

- Meeting Minutes -

Date: Thursday November 20, 2014
Time: 1200 hours
Location: Board Room

Present: Maureen Bradley – Chair, Debbie Simpson, Margo Stone, Faye Crosswell, Estelle Street, Rita Kittle, Codie Paquin.
Guests – Carol Brophy, Tom Harrington

Regrets:

1. Call to Order – Meeting called to order by Maureen at 12:15 pm.
 - a. Welcome to New Member – the Members welcomed Codie Paquin to Family Council.
 - b. Member Retirement – Maureen Bradley announced that she would be retiring from Family Council at the end of 2014. The Members thanked Maureen for her service to Family Council and the residents and families of St. Lawrence Lodge and wished her well.
2. Approval of Previous Minutes
 - a. That the October 16, 2014 meeting minutes be approved, as circulated.

Moved by: Estelle Street
Seconded by: Margo Stone
Carried
3. Business Arising
 - a. A question arose regarding the Activation Program known as Friendly Visiting. Carol explained that it is a program that has been implemented to facilitate and manage the sundowning process experienced by some residents. The Activation staff members are assigned to plan and implement activities for residents to help them to better cope through this time of day process that affects many residents.
4. Round Table
 - a. In Memoriam Book – a question arose regarding an In Memoriam Book to recognize residents who have passed away. Carol reported that the Pastoral Care Team maintains an In Memoriam Book. It has been put into storage temporarily pending renovations to the Worship Center.
 - b. Volunteers – Carol reported on her efforts to recruit new volunteers. She has personally joined different networking forums over the past few years to reach out to different parts of our community in an attempt to recruit new volunteers. The number of people willing to serve others is dwindling and it is difficult to have the needs of St. Lawrence Lodge residents competing against so many other worthy volunteer opportunities within the area. Carol noted that the recent Volunteer Appreciation Luncheon was well-attended and she is working diligently to retain the volunteer base in the meantime.
 - c. Communications – a question arose regarding phone calls from the Home to



family members and the way that the conversation is initiated by Home staff. Family members generally expressed satisfaction with the current way in which family members were advised of resident change in condition.

5. Other Business

a. Christmas Preparations

i. Carol provided an overview of upcoming Christmas season activities:

1. Bazaar and Bake Sale – December 2nd
2. Christmas Pub – December 9th
3. Resident Gift Program – staff members will be providing gifts for residents to open on Christmas morning. Members expressed appreciation to the staff for this kind gesture. In addition, a family member is donating skin care product for residents. A sample of the product was provided to members to trial.

b. Visitor Code of Conduct discussion

- i. The Home has been considering implementing a Visitor Code of Conduct similar to what other health care organizations have developed. This is intended to communicate acceptable behavior to all parties entering the Home. A sample Code of Conduct from a local LTC Home was circulated for information. The members felt that this would be a good way to outline and consistency communicate expectations.

c. Responsive Behaviours

- i. There was a general discussion regarding the Home's experience around the frequency of responsive behaviours and the interventions being put in place to help prevent and manage those conditions. Carol provided a clinical summary of how the aging process affects a person's response to various stimuli. The Home has trained most direct care staff on a program known as Gentle Persuasion Approach (GPA). Staff are also going to be going through a refresher session in 2015 to help them manage the way in which care is delivered to residents exhibiting responsive behaviours. Discussion included members sharing their observations of changes in behavior for their loved ones, worker protection afforded under the Ministry of Labour, various types of intervention strategies and tactics used, and ongoing staff training and development planned by the Home.

d. Quality Improvement Plan Development

- i. Tom and Carol reported on a mandated requirement to develop and publish a Quality Improvement Plan for all health service providers by April 2015. The Home will be working over the coming months to meet this requirement. The information will be shared with Family Council and other forums as the reports are available.

6. Date and Time of Next Meeting – January 15, 2015 at 12:00 pm.

7. Adjournment – Meeting adjourned at 1:25 pm.