

## - Meeting Minutes -

**Date:** Thursday January 15, 2015  
**Time:** 1200 hours  
**Location:** Board Room

**Present:** Estelle Street, Jessie Rowntree, Codie Paquin, Margo Stone (Chair), Faye Crosswell  
Guests: Carol Brophy, Tom Harrington

### Regrets:

1. Call to Order – Margo Stone called the meeting to order at 12:25 pm.
2. Approval of Previous Minutes
  - a. That the November 20, 2014 Family Council meeting minutes be approved as circulated.

Moved by: Estelle  
Seconded by: Codie  
Carried

3. Business Arising
  - a. In Memoriam Book – Carol provided an update on plans to design and install a display case for the Home's In Memoriam Book.
4. Round Table
  - a. January 2015 Flu Outbreak Update – Carol provided an overview of the outbreak currently underway at the Home. She provided an overview of the number of residents affected, the protocols the Home has implemented to help manage and control the spread of the illness, and the projected duration at this point in time.
  - b. Para Bus Update – Tom provided an overview of the decision to delay the implementation of the rate change for Para bus users as of January 1<sup>st</sup>, 2015. The rate change is being implemented to offset the rapidly rising subsidy cost being borne by the Home on behalf of users. The current subsidy is costing the Home \$23000. Basically, the Home is working with the City of Brockville Transit Department to ensure that the process is compliant with required regulations and that the proper rates are applied. The Home still intends to proceed with a rate increase as originally announced, but the implementation has been delayed. A notice period of at least 30 days will be given before any rate change is implemented.
5. Other Business
  - a. SLL 2014 Resident Quality Inspection Report
    - i. Received a copy of the Public Report for information and discussion. Estelle provided a summary of her interview with the MOHLTC Compliance Inspector as part of the Family Council Interview Process. Members discussed the areas of non-compliance outlined in the report. The Home reported that work is underway to address the items noted as



- part of the continuous quality improvement process.
- b. OANHSS Provincial Budget 2015 Submission
    - i. Received a copy of the OANHSS Document entitled “The Need is Now: Addressing Understaffing in Long Term Care”. Discussed the concepts included in the report, as well as, OANHSS’ advocacy strategy to advance the message to key stakeholders across the Province. The Family Council noted that Council has been involved in LTC Funding advocacy in the past and would be prepared to assist with this initiative. Tom is to advise Council regarding availability of sample correspondence when received.
  - c. 2014 SLL Resident & Family Satisfaction Survey Review
    - i. Received a copy of the 2014 Resident and Family Satisfaction Survey report. Discussion on various topics related to the report.
      - 1. Noted that answering phone calls is not consistent in the experience of some members. Messages left, but callbacks from staff not always received. Noted that when messages left, the requested actions are usually completed, so messages are being acted on. Suggestion to remind staff to check phones regularly.
  - d. Family Council Program Communication
    - i. Received an electronic copy and hard copy of the communication.
    - ii. Family Council Week – June 2015. Decided to discuss this event further at the February 2015 meeting.
    - iii. Book Review: “I’m Still Here” – suggestion to consider establishing a central resource center for family members to access information on topics related to long term care, especially dementia care-related resources.
6. Date and Time of Next Meeting – Thursday February 19, 2015 at 12:00 pm.
7. Adjournment – meeting adjourned at 1:45 pm.