

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.

Now, let's meet Melissa!

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.



## MELISSA ARNOTT-REGISTERED SOCIAL WORKER



### **Melissa Arnott, Registered Social Worker**

Melissa joined the RK MacDonald team in January ,2022 as the RK's first registered social worker on staff. Melissa's Social Work career began in 2006 and she has worked in a variety of community based organizations in Antigonish and Guysborough Counties including the Strait Regional School Board, Antigonish Women's Resource Centre and the Nova Scotia Health Authority. Melissa worked as an Acute Care Social Worker at St

Martha's Regional Hospital for 11 years before joining the RK MacDonald Team.

Melissa brings with her a very resident and family centred approach to care. Her goal is to ensure all residents and families feel that their voice is heard and valued. Melissa can be a first point of contact for residents and families to share their feedback in a safe and confidential manner and ensure the appropriate Senior Leaders are informed and follow up. Melissa's door is always open and she is happy to connect with families and learn about ways we can best meet your loved ones needs.

Contact information: [melissa.arnott@rkmacdonald.ca](mailto:melissa.arnott@rkmacdonald.ca) .  
Phone number 902-870-4484



## 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](mailto: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.

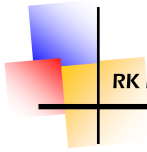
As a teenager she volunteered alongside her mother hosting bingo games, while a student she worked as a PCW and a new grad she worked as a RN. After 25 years Lee was excited to accepted the position of Director of Clinical Services RK MacDonald and return to her roots. Of all of Lee's accomplishments 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](mailto:lee.kelly@rkmacdonald.ca).

Phone number 902-863-2578 ext 272

**Concerns** : related to Resident Care



## ASSISTANT DIRECTOR OF CLINICAL SERVICES



### **Assistant Director of Clinical Services – 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 centred care, striving

for continuous quality service in the home.

Michelle is currently working on a Masters degree in Adult Education and Health through St. FX.

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

Contact Information: [.Michelle.Tinio@rkmacdonald.ca](mailto:Michelle.Tinio@rkmacdonald.ca). Phone number 902-863-2578-ext256

**Concerns** : related to Resident Care

*“I think it’s very important to have a feedback loop, where you’re constantly thinking about what you’ve done and how you could be doing it better.”*

– Elon Musk



## DIRECTOR OF FINANCE



### **Director of Finance –Gayle Marie Grant**

GayleMarie joined the team at RK MacDonald in 2013. She is a graduate of Mount Saint Vincent's University and holds several financial designations,

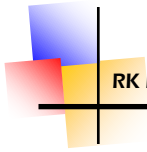
After spending most of her career in the private sector, being able to transition to the not-for-profit arena has enabled GayleMarie to look at strategy and finances through a unique lens. She believes that "best practice in any area requires balance, collaboration and clearly defined objectives.

Combining the stewardship for the finances of the home with the needs of vulnerable individuals is a rewarding experience.

Gayle Marie resides in St. Andrews with her husband and teenage daughter. She is an avid runner and enjoys all aspects of the great outdoors. She loves to travel, spend time with friends and family, and enjoys the opportunity to curl up with a good book.

Contact information: [gaylemarie.grant@rkmacdonald.ca](mailto:gaylemarie.grant@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](mailto:mark.chisholm@rkmacdonald.ca) .  
Phone number 902-863-2578 Ext. 230

**Concerns :** related maintenance , food , housekeeping or laundry

*"Feedback is a gift. Ideas are the currency of our next success. Let people see you value both feedback and ideas."*

*– Jim Trinka and Les Wallace*





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](mailto:kim.macdonald@rkmacdonald.ca).

Phone Number: 902-863-2578 ext 245

**Concerns** : related to recreation, spiritual care or volunteers

*"What is the shortest word in the English language that contains the letters: abcdef? Answer: feedback. Don't forget that feedback is one of the essential elements of good communication."*

– Anonymous



## 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.

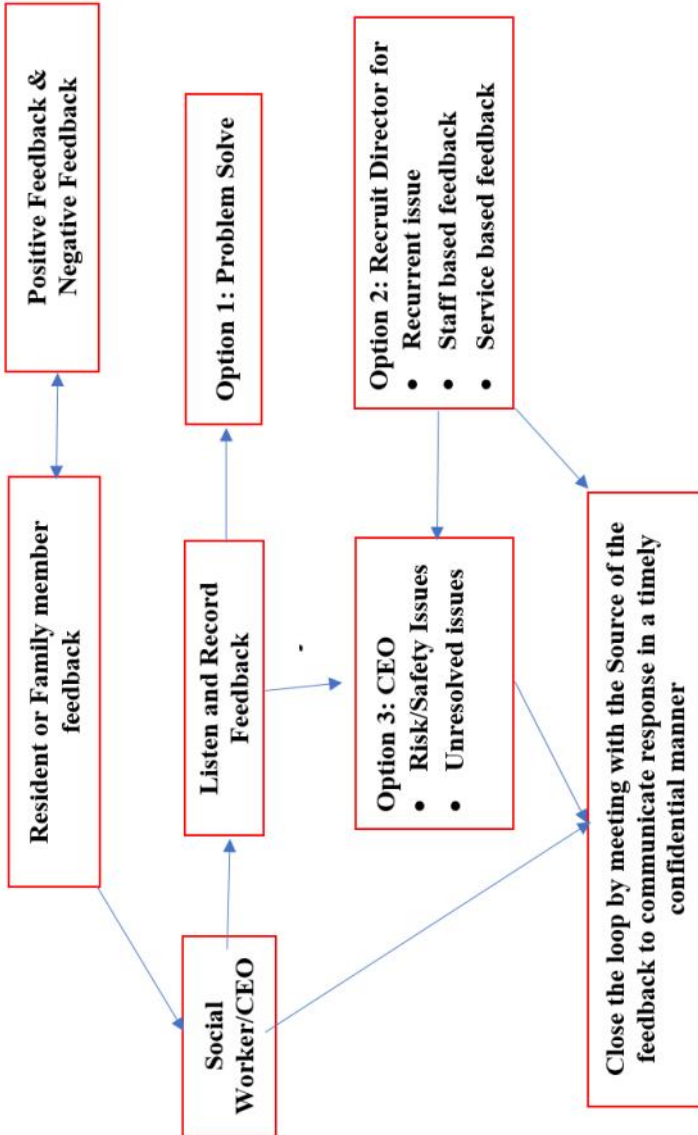
Jacqueline utilizes her skills in to provide support in recruitment, orientation, administrative documentation, union issues, financial i.e. payroll, technical support, and benefit administration to name a few.

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](mailto: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  
MAY, 2022**

64 Pleasant Street  
Antigonish, NS, B2G 1W7  
[www.rkmacdonald.ca](http://www.rkmacdonald.ca)

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