaining expertise in capital projects, financial operations, budgeting, risk management, and financial strategy. Her background provides her

with a solid understanding of the financial landscape.

Danielle has experience with large-scale capital projects and infrastructure initiatives, making her a valuable asset in driving success of an organization. When she's not working, she loves spending time with her family and relaxing at her cottage in Cape Breton.

Contact information: Danielle.MacDougall@rkmacdonald.ca
Phone number:902-863-2578 ext 231

Concerns : related to finances



DIRECTOR OF ENVIRONMENTAL & FOOD SERVICES



Mark Chisholm-Director of Environmental & Food Services

Mark joined the RK MacDonald Sr. Leadership team in 2018.

Mark brings over 30 years of Healthcare experience, previously working at St. Martha's Regional Hospital and GASHA. Mark held various roles including Payroll, Accounting and as Director of Material Management.

Mark is a lifetime resident of the Town of Antigonish and his interest outside of work is Hockey having held various roles in the local minor hockey association.

Contact information: mark.chisholm@rkmacdonald.ca .
Phone number 902-863-2578 Ext. 230

Concerns : related maintenance , food , housekeeping or laundry



DIRECTOR OF RECREATION, SPIRITUAL & VOLUNTEER SERVICES



**Director of Recreation, Spiritual & Volunteers
Kim Cameron-MacDonald-**

Kim joined the RK MacDonald Leadership Team as Director of Recreation, Spiritual, & Volunteer Services in 1992.

Kim is a graduate of Saint Francis Xavier University with a Bachelor of Education and a Bachelor of Arts with concentration in the social sciences. Kim worked with the Strait Regional School Board in North Eastern Nova Scotia before moving into work

in Long-term Care.

Kim's career at the R.K. has spanned twenty-nine years and her love for the R.K. and the people who live and work in this Home continues. Kim successfully completed her Clinical Pastoral Education Module 1 in 2019.

Contact information: kim.macdonald@rkmacdonald.ca.

Phone Number: 902-863-2578 ext 245

Concerns : related to recreation, spiritual care or volunteers

CO-ORDINATOR OF HUMAN RESOURCES



Jaqueline Delorey- Co-ordinator of Human Resources.

Jacqueline Delorey joined the RK Mac-Donald team in 1993.

Her career at the RK began as Administrative Assistant from 1993 – 2002, promoted to Dietary & Environmental Services Supervisor from 2003 – 2005, and then her current role as HR Coordinator in 2005. Jacqueline holds a Bachelor of Secretarial Arts Degree (concentration in Business) from St. Francis Xavier University.

Jacqueline has been a member of CHRP NS (Certified Human Resource Professionals Nova Scotia) since 2016 and is currently taking a certificate in Human Resources from Dalhousie University.

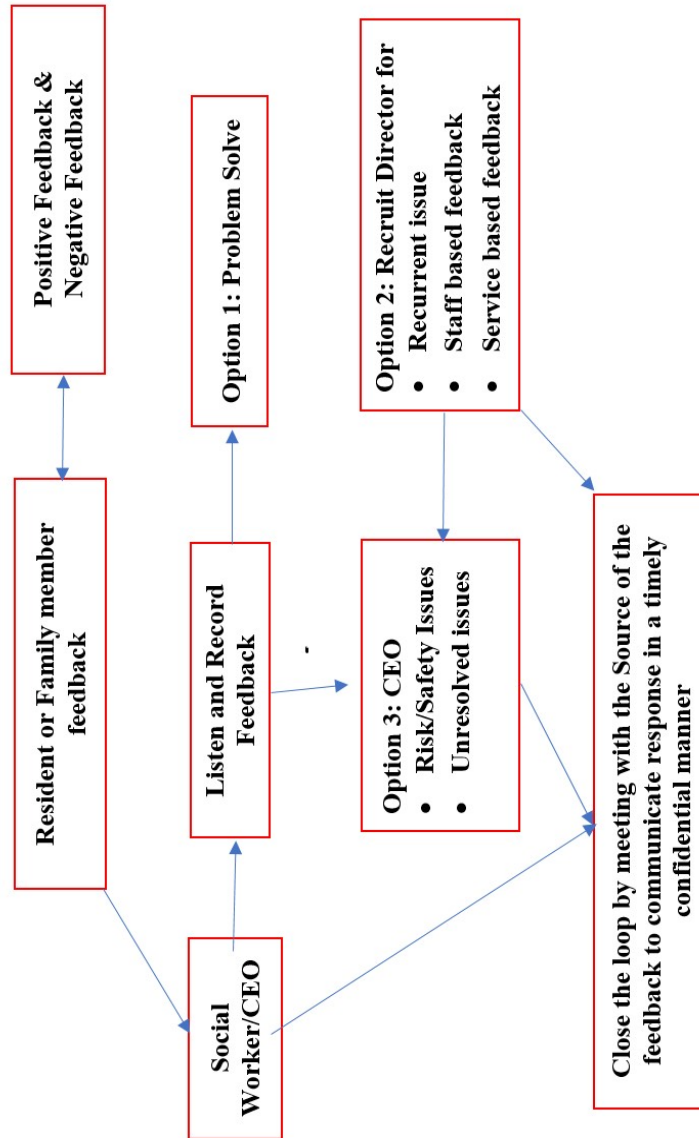
Jacqueline utilizes her skills in to provide support in recruitment, orientation, administrative documentation, union issues, financial i.e. payroll, technical support, and benefit administration to name a few.

Jacqueline lives in Antigonish County with her husband and their cat “Mary Dominique”. In their spare time enjoy raising animals on a small hobby farm, volunteering, dancing and singing,. Jacqueline is an active Board Member on a Community Health Care Agency, active member on CB LTC Working Group for Eastern Zone, and assists with Kinsmen Functions with her husband within Nova Scotia, NFLD, NB

Contact: jacqueline.delorey@rkmacdonald.ca

Phone number: 902-863-2578 ext 292

Concerns : related to staffing and human resources



MISSION STATEMENT

Providing loving, dignified quality care and enabling people to live full and abundant lives

VISION

An alive and vibrant community where uniqueness of spirit and character is celebrated

VALUES

COMPASSION

We are committed to showing understanding and kindness

ACCOUNTABILITY

We are committed to honesty, transparency and integrity.

RESPECT

We are committed to honouring the dignity and value of all and providing a supportive living and working environment

EXCELLENCE

We are committed to providing excellent care that enhances the quality of life of those we serve.

SAFETY

We are committed to a culture of safety for all while recognizing the autonomy of residents including the right to risk within an informed and collaborative decision-making process.

**RK MAC DONALD NURSING HOME
AUGUST, 2024**

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