

FAMILY COUNCIL MINUTES

September 25, 2018
2:30 p.m.
St. Lawrence Lodge Boardroom

Meeting called by: Chair, Pam Moorhouse **Type of meeting:** Monthly Family Council Meeting
Vice Chair: Deb Steele **Secretary:** Candace Kaine

Members: Pam Moorhouse, Candace Kaine, Deb Steele, Helen LeBlanc
Observer: Beverly Duncan
Invitees: Tom Harrington, Administrator; Dawn Dodge, Activation Coordinator, Tracey Davidson, DOC

AGENDA ITEMS

Topic

Meeting commenced at 2:35 p.m.

1. Review of July 24th meeting and follow up items:

The BBQ was very nice. Pam noted that she was there with her two grandsons and that it was very well attended and well received by residents and visitors.

At the most recent Residents Council meeting the only complaint received was about the air conditioning – some residents find it too cold. Dawn noted that next week a new menu will be coming out and the residents were consulted about this at the last meeting.

Regarding shelving unit at end of fireplace in Town Square – the improvements have been noted by visitors and residents and the removal of the upper portion of the shelving unit has allowed better sight lines during events in Town Square. Great job!

Andrew Harvey of Brockville Police has been contacted regarding the changeover of municipal responsibility on January 1, 2019. Tracey will follow up with him regarding protocols to be developed.

Follow up on lack of communication between shifts: Pam advised that communication is still lacking, including care plans. Staff need to know the current status of residents, especially when they have returned from hospital. Deb noted that staff cannot review all of the care plans before each shift and therefore, the care sheet needs to highlight the risk areas. Anything that enhances communication is welcomed by Family Council.

Continuity of care by staff on units is something that is preferred by Family Council. Candace suggested that if there is any way that staff preferences for work location can be taken into account when staffing a unit, it would contribute to better outcomes for residents. The more staff become familiar with a unit and the residents, the better it is for everyone.

Regarding foot care, the PSWs perform basic foot care and the RPN makes a referral to the in-house foot care person if needed. The chiropodist attends the Lodge about every six weeks to treat those with more complex needs.

Regarding the pilot meal presentation, there has been no follow up at this time and this will be left on the agenda for next meeting.

Minutes approved by Deb and seconded by Dawn.

2. Candace Kaine will be resigning from Family Council after this meeting as her mother passed away on September 6th. Resignation letter attached. Candace expressed her thanks to everyone for their condolences and noted that it has been an honour to participate in Family Council over the past three years. Joanne Morehouse will assist Family Council with note-taking at the next meeting.
3. Timing of Evening Entertainment – Deb noted that when entertainment ends at 7:45 p.m., many residents are asleep. Would it be possible to start and end a bit earlier? Dawn advised that the reason the events take place from 6:45 p.m. to 7:45 p.m. is to allow residents to get ready after supper and for staff to porter them back and forth.
4. Compliance Reports – nothing new to report.
5. Quality of Life Survey: Tom discussed the upcoming InterRAI Long-Term Care Quality of Life survey to be presented to residents (or family members for those residents unable to participate- surveys will be mailed out). The QoL instrument was attached to the agenda for this meeting. Volunteers will ask the questions and the answers will be entered into a software program. It is anticipated that each interview will take approximately ½ hour. Resident Council will be consulted about the survey. There will be questions about privacy, food and meals, safety and security etc. One question that is not noted but will be included is “would you recommend this home to others?”

There will be a training session directly with InterRAI for volunteers. There will be information in the October newsletter about the process. Deb asked about collecting additional info at the time of the questionnaire if the resident wishes to disclose any issues. For example, will there be any discussion of gender identity, sexual orientation and issues surrounding sexuality? Also, the wording of the survey is important to encourage residents to feel included. Deb mentioned Rainbow Health as a potential resource for appropriate wording and additional questions.

Tom will follow up regarding wording options – he will send an email to FC members.

6. Administrator’s Dialogue: There will be an annual evacuation exercise on the morning of October 16th with the local fire authorities from E-K and Brockville. It is a “horizontal evacuation” that will be a simulation of a night shift evacuation on the first floor. As in the past, the residents will be temporarily located to Town Square and students will act as residents during the drill.

Tom discussed additional RN funding and Pam asked if there will be an RN on the third floor at night? Also, the question of the Nurse Practitioner funding was discussed. Tom advised that recruitment is “in progress”. Family Council will continue to monitor.

32 more new beds have been ordered. They are a “more robust” style and will hold up to 600 lbs. The new beds should be in place by Christmas.

Tom noted there will be a direct mail campaign in October for fundraising. In October there will be a Halloween party on the 31st in Town Square. Flu vaccines will be available sometime in early November. In December there will be a resident function with ornaments and the lighting of the tree.

Tom noted that there is a white board outside of the resident library that has items needed and the fundraising goal. Included are dining room chairs – need to be flame retardant, stable and solid and that is why they are so expensive. Radios, cassette players etc. are needed.

Note: It was decided that FC will provide the Administrator with a list of items that require follow up within ten days as required by the Long Term Care Act at the end of each meeting. Anything not on the list but marked for follow up will be revisited at the next meeting.

Meeting adjourned at 3:26 p.m.

Next meeting date: **Tuesday, October 16, 2018 at 1:30 p.m.**