

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	May 30, 2022	Meeting Time:	1330
Chair:	Lauren Richardson (Clinical Dietetic Manager)	Meeting Location:	Via Zoom
Recorder:	Nikita Rose (dietetic intern)	Next Meeting Date:	June - TBD
Attendees:	Ken (Director of Resident Care); Kim (Director of Quality and Operations); James P (Director of Finance); Debbie C (RCM, Infection Control Designate); Debbie Ross (family member of resident on 2) Deborah (Family member of resident on 2); Julie L (Resident on 4 th floor); Bobby D (resident on 3 rd floor); Hilary W (resident on 4 th floor); Amy P (recreation therapist); Debbie M (Chaplain), Taralee W (RCM), John M (Maintenance Manager)		
Regrets:	Angela Berrette (ED)		

- 1.0 Welcome and introductions
- 2.0 Appointment of secretary: Nikita Rose (dietetic Intern working with Lauren for the summer)
- 3.0 Additions to the agenda - none

3.0 Business arising

3.1 Covid 19 Response: We have had 37 residents who have tested positive since May 2. Currently all residents have recovered but two (who will be considered recovered as of the end of this week). There are no outstanding test results at present. All swabs have come back as negative. Our outbreak status cannot be declared over until mid-June (fingers crossed). Until that time, all residents should stay on their respective units. All dining rooms will be open as of tomorrow evening. All residents can go outside for an hour or so on the property with supervision. Any residents using the elevator should wear a mask until they are out of the building. At present, only designated caregivers are permitted on the units. Must wear full PPE if visiting residents on the 4th or 5th floor. **Please dispose of the PPE in the waste receptacles located by the elevators prior to leaving the unit.**

3.2 Capital Projects: We are renting a chiller for the summer season until ours can be replaced in the fall. New booster pumps will also be installed in the boiler room. Our new storage building has been completed, located on the north side of the building.

3.3 Recreation/Pastoral Care updates: Until our current outbreak is considered over, we are unable to facilitate programs. Currently providing one on one support to residents. Also focusing on taking residents out to the garden. Volunteers are also helping with this. In the summer, we will have three students (each working 35 hours per week). It is hoped that we will be able to have global programs once summer is here: bus rides, garden parties, etc. Pastoral care: again because of the current restrictions due to the Covid outbreak, we currently cannot have any

global spiritual programs or church services. We are currently working on our memorial service, which will once again be done virtually. Pastoral care also has journals available (donated to the facility) that families are welcome to pick up. These journals may be used to document a resident's family history, important events, etc.

3.4 Accreditation 2022: The surveyors were here April 18- 21, and we did very well! Of over 500 standards, all but 12 were met. We received Accreditation with Commendation.

4.0 New Business

4.1 Resident Care goals for 2022/23- We are looking at having specific goals for each department to work on over the coming year. Some of the areas we will be focusing on wound care and prevention, ensuring the necessary supports are in place for wound care, and the use of restraints. Nutrition Services - our dietetic intern will be looking into web-based programs or apps for use in meal service delivery.

4.2 Increasing family involvement/engagement – Attendance at this meeting has been low since we went virtual. Our recent resident and family satisfaction survey did not provide any insight on how to improve this (different time, different venue). Query whether all families are aware of this meeting? Perhaps send out letters (could be very labor intensive and potentially costly), phone calls, posting meeting times in elevators and putting on Facebook page, discuss at care conference meetings. Perhaps starting the facility newsletter again? We are also still looking for resident and family representation on other committees (Ethics, Palliative Care). Also discussed resuming support group meetings for families. Was led by Debbie MacDonald in the past. Perhaps to coordinate with Kathy MacDonald. Debbie stated that these meetings were well attended, and families found them very helpful. Will start up again once we are able to meet again in person.

5.0 Round table

Bobby inquired about staff moving from floor to floor (from Covid + floor to a floor that has been cleared) to visit or meet someone. Debbie C stated that staff should stay on their designated floor.

Hilary stated that she has family visiting from Chicago on June 20th. Asked whether they will be able to visit her? She will touch base with Debbie C re: same.

6.0 Next Meeting – Late June. Date TBD

Respectfully Submitted,
Nikita Rose (Dietetic Intern)