

July 6, 2026

Management Response to Family Council Question – July 6, 2026

Dear Family Council Members,

Thank you for your thoughtful feedback and for your continued engagement in supporting the care and well-being of our residents. We truly value your insights and welcome the opportunity to address the item raised.

- 1) As many of our residents are living with cognitive impairment and may be unable to recognize or communicate their thirst or hydration needs, families naturally have concerns about their well-being during hot weather. We would appreciate it if you could share how the centre monitors residents to ensure they are receiving adequate fluids throughout the day.**

George Derby Centre has a comprehensive Heat Response Plan that has been reviewed and approved by our licensing authority. This plan outlines the measures we implement to protect the health and well-being of our residents during periods of extreme heat and is activated whenever weather conditions meet the established criteria.

Once the Heat Response Plan is activated, Ava Turner will ensure that a memorandum is distributed to all families, so they are informed of the additional measures being implemented throughout the home. As CEO, she believes it is important that families, staff, volunteers, and visitors are kept informed whenever these enhanced precautions are in effect.

Our Heat Response Plan includes a range of interventions designed to maintain resident comfort and safety, including increased monitoring of residents, enhanced hydration practices, and environmental measures to help keep indoor temperatures as comfortable as possible. Attention is given to residents who may be unable to recognize or communicate their hydration needs, ensuring that staff provide frequent encouragement and assistance with fluid intake while closely monitoring their overall well-being.