

Meeting Minutes

Date: Thursday January 14, 2016
Time: 1200 hours
Location: Board Room
Present:

Members			
R	Cathy Dufresne	√	Linda Evans
√	Candace Kaine	√	Helen LeBlanc
√	Susan Magalas	√	Bonnie Monteith
R	Jessie Rowntree	√	Debra Simpson
√	Margo Stone	√	Janice Twaddle

Guests		
	√	Carol Brophy
	√	Tom Harrington
	√	Tanya Burnside

√ = present
R = regrets

1. Call to Order – Meeting called to order by Candace at 12:20 pm.
2. Approval of Previous Minutes
 - a. That the November 19, 2015 meeting minutes be approved, as circulated.

Moved by: Susan
Secounded by: Margo
Carried
3. Business Arising
 - a. Lost and Found feedback
 - i. Tanya Burnside – Manager, Environmental Services, attended the meeting to provide information to the members on the Personal Laundry service and the Lost and Found process.
 - ii. Tanya provided an overview of the service for information.
 1. Volume = 600-700 items per day.
 2. Laundry = 7 day per week service.
 3. Policies: Lost and Found Clothing, Marking of Resident's Clothing.
 - iii. Discussion:
 1. Discussed process for marking and laundering of specialty items – stuffed animals, afgans, doll clothing, etc.
 2. Access to Lost & Found Room – shared experiences. Did note that some items did have labeled attached. Tanya noted that no items should be in Lost & Found Room. Noted that sometimes labels are missed when trying to identify items. Usually double check if label hard to find.
 3. Discarded Items – lost clothing remains in Lost & Found for 6 months. After that they are discarded.
 - a. Suggestion – provide an “open house” opportunity for

* denotes an electronic attachment



- people to review items before they are discarded. People may recognize items or they may be able to recycle clothing by repurposing it for others to use.
4. Lipstick – noted that lipstick is being found in personal laundry more frequently recently. Causing damage to other laundered items. Staff does try to catch these items before clothes are laundered; however, system is not perfect. Trying to get the word out to people to remove lipstick cases before putting laundry out.
 5. On-going Communications – Tanya provided members with her Business Card and encouraged people to contact her as needed and to encourage other family members to call if they need assistance.
- b. Non-urgent Communications feedback
- i. Tom and Carol reported back to members on this matter. The Leadership Team discussed the matter further and the Nursing Dept recommends that voicemail be used as the single means of communications rather than introducing an alternate written communications process. Family Council members noted the recommendation. Members indicated that they had had some success in getting messages through (e.g. for wheelchair repair requests); however, sometimes the messages are not always forwarded for action and the family member had to follow up at a later time.
4. Round Table
- a. Odour Control – kudos to the Home for its clean environment and overall approach to odour control.
 - b. Bath Schedule – a question arose as to the follow up when a resident misses their scheduled bath time. Discussed scenarios including bed bath, bathing later in day, working short situations. The Home indicated that it attempts to fill all possible shifts to reduce the impact on residents. Carol will review the process with Nursing Administration to get the facts and will report back.
 - c. Christmas Season – complements to the staff for their support of residents over the recent holiday season. Many reports of going the extra mile – extra gifts for residents, creating a pleasant environment, nice meal on Christmas Day. Christmas can be a sad time of year for some people, but the Home really helped to make it pleasant. Appreciation to AVP for donating the resident gifts. The Christmas Bazaar and Bake Sale is a welcome and fun event as well.
 - d. Volunteer Recruitment for Feeding Program – many residents require feeding assistance and volunteer capacity might help to complement staff resources. Discussed experience at another LTC Home where volunteers assisted on weekends. SLL noted that it has a feeding program that could be used to certify volunteers. The main issue is getting volunteers to commit time and energy to SLL. Carol reviewed the avenues she uses to continually seek out volunteers, but has had little success in securing volunteer support from the community.
 - e. Family Council Program Webinar re. Long Term Care Homes Funding – Janice noted that she had attended part of the online webinar session. There was a lot of information to present. She stated that she also appreciated the LTC Sector presentation by Administration recently as well.

5. Other Business
 - a. MOHLTC Annual Compliance Inspection (RQI) – Public Report
 - i. Received a copy of the December 22, 2015 Resident Quality Inspection Report – Public Copy.
 - ii. Reviewed the report with Administration.
 - iii. Margo Stone had been interviewed by the Compliance Team on behalf of Family Council.
 - iv. Members congratulated the Home on receiving a good report.
 - b. SLL Capital Planning & St. Lawrence Lodge Foundation Fundraising
 - i. Tom and Carol reviewed the upcoming capital planning activities for the Home related to lifts replacement, bed replacement, and furniture replacement and the significant cost involved. With 2016 being the 10th Anniversary of the move to the “new” St. Lawrence Lodge, the SLL Foundation is coordinating a fundraising effort. The Home will keep Family Council aware of the plans.
 - c. Scent Free Environment
 - i. Carol indicated that the Home is experiencing an increase in use of scented products recently. Noted that some staff are also adding to the problem. Can be a difficult situation to address since some residents really have a preference for scented products that they’ve used all of their lives. Still, the Home is trying to heighten awareness so that those persons that have acute sensitivities are not disadvantaged.
6. Date and Time of Next Meeting
 - a. Agreed to move the meeting time to the 2nd Thursday of each month.
 - b. Thursday February 11, 2016 at 12:00 pm
 - c. Thursday March 10, 2016 at 12:00 pm.
7. Adjournment – meeting adjourned at 1:55 pm.

