

## - Meeting Minutes -

**Date:** Thursday October 16, 2014  
**Time:** 1200 hours  
**Location:** Board Room

**Present:** Debbie Simpson, Faye Crosswell, Jessie Rowntree  
Guests: Carol Brophy, Tom Harrington

**Regrets:** Margo Stone

1. Call to Order – Debbie called the meeting to order at 12:20pm.
2. Approval of Previous Minutes
  - a. That the September 18, 2014 meeting minutes be approved, as circulated.

Moved by: Faye  
Seconded by: Jessie  
Carried
3. Business Arising - none
4. Round Table
  - a. A discussion regarding turn-around times for diagnostic tests undertaken at the hospital. A member related a recent experience over the Thanksgiving Long Weekend where it seemed to take an extended period of time to get test results. Discussed several aspects that could impact the turn-around time for results.
5. Other Business
  - a. Family Council Program Update
    - i. Received a hard copy handout of an October 2014 communication from the Provincial Family Council Program.
    - ii. Suggested sending the information out electronically in the future as well.
  - b. 2014 MOHLTC Funding Update
    - i. The Home reported on the recent MOHLTC funding announcements for 2014-15. Overall, LTC Homes are disappointed with the funding levels. Homes will continue to struggle to meet the rising acuity levels and clinical needs of residents and escalating operations costs. The level of funding announced is not sufficient to expand the staff capacity as requested by OANHSS in its presentation to Gov't on behalf of its members.
  - c. Para Transit Bus Fare Update
    - i. Discussed the Home's recent decision to begin to lower it's subsidy of para transit costs starting in 2015. The rate change will be phased in over three years. The rate of increase of the subsidy cost incurred by the Home over the past few years has caused the Home to decide it could no longer sustain open-ended subsidy of para transit services. For example,



the last two years saw a rate increase of 19% and then 32% year over year. Discussed the general nature of transportation needs to attend medical appointments and social events. A limited number of alternative options are available. Carol reported that her Department is reviewing alternative ways of assisting residents looking to go to external activities. The members acknowledge the fiscal reality of the decision taken by the Home; however, there is concern for residents being able to find access to affordable transportation.

- d. Satisfaction Survey Report
  - i. Received the analysis of the 2013 resident and family satisfaction survey results. Reviewed both the quantitative responses, as well as, the qualitative feedback received. Discussion on the rankings and improvement measures the Home has introduced to address areas of improvement. Overall, the members expressed that the results were a good reflection on the services provided to residents by the Home.
- e. Volunteer Appreciation Luncheon
  - i. Carol invited the members to attend the upcoming Volunteer Appreciation Luncheon scheduled for October 29, 2014 at 12:00 pm. She also thanked the members for their volunteer efforts on Family Council.

6. Date and Time of Next Meeting – Thursday November 20. 2014 at 12:00 pm.

7. Adjournment – meeting adjourned at 1:40 pm.

