

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	September 18 ,2018	Meeting Time:	2:00
Chair:	Kim Wright (Director of Quality)	Meeting Location:	4th Floor lounge
Recorder:	Joanna Johnson (RCM)	Next Meeting Date:	TBD
Attendees:	Norma (4 th), Roisin (PT), Winnie (family-2 nd), Carole (family-2 nd), Julie (4 th), Emma (4 th), Jerry H (family-4 th), Brian B (family 3 rd), Elizabeth (6 th), Jaime (family-6 th), Violet (2 nd), Janet (family-6 th), Nancy (Family-5 th), Harry (5 th), Hilary (4 th), Colleen, Bur (4 th), Krista (Support Services Manager), Lauren (Dietitian), Amy (Rec), Kathy (Resident Services), Ken (DORC)		
Regrets:			

1.0 Welcome and introductions

2.0 Meeting minutes from June 26, 2018 distributed

3.0 Business Arising

3.1 Resident and Family Satisfaction Survey- we had a 24% return rate of the surveys, the tone of the survey was very positive.

3.1.1 Recreation leisure time survey (Amy): there will be an evaluation that has been developed regarding recreation activities. They will be at the front desk for residents to complete. There will also be volunteers to assist residents in completing the evaluation.

3.1.2 Meal Service (Lauren): discussed that there was a recent menu planning meeting in which approximately 20 residents participated in, and provided input into the meals. Lauren is working on improving/enhancing the overall dining experience. We will have smaller hot carts that will be kept on the units longer, so that meals will be plated when the resident arrives in the dining room.

3.1.3 Mentorship program: Looking at developing a mentorship program to ensure that new employees have a comprehensive orientation. There will be specific staff trained so that there is consistency with the training.

3.2 Kitchen Renovations – The mobile kitchen will be leaving the premises on September 25th. The new ovens are in place, and already being used. The remainder of the renovation should be wrapping up within the next few weeks.

3.3 Walkway to Garden improvement: the brick was taken out, and concrete poured to fix the problem.

3.4 Outdoor Swing: Kim is doing a risk assessment regarding the swing. There are still some issues that need to be fixed such as the ground surrounding the swing needs to be leveled out. There were some issues with the swing that not all wheelchairs will fit on the swing.

Action	Kim will put a link for the instructions on our Facebook page
---------------	---

- 3.5 Equipment rental: Ken discussed that residents who require the use of Saint Vincent's wheelchairs or walkers (as per Physiotherapist's recommendation) will be charged a nominal fee for the maintenance and upkeep of the equipment. The date will be announced in the beginning of 2019.
- 3.6 Over the Counter (OTC) medications: Ken discussed that there have been other LTC facilities such as Northwood and some of the GEM facilities that have started to put the regular OTC medications such as Tylenol or aspirin are being supplied by Lawtons in the PAC medication pouches. This is to assist in the safety and efficiency of the medication pass, as the current practice the RNs/LPN could be opening multiple vials of medication to complete one medication pass. There will be a letter going out to families in November regarding the change. There was some discussion whether this was against the Department of Health and Wellness mandate of what the LTC facilities are required to cover.

4.0 New Business

- 4.1 Quality Report (Quarter 1): Kim reviewed the Quality report, and the action plans to address the issues raised in the report. During the responsive behavior portion of the report several family members addressed issues of staff not wearing nametags, speaking different languages in front of residents, staff stating "I am doing this", rather than using a gentler approach.
- 4.2 Strategic Plan: Ken discussed the process of developing the Strategic Plan. It went to the Board of Directors last week for approval.

Action	Ken will bring it to the next RFCC meeting for discussion
---------------	---

- 4.3 Palliative Care Pathway Policy: Kim distributed the policy and asked for feedback on the policy. There was some discussion regarding to the process after a resident passes away, and the length of time when they leave Saint Vincent's.

Action	Kim will bring up the concern with the Palliative Care Committee
---------------	--

- 4.4 2018-2019 budget: We have been given the budget from Department of Health and Wellness for the upcoming year. There was only a 1% increase in the budget for this year.
- 4.5 Crafty Cronies Craft Show: Thank you Julie for reading the poster for the craft show which will be taking place on Oct 19th from 1-4pm and then again on October 20th from 1-4pm.
- 4.6 Fall Fair: The fall fair will be taking place on November 30th from 9am-1pm, there will be a new to you table, baking table etc. Donations can be dropped off two weeks prior to the sale due to limited space to store the items.

Respectfully Submitted,

Joanna Johnson