

## - Meeting Minutes -

**Date:** Thursday, May 17, 2012  
**Time:** 1200 hours  
**Location:** Class Room

**Present:** Lee Campbell (Chair), Jessie Rowntree, Laurie Henry, Dianne Hull, Margo Stone, Carolyn Webster, Shirley Ellis. Guests: Carol Brophy, Tom Harrington

### Regrets:

1. Call to Order – meeting called to order by Lee Campbell at 12:25 pm.

2. Approval of Previous Minutes

a. That the April 19, 2012 meeting minutes be approved, as circulated.

Moved by: Shirley Ellis  
Seconded by: Margo Stone  
Carried

3. Business Arising

a. Follow up on Round Table Items:

- i. Dining Room Chairs – the matter was referred to the Leadership Team meeting for follow up. It was determined that the entire meal service process on Oak Lodge should be reviewed. An immediate concern was expressed that putting additional people in the dining room could be unsettling for this resident population. Family Councilors discussed the matter further at this meeting. They did note some recent improvements in the service and suggested further meal service improvements based on their observations. Carol and Tom will follow up with the Leadership Team and report back at the next meeting.
- ii. Oak Lodge Consistent Staffing – discussed the Provincial budget impact on LTC Home operations. The Provincial Government has not fulfilled its commitment to multi-year LTC funding announced in 2011. The Home will be challenged financially to maintain service levels given the reduced funding commitment in 2012.

4. Round Table

a. Family Council Covered by the Home's Liability Insurance?

- i. A question arose as to the Home's insurance program being extended to Family Council members. Tom Harrington expressed that volunteers acting as an agent of the Home are covered as long as their conduct is not willfully unlawful. Tom will confirm with the Insurance Carrier and report back.

b. Resident Care

- i. Recent observations were shared related to wearing of name tags, rest break protocol, and continence product change rates.



- ii. Coffee and Tea Service – an observation was made that tea is not always readily available.
- iii. These matters will be referred to the Leadership Team for follow up and response.

## 5. Other Business

- a) MOHLTC Compliance Inspection – update
  - a. It was reported that the MOHLTC Annual Compliance Inspection was underway in the Home. A team of Inspectors has been onsite since May 8<sup>th</sup>, 2012. Lee Campbell has met with the Inspectors to represent the Family Council. Lee provided an overview of the Family Council Interview session and the responses provided to the MOHLTC questions. There was further discussion regarding this new inspection process and when results would be made available. The Home is uncertain, at this time, as to when the inspection will be completed. The public report will be provided to the Family Council once received from the MOHLTC.
- b) Family Council Week – June 9-5<sup>th</sup>, 2012
  - a. The Family Council decided to undertake more LTC sector advocacy in recognition of the upcoming Family Council Recognition Week. Members of Council will draft a letter to be distributed to all families of residents calling on them to advocate for LTC funding needs by contacting MPP Steve Clark’s office using his “Working Hard for You” form.
- c) Family Council Provincial Program Communications
  - a. Newsletter – recent copy provided for information.
  - b. Family Council Assistant – copy of information bulletin from the Provincial Program was circulated for information.

6. Date and Time of Next Meeting – Thursday June 28, 2012 at 12 pm.

7. Adjournment – meeting adjourned at 1:50 pm.

