

FAMILY COUNCIL MINUTES

October 16, 2017
2:00 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
Regrets: JoAnn Bell, Deb Steele **Absent:** Helen LeBlanc
Invitees: Tom Harrington, Administrator; Dawn Dodge, Activation Coordinator

AGENDA ITEMS

Topic

Meeting commenced at 2:10 p.m.

2. Review of September minutes and Business Arising - Note: Gift Certificate and Hot Pack items will be deferred to November meeting

P. Moorhouse asked for an update on the temperature situation. T. Harrington advised that maintenance is attempting to adjust the flow of air into each area and that systems are linked. FC is concerned about the air coming down from the dining room bulkheads onto resident's backs. Could air deflectors be employed in the dining rooms? Tom will look into it further.

FC wants to improve communication throughout the Lodge. Noted once again that some PSWs and other staff are not wearing name tags.

Also, the white boards near the nursing stations are not being used consistently. It would be very helpful to know who is working on a particular shift (i.e. RN, PSWs, RPNs). FC requested that the ADOCs follow up on this for each floor.

Follow up re: menu suggestions. D. Dodge noted that there will be a new menu cycle starting soon for Fall. There will be no ice cream on Fridays, for example, since residents have ice cream on Friday afternoons. Week One will have wieners and beans with cornbread.

No television guide – Dawn explained that there is a glitch with the satellite dish and it is an ongoing issue that is being addressed with the provider.

Staff scheduling – FC has heard from staff that they believe the new schedule, where staff will be potentially moved to a different area in the New Year, is punitive. T. Harrington advised that the new schedule has been voted on by the union and is designed to improve efficiency.

Minutes approved by those present.

3. Hairdressing Replacement – An RFP has been issued. Interviews are taking place this week. T. Harrington advised that the hairdresser rents the space and equipment and is charged a monthly fee for utilities and linens. The billing is done by the Lodge for the hairdresser. FC noted that residents are anxious to have this position filled.
4. September 25 Compliance Report. A written response was required by September 30th. T. Harrington noted that this response is not public information. P. Moorhouse is concerned that Care

Plans are not being kept up to date. Communication is not adequately tracked. T. Harrington advised that the policy must be matched to the actions required.

5. Family Council Recruitment Flyer. T. Harrington will have the flyer put in the newsletter as well as copied on bright paper and put into plastic sleeves in various locations around the Lodge.
6. Temperature Control – T. Harrington advised that the radiant heat is now on the in the rooms. It takes a couple of weeks to heat up the whole building. FC will monitor the concerns of the residents around this issue.
7. Communication – white board use has been mentioned previously (above). P. Moorhouse noted that certain staff do not read out the entire menu to residents – i.e. not giving them a choice of vegetables with their main course. It is important for residents to have choices in their meals.

Also, there was an issue with hearing aids going missing (one resident lost his three times!) D. Dodge advised that hearing aids and dentures are now being retained in the resident's rooms. P. Moorhouse noted that announcements made over the PA system are often not very clear. Request that announcements be made as loud as possible and that the announcer speak slowly

8. Administrator's Dialogue: Hairdresser recruitment is underway. Refurbishment of room décor is ongoing and will include some new furnishings paid for by a gift of \$25,000 from the **Auxiliary Volunteer Program**.

There will be a roast turkey fundraiser dinner on Tuesday, December 19 at 12 noon. There will be 75 to 80 seats available at each sitting and tickets will be available in the front office. A notice will come out in the newsletter about the dinner.

There will be a simulated disaster exercise tomorrow (October 17) as part of the emergency preparedness requirements.

There was a discussion of budget issues and Tom noted that the deficit has been reduced somewhat with a contribution by the City of Brockville and the Recorder and Times of \$167,000 but the fiscal situation remains tight. At the November Board meeting, a request for funding will be made.

There will be an RQI (quality inspection) within the next few months (before the end of the calendar year).

9. Other Business/Wrap Up: Wheelchair cleaning will start next week on third floor – they will start at 5 p.m. and work until 2 a.m. Each wheelchair and walker will also be safety inspected at that time.

November 14th is the AVP Bazaar and Bake Sale. This will be in the newsletter.

The resident Halloween Party will take place on the day – October 31st in Town Square.

Meeting adjourned at 3:30 p.m.

Next meeting date: **Tuesday, November 21, 2017 at 1:30 p.m.**

