

Resident and Family Centred Care  
Advisory Group



MINUTES

<b>Meeting Date:</b>	May 27, 2021	<b>Meeting Time:</b>	2:00
<b>Chair:</b>	Lauren Richardson (Clinical Dietetic Manager)	<b>Meeting Location:</b>	Via Zoom
<b>Recorder:</b>	Joanna Johnson (RCM)	<b>Next Meeting Date:</b>	TBD
<b>Attendees:</b>	Ken (Director of Resident Care); Angela Berrette (Executive Director); Kim (Director of Quality and Education); Janie McKinnon (family member on 6 <sup>th</sup> floor); Debbie Coombs (RCM); Kathy MacDonald (Resident Service Coordinator); Richard (family member from 2 <sup>nd</sup> floor); Maureen(family member from 6 <sup>th</sup> floor); Julie (family member from 2 <sup>nd</sup> floor); Anya (RCM); Debbie M (chaplain); Nancy (family member from 4 <sup>th</sup> floor)		
<b>Regrets:</b>			

- 1.0 Welcome and introductions
- 2.0 Appointment of secretary: Joanna Johnson
- 3.0 Approval of Minutes of March 16, 2021- will distribute them with the May minutes
- 4.0 Business arising
  - 4.1 **Covid 19 Third Wave Update:** We are doing well, to date we haven't had any positive COVID results in the building. We have had a couple of close calls with staff who have tested positive, however, it was determined by Public Health that the facility was not at risk. All residents were offered the vaccine, some initially chose not to have the vaccine, and have since changed their mind. We have to wait until we have 10 residents who need/want the vaccine before we can order another vile. Debbie has been asking staff if they have received their COVID vaccine, our goal is 85%, and we are currently at 81% have received their vaccines. Kathy/Debbie continue to do the regular swabs every two weeks.
  - 4.2 **Resident/Family Quality Care Survey:** Some of the results of the survey was regarding improving the meal service and consistency with staff. The teams have already met to address the concerns, and develop plans to address them.
  - 4.3 **Capitol Projects:** some of the projects that are being worked on are:
    - 4.3.1 **5<sup>th</sup> floor bathrooms and med room**
    - 4.3.2 **Domestic Hot water project-** replaced 3 hot water tanks so the water temperature is now consistent
    - 4.3.3 **Humidifiers** were replaced
    - 4.3.4 **Entry doors/vestibule** have all been replaced
    - 4.3.5 **Parapet project** which will take approximately 6 weeks to finish
    - 4.3.6 **New furniture :** dressers, mattresses, dining room tables, bedside tables have all been ordered and are slowly being delivered to the nursing home

- 4.4 **Recreation/Pastoral Care updates:** Calendars continue to be posted on the units, as well as, the daily activities are written on the unit whiteboards. Some of the planned activities/programs/updates are:
- 4.4.1 Bus- the bus should arrive July/August time which can accommodate up to 10 residents for outings.
  - 4.4.2 Blueberry/strawberry socials
  - 4.4.3 Summer parties for each floor
  - 4.4.4 All floors have new Smart TVs
  - 4.4.5 Firepit was purchased for the facility, so there will be evening S'mores and singing by the fire
  - 4.4.6 The rec department has been approved for 2 summer students and 1 music therapy assistant
  - 4.4.7 Pastoral Care has been having hymn sings on the floors and 1:1 sessions with the residents
  - 4.4.8 A memorial service is currently in the works

#### 5.0 New Business

- 5.1 **Annual Quality Report :** Discussed the annual report which includes reducing the number of falls, and reducing the incidences of pressure injuries through the use of the new mattresses, pressure relieving equipment and also the use of a wound care specialist. There has also been the appropriate use of anti psychotics in the facility, staff are able to see the triggers and reduce them without the use of medications.
- 5.2 **Quality Improvement plan for Meal Service:** Some of the feedback from the survey was that the food isn't hot enough, not enough choices, supervision during meal times and that the meals are too close together. Lauren is going to meet with residents to get some more feedback with regards to the menu.
- 5.3 **Advanced Care Directives- New Format:** Ken discussed the new wording on the Advanced Care Directives which were developed by Care by Design to ensure standardization across the nursing homes. They will be updated on an annual basis, and the focus is on palliative rather than comfort. Some of the feedback, is that families are upset with the word "palliative" as they feel that the resident is dying. Some education regarding the difference between palliative and end of life is often discussed.
- 5.4 **OTC medication and PAC meds:** This item has been discussed for the last few years, and will take place effective September. It means that resident's who are on regular doses of Tylenol, Aspirin etc will have it with their other medications in the pouches. There is an additional fee from Lawtons, and letters will be going to families to give them more information regarding the cost. The reason is for efficiency during the medication pass.
- 6.0 Roundtable: The garden has not been weeded, advised will bring it up and have it taken care of.
- 7.0 Next Meeting: TBD

Respectfully Submitted,

Joanna Johnson