Resident and Family Centered Focus Group Meeting

January 10, 2017

1400-1500

4th floor

**Attendance:** Lauren Richardson, Cecilia (student) Winnie Forbes, Norma Cameron-Whynot, The Porters, Anya Teri, Hillary Wellard, Rona Cathcart, Doug MacLeod, Kim Wright, Haley McIntosh, Marg Bowlen

**1.0 Welcome-** Kim welcomed everyone.

**2.0 Review of last meeting**- Minutes were via email to all families. No changes.

**3.0 Mandatory yearly education (2017) or staff**

1. **WHMIS (2015) –** education updated to reflect new guidelines
2. **PPCA and Resident Abuse Prevention-** all staff currently working at SVNH have seen the Abuse Prevention video and we will continue to show it to new hires. Kim has developed a booklet for staff to read and complete a quiz for all staff to complete. Discussion on the importance of follow up with affected families and residents if there suspected abuse reported. Kim will review complaints and abuse policy to see what it says.
3. **Dementia and Communication-** 189 staff have viewedthe Teepa Snow DVD on the Art of Care Giving.This year, Kim will be using a booklet from the Alzheimer’s Society on Dementia and Communication (distributed) to reinforce what they have learned from Teepa.
4. **RFCC education is almost ready to go.** This will be mandatory for all staff as well.

**4.0 Template for Resident Story-** Kim shared a sample of what the project would look like. Would laminate and hang in residents’ rooms. Families would submit what they would like included on the paper. Kim would type it up for families to hang. A great source of information we may not already know about the resident as well as a conversation starter when reminiscing.

**5.0 Serving of warm drinks and meals-** will require a major change. Hot cart needs to be on the unit longer. Process solution needs to be found and needs to include input from nursing, dietary, residents and families. In meantime, RCMs need to ensure meals are re-heated.

**6.0 Distribution of agenda and minutes-** Kim has started sending the agenda and minutes out to families via email to hopefully generate more interest. They will also be sent to all units and departments.

**7.0 Naming our units-** Everyone like the idea of “GEMS”, Haley’s idea. Discussion to continue using the unit numbers as well to decrease confusion for visitors and residents. Need to ix the numbering system on the units and signage at the elevators to indicate direction to go for which room.

**8.0 Other discussions-**

1. **Next week’s meeting will be at January 17, 2pm in the 4th floor lounge. Main focus of that meeting will be to have RFCC an official committee and begin looking at a Terms of Reference and issues we want to address now that the education is set to go. Meeting times will also be discussed.**
2. **New Risk Management Framework discussed and role of residents and families to report any concerns to staff.**
3. **New website will be up and running soon.**

Respectfully Submitted,

Anya Teri