

Chester Village Family Council

Minutes: February 28, 2018

Present: Deidre Balyk (Secretary); Beverley Desjardins; Tracy Torrance; Dianne Surette; Hannah Trumper; Lyndia Eberhardt-Butler

Regrets: Lynne Smith (Chair); Glenna Clayton

Old Business:

1. Review of minutes taken at January 31st meeting:

Responses to our questions and comments were reviewed. It was noted by family members that there is a lack of a clear sight line between the Activity room and the Lounge in some units due to many items which obstruct the view. **At this time we are not looking at any changes as there are no residents that require 24 hour constant supervision. If you have a specific concern, please bring that forward separately and we would be happy to look at it on a case by case basis.**

Committee Reports:

1. Quality Care:

Because the Family Council member who attended the Quality Care meeting on our behalf was unable to attend our meeting, there were many questions about the data contained in this report which could not be answered. This data will be reviewed by Lynne with Gina's help before our March meeting in order to clear up the confusion.

2. Staff Awards:

A reminder notice asking for nominations was sent home with this month's billing. The next group of winners will be chosen at the end of March.

There is a luncheon scheduled on April 4th for the final 9 winners chosen in 2017. Subsequently, there will be a luncheon planned each spring for the previous year's winners.

New Business:

1. News from Providence Healthcare:

Alzheimer Toronto has established a satellite office at Providence. The staff of this office will be available to educate and support caregivers of patients with Alzheimer's and related dementias.

On March 2nd, from 9:30 – 11:30am, there is an "Open House" presentation scheduled at Providence where staff will describe the services of this new satellite office. Interested family members are asked to register for this event by calling Remy Sookhai at 416-640-6317.

Also at Providence, there is a taxation workshop scheduled on March 29th from 2:00-3:00 pm. with emphasis on credits available for medical expenses and persons with disabilities. The presenter is a Senior Program Advisory Specialist with the Ontario Ministry of Finance. This will be a worthwhile presentation for help with the preparation of tax returns. Interested family members should register by calling 416-285-3666 ex.3819 by March 27th.

2. March meeting guest speaker:

Chester's CEO, Cynthia Chiappetta, will be the guest speaker at our March meeting. Family members were reminded to have their questions ready for her. **It would be helpful that if there was a main topic or a few topics of interest, that these would be passed on to me in advance.**

Notes of Appreciation:

It was noticed how effective the Activation staff had been during the recent outbreak in ensuring that the planned activities were delivered to each floor.

Family members would like to thank all of the kitchen staff for all of their hard work.

The TV area of Sapphire has been cleaned up as a result of the new floor and it looks great!

All family members very much appreciate the increased hours during which the reception desk is staffed. The Receptionists continue to be amazing!

Thank you for the positive notes of appreciation. I will pass them along to the staff 😊

Comments and Questions:

1. It would be appreciated if the weekly special events list was posted at Reception, especially for the benefit of Diamond visitors who don't use the elevators. This poster is also always posted in each home area in the "Current Events" poster board which is easily accessible for everyone who visits each home area. At this time, we are not going to add it to the front desk.
2. Could the notice of the next Family Council meeting be posted a week in advance of the meeting to allow more time for those interested to plan to attend? The notice of the Family Council meeting is always posted the same business day as we receive it. In this last case, I believe the poster was only sent to one person who was away and did not post it until she was back in the office. I might suggest that at least two people are copied on that message so that if one is not here, the other will be able to make sure it gets up.
3. Will the recent decrease in funding cause a reduction in the Spa program? We were able to make some other changes to the nursing funding envelope that did not impact the direct care staff in order to balance it out and therefore, the spa program will not be affected at this time.
4. It was noted that it is increasingly difficult to get an appointment for a haircut because we have only one hairdresser. Can this be remedied? I

will be looking into other options such as one person coming in two days or two people coming in the one day and let you know.

Chester Village thanks the Family Council for bringing these matters to our attention and looking out for the best interests of our residents.

Next Meeting: Wednesday, March 28th 6:30 pm in the Board Room.