**Glenmore Lodge Care Community Interview on Healthcare Staffing**

For Heather Owens, the director of resident programs at Glenmore Lodge

You do not need to address other employees or staff members by name or by their position if you do not feel comfortable. Names and positions can be changed in this document if requested.

1. Please state your job position and your role in the hiring process at Glenmore Lodge Care Community.
2. In previous discussions and passing comments with the recreation therapy team, it has been stated that there is a lack of healthcare staff at the care facility. In your opinion, which department is lacking in staff the most?
3. Going off of the above answer, why do you think this department is the least full, staff-wise?
4. When did you start to notice this decline in healthcare staff? Or has this always been an issue (as long as you’ve worked at the care facility)?
5. Please state 2-3 reasons you believe the care facility is having a difficult time with staffing.
6. Do you know of any changes that have been made at the care facility in order to try and alleviate the staffing shortage?
7. Do you think that working at a long-term care facility with seniors with dementia and other complex needs is more difficult than working at a hospital (or another common location nurses and care aides may choose to work at)?
8. Are you aware of this issue being prevalent in other long-term care facilities as well? Or is this problem only apparent at Glenmore lodge?
9. What are the effects and consequences you have noticed at the care facility due to the staffing shortage?
10. Please state what you think would be the best short-term solutions that are fairly easy to implement.
11. In your opinion, are there aspects of recreation, food/snacks, or other areas at the care facility that could be decreased in order to increase the funds to hire more staff? Would this be at all possible, or would cutting these programs put the mental health and wellbeing of the residents at risk?
12. Please state what you think are the best long-term solutions that the care facility should implement.

Additional comments: