

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	November 26, 2019	Meeting Time:	2:00
Chair:	Lauren Richardson (Clinical Dietetic Manager)	Meeting Location:	chapel
Recorder:	Joanna Johnson (RCM)	Next Meeting Date:	Jan 28, 2020
Attendees:	Brian (Family-3); Julie (Resident-4); Bobby (Resident-3); Amy (Rec); Doris (Resident-6); Maureen (Resident-6); Kim (Director of Quality); Debbie (RCM); Kathy (Resident Services Coordinator); Ken (Director of Resident Care); Debbie (Chaplain); Marisa (Rec), Ingrid (Family-5)		
Regrets:			

1.0 Welcome and introductions

2.0 Meeting minutes from October 29, 2019 distributed

3.0 Additions to the agenda: 5.2 Survey; 5.3 Weekend Staffing

4.0 Business Arising

- 4.1 **Nutritional Services Update** Christmas meal will again be limited with the amount of tickets sold (max 4 per resident). The tickets are \$15 each, and can be bought from the Nutritional services department.
- 4.2 **Recreation Update:** full calendar for the month of December with the unit decorating, unit parties, farm animal petting zoo etc.
- 4.3 **Annual Fall Fair:** will be taking place on November 29th, posters throughout the building
- 4.4 **Resident Rights and Responsibilities draft:** Ken updated the document and will distribute the final copy
- 4.5 **Accreditation 2020:** we are ready to go, teams are already meeting to discuss what work needs to be completed
- 4.6 **Pastoral Care Updates:** Support group still meeting, however, the December meeting will be skipped and reconvened in January.
- 4.7 **Family Council:** this is part of the licensing request to have a family council. 1 family member showed up for the last meeting, will put up more posters to advertise the meeting. Families are apparently worried about retaliation if they say anything

5.0 New Business

- 5.1 **Disclosing if a resident is deceased or discharged- privacy issue?:** Technically it isn't a breach of confidentiality as we post it in the lobby when a resident passes away, and it is in the obituary. However, if a resident is transferred to another facility, we cannot mention that to family members.

5.2 **Family Survey:** Kim will be updating the family/resident survey to be completed ASAP. They will be located in the lobby at the front desk, as well as, on units.

5.3 **Staffing on Weekends:** Concerns regarding staffing on the weekends, when we leave on Friday it is fully staffed. We are going to be going to a 4th level worker on the weekend from an external agency. They will be like an aide, so can answer the callbells and do simple requests such as getting a glass of water for the resident, however, they can't do any care. They will be able to make beds, assist with feeding in the dining room (but not be the only staff in the dining room) etc. They will be here from 8-4 on the weekends, and the responsibility RN will decide where they are needed.

6.0 Round Table: no items discussed

7.0 Next Meeting: January 28, 2020

Respectfully Submitted,

Joanna Johnson