

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	October 29 th 2019	Meeting Time:	2:00
Chair:	Lauren Richardson (Dietitian)	Meeting Location:	Chapel
Recorder:	Ken Rehman Director of Resident Care	Next Meeting Date:	November 2019 TBD
Attendees:	Brian (Family) Residents: ,Bernie, Julie, Greg, Kim (Director of Quality); Krista (Manager of Nutrition and Environmental Services), Kathy M (Resident Services Coordinator); Amy (Recreation Therapy)		
Regrets:			

1.0 Welcome and introductions

2.0 Meeting minutes from September 24th 2019 distributed and approved.

3.0 Additions to the agenda: -Flu zone/season & Family Council

4.0 Business Arising

4.1 Windows in solarium – Have now been cleaned

4.2 Support Services updates

4.2.1 Crafty Cronie Christmas Sale– The Cronies made over \$600 and will be setting up a table at the fall fair with all proceeds going towards resident special events.

4.2.2 Annual Fall Fair- Amy announced that the fall fair will be on Friday November 29th from 9-1. There will not be a new to you table this year. Instead the focus will be on vendors renting tables, silent auctions, raffles and baked goods.

4.2.3 Resident’s Right and Responsibilities draft- Kim sent the draft out to family. It was reviewed at Residents Council and family are encouraged to send any comments to Kim or Ken,

5.0 New Business

5.1 Accreditation 2020- Resident/Family Quality of Life Survey- Resident satisfaction survey will be emailed through survey monkey this year as opposed to hard copies. Questions have not been changed and Residents and family are encouraged to fill it out- there will be support for residents who need it.

5.2 Quarter report reviewed. Items reviewed were as follows: Medication Management, Falls Management (injury rate, nightly hourly checks, safe guards in place), least restraint numbers (including positioning belts, half doors and alarms), use of chemical restraints to manage responsive behaviors (we are below national average). Infection

rate remains low, no outbreaks. Pressure injuries (numbers have been steady)- 3 units with no new injuries, staff are doing a great job. Government has also given extra funding for proper equipment including specialized booties and mattresses.

- 5.3 Cameras will be installed in the facility to improve security and safety. They will be located in the dining rooms, on either side of the halls and medication rooms. They will not be in any private areas. Recording lasts about 3 weeks. Funding for this project was specifically for information and technology.
- 5.4 Flu season is here and staff have been giving out vaccinations. Residents who are over the age of 65 are offered a higher dose. If families and staff are sick they are encouraged to stay home.
- 5.5 Hilary mentioned that she is unable to get into the lobby at night after being dropped off by access a bus. Kim said this would be addressed.
- 5.6 Family council- legislation requires the facility to have a family council. This meeting has been in replace of that until now, someone has requested a specific family council which is only open to family and loved ones. A call has been put out to talk about things that they may be concerned about. Date and time and location are posted in the elevators.
- 5.7 Church services were outlines including Remembrance Day service.
- 5.8 Screen in the lobby to be updated.

6.0 Roundtable Discussion

7.0 Next Meeting: November 2019

Respectfully Submitted,

Amy Parker