

FAMILY COUNCIL MINUTES

September 19, 2017

1:30 p.m.

St. Lawrence Lodge Boardroom

Meeting called by:	<u>Chair, Pam Moorhouse</u>	Type of meeting:	<u>Monthly Family Council Meeting</u>
Vice Chair:	<u>Deb Steele</u>	Secretary:	<u>Candace Kaine</u>
Members:	<u>Pam Moorhouse, Deb Steele, Candace Kaine, JoAnn Bell, Helen LeBlanc</u>		
Invitees:	<u>Tom Harrington, Administrator; Dawn Dodge, Activation Coordinator; Louise Noble and Sean McFadden (LGL Alzheimer Society); Gord Cooke (observer)</u>		
Guests:	<u>Marie Gollinger (ADOC, 2nd floor); Rebecca Kolarovski (social worker);</u>		

AGENDA ITEMS

Topic

Meeting commenced at 1:35 p.m.

1. Welcome and Introductions. Thank you to Louise and Sean for attending.
Thanks to Deb Steele and Sean McFadden for a very successful Gentle Persuasive Techniques seminar on September 14th. Thanks to Tom Harrington and Dawn Dodge for their support and assistance.
2. Review of August minutes and Business Arising
 - P. Moorhouse #5 on August minutes should note that the meeting took place on Tuesday, August 29th
 - T. Harrington #2 – temperature - maintenance staff continue to monitor and review demands for A/C in residential living areas vs. staff work areas. Ongoing.
 - P. Moorhouse: Hot Packs (from previous meetings) We need to do something better with this issue. There is no continuity of care with Activation staff providing hot packs. These are meant to be used for pain management and have been proven effective. Dawn advised that they are not considered a “treatment”. Deb to follow up with College of Nurses regarding practice standards as Family Council believes that hot packs should be provided by front line nursing staff on a regular basis.
 - T. Harrington: #10 Staffing – Jody Usher has been hired FT and is qualified to work as an activationist. Stacey Stevens has been hired as the PT activationist and is working toward her recreation diploma. P. Moorhouse from May minutes: Residents are still being left in the dining room long after everyone has been taken back to their rooms. Tom responded that the ADOCs and RNs are to monitor this situation. Pam suggested that RNs must address this issue and should be aware of it at the time if they are completing rounds.
 - J. Bell noted that no PSWs on Cedar had name tags on today. The whiteboards are still not being completed with the names of staff on duty. Family Council sees this as a management issue now. PSWs have their own morning report and these issues should be dealt with at that time.
 - P. Moorhouse – menu issues: baked beans with nothing else (i.e. no weiners?) as a meal. Roasted potatoes are often too hard for residents to cut/eat. Ice cream as a dessert item on Friday evening although the residents have already had ice cream on Friday. Could this not be changed?
 - D. Dodge - #8 Satellite television-ongoing concerns. Brad is working with satellite provider. Ongoing.
 - J. Bell – re: Administrator’s Dialogue: JoAnn attended a meeting of the Board of Directors for SLL (note: she was not representing Family Council at this meeting) and heard that there was a surplus of \$654,000 due to staffing vacancies at SLL. She questioned why we were told that there would be a deficit at our last meeting. Tom Harrington responded that, in fact, there is a

projected deficit of \$800,000 for this year due to changes in compensation rates negotiated by CUPE as well as previous funding shortfalls that have led to deficits of over a million dollars in the previous two years.

Minutes approved by D. Steele. Seconded by H. LeBlanc

3. Presentation by Louise Noble and Sean McFadden of LGL Alzheimer Society. An overview was provided about the work the Alzheimer Society does and the multiple support groups they offer. For example, there are support groups for caregivers all over the region on various days and times. Information on these and other programs was provided and can be accessed through the business office.
4. Review of Compliance Report from August. A Written Notice was received regarding the written plan of care that is required for each resident. This was specifically about providing clear direction to staff on the planned care and goals of care for the resident. Nourishment issues, specifically at night are an ongoing concern for Family Council, especially the food and drink intake for residents. T. Harrington advised that the RQI annual review will look at all compliance reports from the calendar year. Percentages regarding food and fluids are to be noted at the nursing station.
5. Activation Meeting: Took place on Tuesday, August 29, 2017. Dawn, Pam Moorhouse and JoAnn Bell were in attendance. P. Moorhouse provided a brief written outline of the meeting. Communication between FC and Dawn's department will be ongoing in an attempt to bring more resident activities to SLL.
6. Staff Vacancies: Family Council strongly supports backfilling Nicole's position in activation when she goes on mat leave. This position is very important to residents and should not be left vacant.
7. Communication from shift to shift: P. Moorhouse noted that information is often not passed on from one shift to the next. For example, it took 3 ½ weeks to have a wasp problem addressed in her mother's room. For 13 days in a row, there were wasps in the room. Maintenance was notified, but there was nothing charted about the problem.
8. \$150 gift certificate – this item was tabled until October meeting.
9. Administrator's Dialogue – Staff schedules are being reviewed and modified. There will be an attempt to create consistency, as it is recognized that resident care is more effective when staff get to know the needs of each person by working with them regularly. There will be an evacuation exercise on the 17th of October. SLL students will act as residents, and the evacuation will be timed. D. Steele asked about agreements with Green Things and Garden World and the hope is to get some volunteers to do some yardwork. Soil is needed to improve the courtyard gardens. T. Harrington noted that there is a possibility that 32 more new beds will be received before the end of the year. Also, the Foundation is providing new draperies and furnishings on a gradual basis.
10. Other Business/Wrap Up: FC is still looking for members from Oak, Spruce, Maple and Pine. The next meeting will be held on a Monday as two members are unavailable on the regular date.

Next Meeting

Date: Monday, October 16, 2017 at 2:00 p.m.
