

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	September 24, 2019	Meeting Time:	2:00
Chair:	Lauren Richardson (Dietitian)	Meeting Location:	Chapel
Recorder:	Ken Rehman Director of Resident Care	Next Meeting Date:	October, 2019 TBD
Attendees:	Brian (Family); Ray (Family), Residents: Norma, Burr, Bernie, Jean, Julie, Greg, Hillary, Jenny, Shirley, Doreen. Kim (Director of Quality); Krista (Manager of Nutrition and Environmental Services), Kathy M (Resident Services Coordinator); Marissa (Recreation Therapy); Debbie (Chaplain); Rachael (Recreation Intern); John (Maintenance Manager) Guest: Jane Wortman (Office of the Ombudsman)		
Regrets:			

1.0 Welcome and introductions

2.0 Meeting minutes from June, 2019 distributed

3.0 Additions to the agenda:

4.0 Business Arising

4.1 Windows in solarium – Have now been cleaned

4.2 Support Services updates

4.2.1 Nutrition services – improvements to the meal service – meetings will be upcoming with residents, nursing staff and nutrition services staff.

4.2.2 Tuesday October 1, 2019 at 2pm in the 4th floor lounge, there will be a menu planning committee meeting – please come out and give us your input.

4.2.3 Thanksgiving turkey dinner will be on Monday Oct 14.

4.3 Recreation department updates

4.3.1 New staff changes since last meeting; Colleen and Sara have left Saint Vincent's and we have welcomed Marissa (Recreation Therapist), Victoria (Recreation Programmer), and Ashlyn (Recreation Programmer)

4.3.2 We have changed the schedule of activities to now cover 7 days per week with 3-4 evenings per week now having activities. One evening will be the Crafty Cronies with the other evenings currently have bingo, hymn sing and bowling. Please give your suggestions for other evening activities to Marissa or Amy.

4.3.3 It will soon be October so watch for your October recreation calendar

4.4 Pastoral Care updates

4.4.1 Kathy's last day with Saint Vincent's is this week.

- 4.4.2 Father Cosgrove has agreed to come back and perform Thanksgiving service for us.
- 4.4.3 Debbie is currently working on getting Christmas services covered.
- 4.4.4 Residents and family should expect that services may not be as regular depending on the ability to cover services.

5.0 New Business

- 5.1 Cronies sale is on October 18, 2019 from 9am to 1pm. There will be crafts and cards for sale.
 - 5.1.1 The Crafty Cronies have approved the purchase of a new laptop computer to run the message board in the front lobby.
- 5.2 Fall Fair will be on November 29th and will look a bit different this year. Look for an announcement for upcoming planning meetings.
- 5.3 Accreditation 2020 will happen in October of next year. Please watch for our resident and family satisfaction survey that will be out soon. We ask that you take part and give us your honest feedback.
- 5.4 Quality report – Kim reviewed the quarter 1 quality report – copies are in the lobby for review. The quarter 2 report will be out soon and will be presented at the next meeting.
- 5.5 Use of Recreational Cannabis policy – we are developing a recreational cannabis policy and are suggesting that it will state that if a resident wishes to use recreational cannabis that family will need to bring it in and take any remaining product out of the facility after use. Since we do not have locking cabinets for storage in rooms, we cannot allow in room storage. We also will not store the product in our medication rooms.
- 5.6 Strategic Plan – “Resident rights and Responsibilities” – we presented our draft document (attached) and ask for additions and feedback. Please provide feedback to Ken or Lauren.
- 5.7 Presentation by Jane Wortman, Office of the Ombudsman – the Office of the Ombudsman is an independent government office that assists with complaints about government or facilities funded by government (such as Saint Vincent’s).

6.0 Next Meeting: Late October, date to be determined

Respectfully Submitted,

Ken Rehman