

Resident and Family Centred Care  
Advisory Group



MINUTES

<b>Meeting Date:</b>	May 28, 2019	<b>Meeting Time:</b>	2:00
<b>Chair:</b>	Kim (Director of Quality)	<b>Meeting Location:</b>	4 <sup>th</sup> Floor Lounge
<b>Recorder:</b>	Sara (Recreation Therapist)	<b>Next Meeting Date:</b>	TBA
<b>Attendees:</b>	Kim (Director of Quality), Amy (Recreation Therapist), Sara (Recreation Therapist), Kathy (Resident Services Coordinator), Hilary (Resident-4), Julie (Resident-4), Greg (Resident-4), Frank (Resident-4), Bobby (Resident-3), Norma (Resident-4), Bernie (Resident-4), Jean (Resident-6), Elda (Family-6), Peter (Family-6), Ray (Family-6), Roisin (PT Assistant), Helen (Resident-5), Gwen (Family-5), Brian (Family-3), Winnie (6), Winne (Family-2), Jenny (Resident-6), Sharon (Family-2), Carol (Family-2), John (Resident-4)		
<b>Regrets:</b>	Ken, Lauren		

1.0 Welcome and introductions

2.0 Meeting minutes from April 30, 2019 distributed

3.0 Additions to the agenda: None.

4.0 Business Arising

- 4.1 **OTC meds/Equipment rentals:** We currently do OTC medications from the med carts and SVNH covers the associated costs. Changing this is not a priority for us right now so we are removing this item from the agenda until next spring, tentatively. Saint Vincent's does not currently charge for equipment rentals but we are looking into charging a small fee in the future. This is not a priority at the moment and is being removed from the agenda as well.
- 4.2 **Ethics Committee Updates:** We are in the works of revamping the ethics model. We are going to be adding information about the ethics committee to the family handbook. We will also be putting educational information regarding ethics in the lobby next month.
- 4.3 **Webinar- Grief and Loss in Dementia:** There was a great turnout at the webinar. Input from the participants stated they wanted more information on communication in dementia. Kim, who is a Teepa Snow Educator, will be facilitating a session on communication in dementia in June. Suggestions for time/date are welcome – please contact Kim to let her know if you're interested in attending.
- 4.4 **Alzheimer's Walk Update:** We walked down Quinpool on May 3<sup>rd</sup>, it was a beautiful day and a big success! A total of \$672.00 was raised for the Alzheimer's Society. The walk was so enjoyable we are looking into starting a walking group on Friday afternoons during the warmer months.
- 4.5 **Windows in the solarium:** All windows in the building need to be cleaned but the windows in the solarium are a particular focus. Krista to follow up with this.

## 5.0 New Business

### 5.1 Strategic Plan discussion: Goals of the strategic plan were elaborated on.

- 5.1.1** 1. Residents and families are partners in care:
- Kathy to discuss RFCC Advisory Group upon admission and to add to admission handbook
  - We are looking to put a TV screen on each floor to relay information (like the one in the lobby)
  - We would like to spread the word about the RFCC Advisory Group via word of mouth and email to new and current family members
- 5.1.2** 2. Residents and families are the center of everything we do:
- Education for staff is key here. We are looking to revamp the hiring and orientation process and staff performance appraisals to ensure they are all resident and family-focused
- 5.1.3** 1. We provide safe and quality care:
- We have staff attending PIECES training this week, as well as PCWs/CCAs doing U-First training soon. We believe a big part of safe and quality care is education for staff
  - Dr. Rockwood will be doing a presentation on delirium
  - Kim is working on our quality improvement plan – there will be lots of changes to our nutrition services department
  - Next month we are looking at the PACE program with physio which involves safe transfers and mobility. Our staff injury rate during resident transfers is currently very low, great job staff!

## 6.0 Round Table:

- 6.1 Family is wondering why Goal #3 (safe and quality care) is not first on the list of goals. Family expressed disappointment in the order of the goals, even if they are all to be worked towards simultaneously. To keep everyone involved as much as possible, family input will be continue to be encouraged in this process.
- 6.2 Debbie MacDonald has started a peer support group once per month which family members are finding very helpful. Family members think it is important that new families of residents are provided information regarding this support group. In order to spread the word, Kathy will be including a flyer about the group in the admission package and explaining the group to new families.
- 6.3 The memorial service happened last week and it was a beautiful service.
- 6.4 A resident stated the care at Saint Vincent's is "The best care in the world!"
- 6.5 A family member inquired about the roof – they are currently replacing the cladding.
- 6.6 A family member inquired about having the recreation calendar online have a hyperlink to the menu for each week. Recreation is looking into this.
- 6.7 The time for the yard sale in June is currently set for 8am-11am. Families gave input that if it went into the afternoon (perhaps 9am-2pm) more family members (and community members) would be able to come. Kim to follow up with the time of the yard sale.
- 6.8 Recreation has switched up floors! From now on Sara will be on the 2<sup>nd</sup> and 4<sup>th</sup> floors, Amy will remain on 3<sup>rd</sup> floor, and Colleen is on 5<sup>th</sup> and 6<sup>th</sup> floors.

## 7.0 Next Meeting: TBA.

Respectfully Submitted,  
Sara Densmore