

FAMILY COUNCIL MINUTES

February 20, 2018

1:30 p.m.

St. Lawrence Lodge Boardroom

Meeting called by:	<u>Chair, Pam Moorhouse</u>	Type of meeting:	<u>Monthly Family Council Meeting</u>
Vice Chair:	<u>Deb Steele</u>	Secretary:	<u>Candace Kaine</u>
Members:	<u>Pam Moorhouse, Candace Kaine, Helen LeBlanc, JoAnn Bell Regrets: Deb Steele</u>		
Observer:	<u>Karen Moriarty (mother is on Birch)</u>		
Invitees:	<u>Tom Harrington, Administrator; Dawn Dodge, Activation Coordinator</u>		

AGENDA ITEMS

Topic

Meeting commenced at 1:35 p.m.

1. Welcome and Introductions.

Review of January minutes and Follow-Up Items - Pam thanked Tom and staff for the Christmas luncheon for residents and family – it was very well-received.

Tom noted that there was a hardware upgrade to the TV cable service in January and that there is now a channel guide (it is channel 75 and this information is in the newsletter).

Pam noted that, further to our request to have a nurse manager present for each FC meeting, Tracy is off today.

Dawn noted that the fireplace is on a timer and comes on at 1 p.m. and goes off at 7 p.m.

Pam discussed the hairdresser's need for assistance (especially portering). Dawn noted that volunteers are coming in to assist and, also, students from St. Lawrence College are a future possibility.

JoAnn advised that Ignite printing can give us a total of 500 greeting cards with envelopes with a birthday message for residents from Family Council. Dawn can provide FC with a list of resident's birthdays and FC will follow up and develop a method for distribution of birthday cards.

Follow up on intergenerational program: JoAnn contacted a teacher and left it in her hands to follow up.

Regarding the tub rooms, there have been deflectors placed where cool air was coming down onto residents while in the tub. Correction to previous minutes: there are no working towel warmers in any of the spa rooms – they were not functional. Tom to follow up with maintenance as to whether these can be repaired and put into use again.

A new TV and cabinet have been placed in Cedar in the activity room. JoAnn asked about purchasing a new DVD player – she has seen them at Walmart for \$25. Dawn to follow up.

Follow up on #6 – booties at front entrance. There was a second basket available for a short time, but now there is only one near the security desk. Tom to follow up.

Regarding medically assisted dying – reviews are ongoing as to policies and legal requirements

Minutes approved by Helen and seconded by Dawn.

2. Compliance Reports: Annual RQI (Residence Quality Inspection) took place on December 4-8, 11 and 21st. Four complaints were also investigated during this time.

There were ten (10) Written Notifications and four (4) VPNS (Voluntary Plan of Compliance). There was a point by point review of the compliance reports and a lengthy discussion of hot packs for

residents. Regarding complaints, it is noted that #10 requires that a response must be received within 15 days of the notice.

3. JoAnn discussed enhancement for resident entertainment (especially on Sundays). JoAnn noted that in the week of Feb. 4th to 10th there was no entertainment at all. Dawn responded that there was a mix-up in the calendar but that there was a sing-song on that Thursday that was announced for all residents
4. JoAnn also raised a program from Kingston that involves a music therapist "Find Your Voice Music Therapy". Members are encouraged to look up this program online and it will be discussed at next FC meeting.
5. Administrator's Dialogue: Tom discussed the survey results from 2017. It is under review and members are asked what changes they would like to see in future surveys. There will be an attempt to get at quality of life issues in future. Point Click Care (PCC) a medical software program, is in the process of developing a quality of life survey that may be applicable. The current survey process is in hiatus while a new one is being developed. The Case Mix Index (CMI) results have been received, from which the funding formula is provided. We are measured against other LTC homes in Ontario and if our CMI is not higher than average, we lose money in our budget. Tom noticed that we will take a bit of a hit as our numbers went down, but it will be mitigated somewhat by the conservative approach taken in the last budget.

Other Items: Pam noted that Jim Pickard (Chair of the Committee of Management for SLL) advised that he would be happy to come to a FC meeting in future. Helen discussed items that are missing from resident's rooms and asked what can be done. The ADOC should be notified about missing items for follow-up with staff.

Meeting adjourned at 3:15 p.m.

Next meeting date: **Tuesday, March 20, 2018 at 1:30 p.m. Rescheduled to Tuesday, April 17, 2018 at 1:30 p.m.**