

Resident and Family Centred Care  
Advisory Group



MINUTES

<b>Meeting Date:</b>	February 25, 2020	<b>Meeting Time:</b>	2:00
<b>Chair:</b>	Lauren Richardson (Clinical Dietetic Manager)	<b>Meeting Location:</b>	chapel
<b>Recorder:</b>	Joanna Johnson (RCM)	<b>Next Meeting Date:</b>	March 31, 2020
<b>Attendees:</b>	Brian (Family-3); Ray (Family-6); Gloria (Resident-6); Shirley (Resident-6); Muriel (Resident-6); Diane (Resident-4); Bobby (Resident-3); Amy (Rec); Taylor (rec Student); Frank (Resident-5); Hilary (Resident-4); Julie (Resident-4); Greg (Resident-4); Gloria (Resident-2); Robert (Resident-5); Debbie (Chaplain); Debbie (RCM); Ken (DORC); Norma (Resident-4); Bill (Resident-5); Beverley (Family-5)		
<b>Regrets:</b>	Kim, Krista		

1.0 Welcome and introductions

2.0 Meeting minutes from January 28, 2020 approved

3.0 Additions to the agenda: no items added

4.0 Business Arising

- 4.1 **Support Services updates:** There was a special meal for Valentines Day, and will be another special meal for St. Patrick’s Day. The Easter meal will consist of ham which is in mid April.
- 4.2 **Recreation Update:** On Valentine’s Day, there was a roving cart that passed treats to all the residents. On St. Patrick’s Day, Memory Lane will be playing some Irish songs for the residents. Welcome Taylor, who will be with the recreation department for the next 12 weeks. Amy’s maternity leave has been posted, and interviews will be conducted shortly. There is a full calendar for the month of March.
- 4.3 **Pastoral Care Update:** There will be a mass on Ash Wednesday at 1000. Check the recreation calendar for upcoming services. There has been some cancellations due to weather.
- 4.4 **Accreditation 2020:** Surveys are due at the end of the month. There will be more information coming.
- 4.5 **Ethics:** There was some information in the lobby regarding who the committee was, and what we do.
- 4.6 **QIP for meal service:** Lauren has been interviewing residents regarding the dining experience. So far she has completed 12 surveys with the goal of reaching 30-40 residents. In June the menu committee will meet to discuss the summer menu.

5.0 New Business

- 5.1 **Families eating in Dining Room:** Some of the feedback from the recent surveys with residents is that it is crowded in the dining rooms when family members are sitting at the table with their loved ones. It increases the volume in the dining rooms, which can create distractions

for some of the residents which increases the choking risk. In some of the smaller dining rooms, it also creates a tripping hazard for the staff and residents. If families want to come for meals then they can eat in the Windsor Room, or in the resident's room.

ACTION	Memo to be posted in elevators regarding same. If continues to be an issue, then RCMs to speak with individual family members.
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5.2 **Resident Care and Family Survey:** The surveys were given to family members and residents in December and January, only 45 were returned which is 32% feedback. Lauren reviewed some of the comments, and the projects which we have worked on and will be working on during the 2019-2020 year such as:

- 5.2.1 Continental breakfast
- 5.2.2 Education for Nutrition Services and Nursing for Dining Experience
- 5.2.3 Point Click Care Electronic Charting
- 5.2.4 Safe Resident Handling Program (PACE)
- 5.2.5 PIECES training
- 5.2.6 End of Life Pathway
- 5.2.7 More Evening Recreation Programs
- 5.2.8 VR program
- 5.2.9 Changing Resident Council format- more formal format- Bobby is now the co-chair with Hilary being the treasurer.

6.0 Round Table: no items discussed

7.0 Next Meeting: March 31, 2020

Respectfully Submitted,

Joanna Johnson