

# FAMILY COUNCIL MINUTES

April 17, 2018

1:30 p.m.

St. Lawrence Lodge Boardroom

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**Meeting called by:** Chair, Pam Moorhouse      **Type of meeting:** Monthly Family Council Meeting

**Vice Chair:** Deb Steele      **Secretary:** Candace Kaine

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**Members:** Pam Moorhouse, Candace Kaine, Helen LeBlanc, JoAnn Bell      **Regrets:** Deb Steele

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**Invitees:** Tom Harrington, Administrator; Dawn Dodge, Activation Coordinator

## AGENDA ITEMS

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### Topic

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Meeting commenced at 1:30 p.m.

1. Welcome and Condolences to JoAnn Bell on the recent passing of her mother.

Review of February minutes and Follow-Up Items - Pam noted that there is no representative here from nursing today. In future, the minutes and request for agenda items will be sent to Tracy Davidson in order that an ADOC or Tracy can be in attendance at FC meetings.

Pam discussed the hairdresser's need for assistance (especially portering). Dawn noted that volunteers are coming in to assist on Wednesdays. We note that Marcia Meunier (current hairdresser) is leaving in June and that an RFP has been released with a deadline of April 20<sup>th</sup>. It was noted that hairdressing is an important service for residents and it would be good to perhaps hire the hairdresser on as staff of the Lodge. Tom advised that this would not be possible as any position would be part of CUPE.

The greeting cards paid for by the Ignite gift certificate have arrived – two designs, suitable for male and female residents. Dawn provided a copy of the May birthday list and the cards have been distributed to FC members so that each resident who has a birthday in May will receive a card from Family Council.

Re: towel warmers in the tub rooms: Tom noted that some were functional and some were not and that, as a result, the current situation is inconsistent. The Lodge is looking into options – for example a warming cabinet. To follow up.

There is a DVD player on Cedar now.

JoAnn mentioned the Find Your Voice web site as a resource for music therapy for those residents who may wish to bring them in from Kingston.

Minutes approved by Helen and seconded by Dawn.

2. Communication between the ER at Brockville General Hospital and St. Lawrence Lodge: Pam noted that when residents return from hospital, no information is passed along from the ER and this puts resident care at risk. Also, there was no wheelchair at the entrance desk upon a resident's return with a family member from hospital. What is the policy here? No ER report is received from BGH and this is unacceptable. FC members suggest that regular meetings should be held between nursing and ER administrators to rectify this serious problem. To follow up
3. Special dinners with food prepared outside of St. LL. Is it possible to hold dinners with home-made food? Dawn has given permission for small gatherings, bearing in mind that health regulations as to meal temperature and food handling must be followed. Examples were provided about events such as church teas that have been allowed in the past. Dawn clarified that there has not been a

total ban on future gatherings of this sort.

4. Provincial Election Preparations: Note that the provincial election is scheduled for Thursday, June 7<sup>th</sup>. Dawn advised that there will be a polling station set up at the Lodge and that details will be forthcoming.
5. Outdoor Garden Space: deferred until May meeting
6. Lodge Entry button: Red button to enter the lodge located in the foyer is mislabeled "exit". Tom will follow up.
7. Activation Vacancy: This vacancy is a temporary, full-time position. Dawn advised that Leslie Rogers was the successful candidate in a recent competition to backfill this position and she will begin on May 20<sup>th</sup> in this new position (first floor).
8. Portable Oxygen Issues: Helen advised that there have been many instances of residents running out of oxygen while in the dining room or being sent out of their room with an empty tank. Family Council would like to see the policy on this issue and who is responsible for the provision of medically-prescribed oxygen for residents. For follow up.
9. Administrator's Dialogue – Tom Harrington advised that a new Annual Satisfaction Survey is being developed which will be similar to those completed in hospital settings. The current survey has been in existence since 2013. St. Lawrence Lodge has partnered with InterRAI and the University of Waterloo to deliver a software system that will assist with Quality of Life surveying. Three volunteers will be trained to administer the survey, which will be standardized and validated. The results will be able to be benchmarked and will assist the Lodge to prioritize training and guide programming. The new survey tool will be rolled out in late May or early June.

The provincial government has announced some much-needed investment in Long Term Care. We hope to see some budget enhancements that may allow for the hiring of additional licensed staff.

There will be a special event in June as a fundraiser: Strawberry Social. The date and details will be announced in the next newsletter. There was a general discussion about fundraising ideas and Family Council has expressed their support for any initiatives in future.

Meeting adjourned at 3:15 p.m.

Next meeting date: **Tuesday, May 15, 2018 at 1:30 p.m.**

