

1873 Country Club Drive
Kelowna, BC, V1V 2R6

December 19, 2019

Jennifer Gillingham
Executive Director
Sienna Senior Living
Markham, ON, L3R 0E8

Dear Jennifer Gillingham,

Long-term care facilities across the country are facing staffing shortages, specifically with healthcare staff. To assist you with maintaining a high level of care and support for the residents at Glenmore Lodge, please accept this formal report investigating the reasoning behind the staffing shortage, and providing possible recommendations.

This report includes data from surveys and interviews with the healthcare aides, recreation therapy staff and management at Glenmore Lodge regarding their opinion on the lack of healthcare staff currently present. All responses are anonymous. The report concludes with short-term recommendations including limiting daily desserts, and long-term recommendations including hiring volunteer nursing and care aide students to assist the healthcare team.

Thank you for giving me the opportunity to investigate the staffing shortage and attempt to provide a set of reasonable solutions to implement at Glenmore Lodge. If you have any further questions, please don't hesitate to send me an email at amy.vergouwen@alumni.ubc.ca.

Sincerely,



Amy Vergouwen