

FAMILY COUNCIL MINUTES

August 15, 2017
1:30 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, Deb Steele, Candace Kaine, JoAnn Bell, Helen LeBlanc

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

Sharon Rylands (observer – father is a resident on Maple)

AGENDA ITEMS

Topic

Meeting commenced at 1:40 p.m.

1. Welcome and Introductions
(letter of resignation from J. Twaddle)
Copies of Janice Twaddle's resignation letter provided to all.
2. Review of July Minutes and Business Arising
D. Steele: #8 on July minutes should note that it is Sean McFadden who is co-facilitating the GPA session, not Sean Souder.
J. Bell: #11 asked about the removal of the fireplace in Town Square. Was advised that this would be cost prohibitive and is part of a load-bearing wall.
P. Moorhouse: #3 Hot Packs – Tom Harrington advised that he met with nursing and activation staff and there will be no change to current protocols. D. Steele requested and P. Moorhouse agreed that we should keep this item on the agenda.
We noted that we request that a nurse manager be present at each FC meeting as many issues involve resident care.
D. Steele: #5 Air Conditioning – Tom Harrington advised that maintenance is looking into the redirection of certain AC vents to change flow – options are being explored as it is an ongoing concern in the dining room, activity rooms and common areas.
T. Harrington: #10 Staffing – 1 FT activation position and 1 PT position will be posted as a result of changes in the activation department and Dawn's permanent status as Coordinator.

Minutes approved by H. LeBlanc; seconded by D. Steele

Review of May 2017 minutes:

P. Moorhouse: It was noted that residents continue to be left in the dining room after meals for a significant period of time – particularly at supper. Suggestion: Have a manager do rounds and document that all residents are back in their rooms or elsewhere after meals.

Staff name tags continue to be an issue. If staff do not have a name tag or forget it, they should be wearing their name on a piece of masking tape. It is important for residents and family/friends to know who they have been speaking with.

Discussion of new menu. Vegetables used are a combination of frozen and fresh.

Minutes approved by H. LeBlanc; seconded by P. Moorhouse

3. Gentle Persuasive Approaches (GPA) Event/Poster Deb Steele provided an updated poster for the September 14 event and will send an electronic copy to Tom Harrington. The poster is up in strategic locations throughout the Lodge. Deb asked that the poster be put on the web site.
4. Review of Compliance Reports – This item was deferred to allow discussion of Administration items at #9 (T. Harrington had another meeting to attend and left at 2:45 p.m.)
General discussion about most recent compliance reports that were shared with all FC members prior to this meeting. P. Moorhouse has had conversations with staff. Staff state, “Family and residents lie about their complaints that are brought forward. Compliance reports are a slap on the wrist”. This is of concern to Family Council.
5. Setting a Meeting re: Activation: P. Moorhouse will liaise with Dawn Dodge to find a mutually agreeable time to meet. (Note: This meeting subsequently took place on Monday, August 28, 2017)
6. Staff Shortages: There was a lively discussion about staff shortages observed throughout the summer and C. Kaine asked if there is a “red line” for staffing (in other words, do staff on duty get held back if there are not enough coming in for the next shift?). Tom Harrington advised that only registered staff (i.e. RNs and RPNs) have a minimum. He noted that 55% of PSWs are part-time and that the FT staff get vacation and short-term sickness time, which sometimes creates deficits on the floor. Family Council expressed concern that vital care is not being provided to residents when there is a shortage of PSWs on shift and that we are also concerned about resident safety in the event of fire or other disasters. P. Moorhouse suggested that a representative from FC could sit in on staff interviews to provide a different perspective.
7. Alzheimer’s Society Update: D. Steele advised that Sean McFadden will attend our next FC meeting in September and will be here for the September 14th special GPA event.
8. Satellite TV services: C. Kaine brought up a concern on behalf of a resident on Elm who is not receiving all of the available channels due to something missing in her TV (which is relatively new). Dawn advised that she should visit the front office to discuss her concerns.
9. Administrator’s Dialogue – As has been previously discussed, finances continue to be a concern due to many factors. For example, the \$32,000 hydro grant has been discontinued. There are four elements to the budget: Nursing and Personal Care, Programs and Services, Raw Food, and Other Accommodation. The Case Mix Index (CMI) is a snapshot of resident’s care needs at a particular point in time. This is how the government determines level of funding for individual LTC homes. We have recently had a 2% increase in physio services and so some additional hours will be forthcoming.
10. Other Business/Wrap Up: FC is still looking for members from Oak, Spruce, Maple and Pine. Candace will draft up a notice for those units requesting interested persons to contact P. Moorhouse.
Meeting concluded at 3 p.m.

Next Meeting

Date: Tuesday, September 19, 2017 at 1:30 p.m.