

Chester Village Family Council

Minutes: January 31, 2018

Present: Lynne Smith (Chair); Deidre Balyk (Secretary); Beverley Desjardins; Glenna Clayton; Tracy Torrance; Mike Plouffe; Sandra Monks; Shelley Allen; Scott Torrance; Mike Watson; Cynthia McCarrey; Hannah Trumper.

Regrets: Gary Schleiffer

Old Business:

1. Review of minutes taken at November 29th meeting:

Responses to our questions were read to those present. There were some further concerns in relation to these previous responses. These concerns can be found in the “Comments and Questions” section of these minutes.

Committee Reports:

1. Quality Care:

Lynne was unable to attend the meeting of Jan. 29th; however, she met briefly with Gina the following day to be able to bring the following news to Family Council. Gina reported that the CMI (Case Mix Index) for the current fiscal year has dropped by 1.3 points from last year. This will mean the loss of the PSW “float” who had been added to the staff in Topaz. Gina pointed out that our CMI has not dropped in reality, but the Ministry has established a new average in response to the high CMIs reported by many homes. This new averaging figure was applied to all homes, reducing our CMI.

2. Staff Awards:

There were more than 24 nominations submitted for the period October/November/December, many of them as a result of the reminder that was sent out with the December billing notice. Cynthia has agreed to our request to repeat this notice every 3 months.

Winners: Krizia Enriquez (Emerald Nurse); Victorina Guiang (Amethyst PSW);
Rhona Williams (Topaz PSW)

New Business:

1. Lynne will be requesting that Cynthia attend one of our meetings in the spring and asked members to bring any questions they may have for her.
2. A notice from Family Councils of Ontario (*fco.ngo*) was distributed informing members of the opportunity to apply for a volunteer position on Health Quality Ontario's "Patient, Family and Public Advisors Council". There was information in the notice about the application procedure and several members were interested.
3. Lynne gave a brief rundown of the February Activity calendar.

Notes of Appreciation:

1. Members present showed their appreciation to Bev for making time to remove the Christmas decorations from the patio. **Chester Village seconds this!**
2. Several members expressed appreciation for all the special events held over the holiday season, as well as for the festive decorations found both inside and outside. **Noted.**

Comments and Questions:

1. Members present asked when a nameplate might be added to the Reception desk to identify the receptionist on duty to visitors. It was also noted that the nameplates above the nursing stations were often not changed to identify the nurse on duty in some units. Finally, it was asked if receptionists could identify themselves when answering the phone. We are aware that there are several staff members who may answer the phone and we would appreciate knowing to whom we are speaking. **We just this week are trying out a nameplate for the reception with name and title of the person on desk duty. I have addressed the issue of identifying themselves when they answer the phone. I have also spoken to Gina about making sure the Nurse on Duty sign is changed each shift. Please let me know if you notice any improvements in these areas over the next month.**
2. Several family members expressed concern over the length of time taken to gain entry to the building after 8:00 pm. or before 8:00 am. Some members reported phoning or buzzing up to 5 times before gaining entry; others reported waiting up to 30 minutes. In addition to being inconvenient, this has

been a safety issue when a family member is accompanying a resident who is returning from an outing or from the hospital. Apparently, some staff members have refused to come down to the door if the resident concerned is not in their unit. It should also be noted that the deadbolt which must be released to allow entry is situated at the top of the outer door and is very difficult for some staff to reach.

Family Council would very much appreciate a return to the former method of gaining entry outside of hours...that is, being allowed to enter the area between the double doors where they can be viewed on camera and, after identifying themselves, can be buzzed in easily by a staff member. Unfortunately we are not able to return to the “former” method which was never the correct method. The outside doors will be locked before and after reception hours for security reasons. Having said that, we recently changed the reception hours to be from 7 am to 9 pm daily. This should alleviate the issue.

3. Several family members expressed concern over the shortage of cutlery in many of the dining rooms...especially teaspoons. They also feel that the forks and spoons being used are too large for residents and make it difficult to help them with feeding. Your concern has been passed along to the Food Service Manager for follow up.

4. Many members expressed their appreciation of the monthly Dinner Club event, but they see the use of china tea cups and saucers as a possible safety hazard for residents with limited mobility or eyesight and would like to see mugs being used instead. There also seems to be a shortage of cutlery and plates for this event along with difficulty accommodating the many large wheelchairs at the tables which are not high enough to allow easy access. We would ask if it is possible for Residents’ Council to provide some funding to address these issues? Would it be allowed for Family Council do some fundraising for this as well? Thank you for the feedback. Your concern has been passed along to the Activation Manager for follow up with the Resident Council.

5. It has been noticed that some units have not yet been refurbished like other units and are looking quite shabby by comparison. Is there a timeline or schedule for this project? The 1st, 2nd and 4th floors all have been refurbished with new lounge furniture and only the 3rd floor remains to be done. New flooring has been completed in Diamond and on the 2nd floor just this year. Capital projects are budgeted accordingly and over the next 2 years, we are

hoping to complete the lounge furniture and flooring in the remaining home areas, and after that will be dining furniture.

5. Members noted that many visitors are not washing or sanitizing their hands and the sanitizers are often empty at key locations (eg. Reception). Is it possible to have better signage at the entrance to encourage better compliance? *During this discussion, it was noted that the physio team does a thorough job of cleaning their hands and their equipment after each resident treatment. BRAVO!* Thank you, your positive comments have been passed along to the physio department. We do our best to make sure all hand sanitizers are filled and available, especially during flu season and I will remind all areas once again to make sure this happens. As for the signage, the more signs we put up, sometimes the more they are ignored, so we will ponder that and see what strategy may work best.

6. There are concerns about visual barriers between the nurses' stations and the resident lounge (eg. fish tanks, large plants on the shelf around the nurses' stations, etc.) So many residents are unable to call out for help if needed! It was also noted that unit staff sometimes take their meal breaks all at the same time with no one left to supervise the dining room/ lounge area. Should there not always be someone present in this key area? *The staff are not to take their breaks at the same time, they have a schedule to rotate and they all follow this. There was an issue recently brought to my attention where the staff were taking their breaks at the same time in the activation room on the unit so that they were still available to see the residents. This has been addressed and no longer will occur. Also, it is not always possible for one staff member to remain in the lounge area and no resident here requires 1:1 constant supervision. The staff will patrol the area at assigned interval times.*

7. A family member expressed concern about the staff use of slings and lifts to move immobile residents. The family member was advised to speak to Gina about this concern. *Noted.*

8. Although all members present expressed their appreciation of the Christmas Tree decorating event, there was some concern about the emphasis on competition for this event which seems somewhat inappropriate in a setting where so many residents are frail and unable to contribute. Could there not be the same level of appreciation shown for all efforts without the need to designate "a winner"? *This event has always been about the friendly competition between the home areas and the fun of decorating the tree with a specific theme and all the trees looking different. Ever since this event started*

10 years ago, ALL home areas have been recognized at the end of the evening and while there is an overall winner, everyone is mentioned for their special contribution that night. The team will confer with Resident Council and the staff to see if they have any suggestions to changing the event.

Note to the Family Council: In a recent Coaches Corner meeting with the staff on one of our home areas, in response to “positive things happening in your area”...the staff noted that the Family Council staff appreciation awards were very much liked by all.

Next Meeting: Wednesday, February 28th

6:30 pm Board Room