

Resident and Family Centred Care  
Advisory Group



MINUTES

<b>Meeting Date:</b>	January 24, 2022	<b>Meeting Time:</b>	1330
<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); James P (Director of Finance); Debbie C (RCM); Jannie (Accounts Payable); Mike M (Family member on 6); Julie D (family member on 2); Julie L (Resident on 4 <sup>th</sup> floor); Bobby D (resident on 3 <sup>rd</sup> floor); Hilary W (resident on 4 <sup>th</sup> floor); Amy P (recreation therapist); Kathy M (Resident Services Manager)		
<b>Regrets:</b>			

- 1.0 Welcome and introductions
- 2.0 Appointment of secretary: Joanna Johnson
- 3.0 Minutes from November 2021: distributed and approved as written

4.0 Business arising

**4.1 Covid 19 response:** We currently have an outbreak on the 2<sup>nd</sup> floor involving 13 residents who are currently residing in the COVID unit. Two of the residents have since recovered and are back in their original rooms, there will be 4 more recoveries later this week. The residents are doing well, only a couple are having mild symptoms of a cough or sore throat with one requiring oxygen to assist with low oxygen levels. Designated caregivers are able to visit, however, has to make an appointment with Kathy (at ext 113), as we are trying to limit the number of times the doors open for the COVID unit. Caregivers in the COVID unit will be expected to put on full PPE prior to entering the unit, and then remove it before leaving, use the hand sanitizer, and put on a new mask and shield to wear while walking to the elevator. Also due to the shortage of rapid tests, we will no longer be giving them out to designated caregivers, only staff. Thank you to all the family members who have provided praise and support during this difficult time, we very much appreciate it.

**4.2 Capitol Projects:** some of the projects that are being worked on are:

- 4.2.1 **Chiller:** the one on the room will be repaired in December, and the one on the main level will be replaced in the spring
- 4.2.2 **Storage Facility:** New 20x32 building will be built to replace the existing sheds on the north end of the building, the project should be finished by spring 2022.
- 4.2.3 **Booster Pumps-** will be put in boiler room to drive water up to the upper floors
- 4.2.4 **6<sup>th</sup> floor renovations:** Leadership team have met with the architects to review and provide feedback on the floor plans. This project will take up to 18 months for completion.

**4.3 Recreation/Pastoral Care updates:** Calendars continue to be posted on the units, as well as, the daily activities are written on the unit whiteboards. At the moment, there aren't any

global activities, just 1:1 activities with the residents. Three new Rec Assistants have been hired to assist with the visits (Jenna, Abby and Olivia). Rec is still doing Facetime or Zoom calls with residents/families; these can be booked at ext 119. Pastoral Care is going to one floor per day, and spending some one on one time with residents listening to hymns, or just chatting with the residents.

- 4.4 **Strategic Plan:** this was introduced at resident council. The plan assists us with goals and targets to integrate into our work. It will be posted throughout the building.
- 4.5 **Accreditation 2022:** This was to take place a couple of years ago, however, had to be deferred due to the pandemic. This is an independent process, whereby, Accreditation Canada have developed a set of standards for healthcare facilities that they will review and compare to how we are doing. They will want to speak with staff, residents and family members, so looking for volunteers. More information will be coming.

#### 5.0 New Business

- 5.1 **Quality Report:** Kim worked hard on gathering the data for this latest quality report. It is a good news story with our Pressure Injury rate has decreased. The quality report can be found on our website, and has been distributed to the units.
  - 5.2 **Resident/Family Quality Care Survey:** This was sent by e-mail and via Canada Post to all the SDMs to complete and return to us. We will also have some extra recreation assistants to go over the survey with residents.
  - 5.3 **Terms of Reference:** deferred
- 6.0 Roundtable: staffing Shortage: The Healthcare sector is experiencing a staffing shortage, and we are no different in this experience. We do have staff off who have tested positive with COVID, and we are constantly hiring new staff to fill some of our empty rotations. It is an ongoing concern and one that we are closely monitoring.
- 7.0 Next Meeting: TBD

Respectfully Submitted,

Joanna Johnson