

- Meeting Minutes -

Date: Thursday, October 29th, 2015
Time: 1200 hours
Location: Board Room

Present: Bonnie Monteith, Candace Kaine, Janice Twaddle, Linda Evans, Helen LeBlanc, Margo Stone, Susan Magalas
Guests: Carol Brophy, Tom Harrington

Regrets: Jessie Rowntree, Debra Simpson

1. Call to Order and Welcome to New Members
 - a) Meeting called to order by Margo Stone.
 - b) Margo extended warm greetings to all new members present and thanked them for volunteering to assist with the important work of Family Council.
2. Approval of Previous Minutes
 - a) The June 18, 2015 meeting minutes were approved as circulated.
3. Business Arising
 - a) MOHLTC Director's Correspondence re. Family Council Membership
 - i. A question arose regarding having access to the correspondence. The letter is provided as part of the meeting package for today's meeting. The members reviewed the letter and agreed in principle with the outline of the Ministry's intent.
 - b) MOHLTC Compliance Inspection Report – June 2/15
 - i. Confirmed that the reports are available for public viewing. Family Council members wanting to see previous reports present to Council can request copies through the Business Office staff.
4. Round Table
 - a) Process for Following Up on Non-urgent Issues
 - i. A suggestion was made to include a Communications Book of some sort for family members to exchange information with staff. Looking for a process so family members can leave messages for staff – e.g. want to find out about something not of an urgent nature or to leave information of a minor nature about the resident (e.g. lost something, not feeling well today). Don't want to have to call in to transfer the information.
 - b) Absenteeism/Consistency of Assignment
 - i. A query about the absenteeism rate at the home and conversations regarding working short. The Home reported that this is closely monitored and the actual volume of working short is quite small at approximately 1% or less most often. With respect to consistency of staffing, a question arose as to whether staff are assigned to a home unit. The Home advised that full-time employees have a geographic assignment across all departments. Staff have expressed a preference for working in Oak Lodge to inform work assignments in that location. Suggested that if

* denotes an electronic attachment



family members have a question about the care and condition of the resident it is probably best to approach the registered staff members for information.

- c) Overhead Paging Clarity
 - i. Recently observed that an overhead page cancelling an event was difficult to hear clearly.
 - ii. Also, spoke about variety of activities for male residents. A resident prefers the events normally scheduled early in the week, but does not find the other events of interest. Carol reported that they are working on starting a Men's Club, which may be of interest.
- d) Continance Products
 - i. A question arose regarding the status of the continent product contract with the Home and its vendor. The Home reported it is currently at the mid-point of a multi-year contract. Members provided feedback on products used before entering the Home.
- e) In Memoriam Notices
 - i. Observed that In Memoriam notices are slightly behind. Carol will review and provide current updates.

5. Other Business

- a) Family Council Program Resource Package
 - i. Tom and Carol provided new members with a Family Council Information Resource Package. Reviewed the information to help orientate members as they review the information at their convenience.
- b) MOHLTC Resident Quality Inspection Overview - Family Council Designates
 - i. Tom noted that the Home is required to provide contact information for Family Council designates as part of the annual RQI. Currently, Margo Stone and Jesse Rowntree are designated. In preparation for the 2015 RQI, the members suggested that Margo and Jesse be re-confirmed and that Debbie Simpson be approached, as well. Carol will confirm with Debra.
- c) MOHLTC Compliance Inspection Reports
 - i. Received public copies of the August 7th and September 8th inspection reports. Reviewed and discussed the reports and the inspection process generally.
- d) Family Council Orientation to LTC in Ontario
 - i. With a number of new members joining Family Council, Tom asked if the new members would appreciate an overview of the LTC sector. Previous Councils had asked for a similar presentation. The members agreed that this would be helpful.
- e) Contact Listing
 - i. A new contact listing was circulated. A revised version will be distributed for information.
- f) Nurse Practitioner Initiative
 - i. Tom reported that the Home had applied to the MOHLTC Nurse Practitioner Initiative for funding to support a full-time position. The Home has received notice that the application and funding has been approved as one of 30 positions approved throughout the Province. The Home is currently waiting for funding details before proceeding with recruitment. This is seen as a positive development for resident care and service at the

Home.

6. Date and Time of Next Meeting – Thursday November 19, 2015 at 12:00 pm.

7. Adjournment – meeting adjourned at 1:40 pm.



St. Lawrence Lodge
Family Council

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