

FAMILY COUNCIL MINUTES

January 9, 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, Deb Steele, Candace Kaine, Helen LeBlanc, JoAnn Bell</u>		
Observer:	<u>Carol Ann Nix (mother is on Elm)</u>		
Invitees:	<u>Tom Harrington, Administrator; Dawn Dodge, Activation Coordinator</u>		

AGENDA ITEMS

Topic

Meeting commenced at 1:32 p.m.

1. Welcome and Introductions.
2. Review of November minutes and Business Arising - Note: Some agenda items were re-arranged as JoAnn Bell needs to leave the meeting early.

Family Council would still like to see a Nursing Manager attend every FC meeting as many agenda items are related to care and these can be discussed on the spot if a manager is available.

JoAnn asked about having Golden Soles shoes come into the Lodge for the convenience of residents. Dawn will arrange for them to come into the Lodge in the Spring when the adaptive clothing folks are invited.

An improvement has been noted in the use of white boards at the nursing stations, particularly on the day shift. They are still not being used for afternoons/evenings on a regular basis.

Consistency with name tags has improved.

Pam noted that the television service continues to be an issue of concern. Residents continue to complain about the lack of church service channel on TV, lack of music station and the inconsistency of the channel guide. Tom advised that analogue vs. digital technology is still presenting problems. The Bell rep has recently been changed. Internet service is still being reviewed. Tom noted that the contract with Bell is for ten years. The issues will be followed up at next meeting.

Fireplace in Town Square is operational. It is tricky to turn on – FC asked if the coffee shop volunteers could be shown how to do it (if appropriate). It would be nice to have the fireplace on during cold days when the coffee shop is open. Dawn to follow up.

Regarding the hairdresser, FC noted that the new hairdresser has been well-received by residents and family members. It was suggested that perhaps volunteers could be utilized to assist with resident transport back and forth to the units.

Regarding Resident's Council, Dawn advised that she has been trying to arrange a meeting for this week. FC will be notified in order that a representative can attend.

Minutes approved by Helen and seconded by Dawn.

3. Gift Certificate: This item was from the July FC meeting. JoAnn got a \$150 gift certificate from Ignite Printing. There was some discussion about the best way to use this gift for the benefit of residents. It was decided that JoAnn will get some samples of greeting cards that could be printed for residents to use free of charge. Bring back to next meeting.

4. Business Arising: JoAnn asked if she could have permission to come in on a Saturday or Sunday afternoon to sell ties for an Alzheimer's fundraiser. Deb noted that January is Alzheimer's Awareness Month. Tom agreed that this would be fine. Deb suggested bringing Alzheimer Society pamphlets.

JoAnn asked about having staggered lunch hours for the front office as several people have asked her why the office is closed at lunch time. Tom advised he will follow up as now the staff complement has improved in the area.

JoAnn brought up her intergenerational proposal (students from local schools visiting residents on a regular basis). The Lodge requires a written proposal before the program can be considered. The proposal must contain details of who will be attending, when, time frame of program, liability issues, supervision, infection control, privacy of residents etc. It was noted that the program would need to take place in the classroom on the main floor and that available times would need to be discussed once approval in principle has been granted. Tom asked if there is an evaluation component in the program and JoAnn replied that none has been formulated at this time.

The consensus is that the Lodge is interested, and JoAnn must provide further information in writing for Tom and Dawn's consideration. Tom advised that he would be willing to go to the school and meet with them to further explore an appropriate match for the Lodge, bearing in mind that the needs of residents here may be quite different from other facilities that are currently hosting this program. JoAnn to follow up with additional information to Tom and Dawn.

JoAnn has a brand-new television set that has been donated to Cedar and asked if it can be wall-mounted in the activity room. Tom will arrange for this.

5. Air deflectors: Tom advises that these have been adjusted already. Once the air conditioning is back on, FC members will monitor the situation (particularly in the dining rooms) to see if the issue has been resolved.

JoAnn raised the issue of temperature in the tub rooms. Questions as to whether the heat lamps are being used. There is an issue of cool air blowing down on residents while they are in the tub. Tom is aware that this has been an issue due to the design of the room and notes that temperature can fluctuate for a variety of reasons. PSWs often put a towel on the shoulders of residents while they are in the tub. Also, there are towel warmers in the tub room that are being used by the bath team. Deb suggests that if this is an issue for an individual resident, having a towel on their back/shoulders can be put in the care plan.

6. Access to booties in winter: Deb suggests that many people are not familiar with the use of blue booties and that the basket is not readily visible when people enter the building. Suggest perhaps two baskets could be used. Tom and Dawn to follow up.

7. Hot Packs: Pam raised the issue of hot packs as part of care plan that are not being issued as required. It should be clearly understood that hot packs are a treatment if on a care plan and can (and should) be provided by an RN, RPN or delegated to a PSW when and if the activation staff are not in. The policy for hot packs needs to be reviewed and FC has brought this to compliance and it continues to be an issue.

8. Flu Shot Protocol: Candace asked if all staff are required to get the flu shot and what happens when there is an outbreak if staff have not had the flu shot? Tom advised that staff participation with the flu shot is inconsistent. About 75 to 80% of staff get the shot and all are encouraged to get the shot. All residents get the flu shot. If there is an outbreak and a staff person has not been vaccinated, they are not permitted to work with residents. In general, staff are discouraged from coming to work if they are ill with any communicable illness.

9. Administrator's Dialogue: Tom noted the recent media coverage about budget deliberations at the Lodge. Submissions went in last month. The funding received from the province is not keeping pace with the increase in spending needed due to rising prices and labour negotiations and settlements. The Association of Municipalities of Ontario (AMO) has become more aware of the issue of chronic underfunding in LTC and the associated increased costs to municipalities and will hopefully pressure the government to revisit their position.

The issue of medical assistance in dying is currently being reviewed across the province with the goal of developing a policy for use in LTC. **AdvantAge Ontario** (formerly OANHSS – Ontario Association of Non-Profit Housing and Services for Seniors) has developed a Toolkit for members to use when looking to operationalize the new legislation in Long-Term Care facilities.

Meeting adjourned at 3:20 p.m.

Next meeting date: **Tuesday, February 20, 2018 at 1:30 p.m.**