

Chester Village Family Council

Minutes: April 25, 2018

Present: Lynne Smith (Chair); Deidre Balyk (Secretary); Tracy Torrance; Diane Klim; Lyndia Eberhardt-Butler; Glenna Clayton; Mike Plouffe; Sandra Monks; Cynthia McCarrey; Kathy Van Laethem; Jennifer Saint; Beverley Desjardins.

Regrets: Shelley Allen; Gary Schleiffer

Old Business:

1. Review of minutes taken at March 28th meeting:

A brief review of Cynthia's comments and responses to these minutes was conducted. There were no further comments.

Committee Reports:

1. Quality Care:

There was no report...March Quality Care meeting to take place April 30th.

2. Staff Awards:

The next group of winners (Jan/Feb/Mar) has been chosen by the Staff Awards committee and includes, for the first time, a PSW who works the overnight shift. Presentations are planned for the week of April 30th.

The Awards Luncheon hosted by Cynthia has been re-scheduled for May 8th.

New Business:

1. AdvantAge Conference

Lynne was able to attend one day of this important conference and reported on two of the sessions she attended. One was presented by the Ministry and outlined the revised Quality Inspection Program to be instituted as of January 2019. More information about this new program will be

received throughout the coming weeks and months, but one of the key components will be the levying of fines on homes which fail to resolve compliance issues in a timely manner.

Another session focused on the “Butterfly Home” model being widely used in the UK for dementia patients. Basically, the philosophy focuses on providing a more home-like environment in smaller units with increased staffing for dementia patients. There was considerable interest in this idea among members present and Lyndia Eberhardt-Butler volunteered to scan the handouts Lynne brought to the meeting; she will be sending them to all Family members on our e-mail list.

2. Teepa Snow at Providence Healthcare

Teepa Snow, who is well-respected for her work on caregiving for dementia patients, will be presenting two workshops at Providence on May 29th. The sessions are free, but registration is required. ***Additional information about this agenda item was sent out to all Family members on April 26th.***

3. Future Guest Speakers

Members present were asked for suggestions for future guest speakers and suggested the following:

(i) Someone to explain the changes in the Quality Improvement Program when more information has been made available.

(ii) Gina Santos (Director of Care) to speak to us about several items of interest such as: prevention of UTIs; overview of nursing unit policies and practices. ***Please note that Gina has agreed to attend our May meeting. If you have specific questions or concerns you want her to address, submit them to Lynne by May 23rd. You may e-mail your questions to Lynnebsmith@rogers.com or leave them at Reception.***

(iii) Gabriela (Nurse Manager) would like to address us concerning “wound care”. Lynne will see if she might be available for our June 27th meeting.

(iv) We would all appreciate meeting with our new Environmental Manager next fall.

Notes of Appreciation:

Family members expressed appreciation of the Housekeeping Staff of Chester Village who work so hard to keep our home clean and tidy while, at the same time, interacting with residents and family members in a pleasant, cooperative manner. Thank you – I have passed your comments along to the Environmental Manager to share with his staff 😊

Comments and Questions:

1. Family members present feel that we would have more attendees at meetings if reminders were placed in the elevators on the weekend preceding the meeting. Many family members are not aware of the boards in the units and we only have e-mail information for those who have provided it directly to us. In addition, the website is too difficult to navigate to act as an effective source of information. If you have a volunteer who is willing to post them the weekend before and remove them after the meeting, you may do so. If you could provide more in-depth information about what specifically you find difficult to navigate on the website, then that would be helpful so that we may look at ways to improve the site.
2. There was a request for a mass e-mailing to notify family members of special events such as Grandparents' Day. This would enable those who do not live close by to attend such events. (See note above re website navigation) I have passed your suggestion to Morgan. This may be difficult to do as the mass mailing list is not a common "address" list for us all to access on the server. Also, there are concerns as to what constitutes special events and if we say we will, and miss one, then we don't really want to be responsible for not sending something. It should be noted that if you are a regular visitor, then the calendar and special events are posted in every home area for the month, for the day and for special events in the poster section. It should be relatively easy (even if you can't navigate the website) to check for upcoming events on your visits.

3. It was noted that the “Do Not Enter” sign at the west entrance to the front parking spaces is broken and not visible. **I have asked Sorin to follow up with this.**

4. Members asked if there was a way to identify unfamiliar nurses as agency nurses as it is not always possible to know whether they are Chester staff from a different unit. **The easiest way is to ask them. We rarely, if ever, use Agency registered staff (maybe once or twice every pay cycle which includes a total of 238 shifts). We have recently hired some new RN and RPN’s so perhaps that is why you are seeing new faces.**

5. Several members have proposed the establishment of a Skype service to enable residents who are able, to communicate with out-of-town family members. Would it be possible for a committee of Family Council volunteers to have WiFi access and an iPad to take to residents for this purpose? We understand that there would be considerable work involved in organizing, implementing and operating such a service and would like to know if it would be supported by management before we venture further with this suggestion. Some members wondered if a sponsor could be found for such an initiative; Lyndia volunteered to reach out to a contact she has at Telus for this purpose. **I have passed this suggestion along to Morgan. It would be a great idea if you are willing to look into it and Morgan can be your liaison to get you started.**

The Family Council continues to impress the team at Chester Village with their thoughts and suggestions about making improvements here for our residents. We thank you for your continued support not only in our endeavours, but in the new projects you are willing to take on!

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

Guest Speaker: Gina Santos (Director of Care)

***** The website for Family Council Ontario can be found at: fco.ngo *****

