

Family Council Minutes

Meeting Date: June 25, 2015

Time: 6:30 – 8:15 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Guest Speakers: Jennifer Allen, Social Services Coordinator &
Aaron Orrell, Director of Environmental Services

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Eight members attended the meeting

(times are approximate)

6:30-6:45 pm

Welcome new and returning members.

Distribution of sign in sheet, agenda, May meeting minutes, May management responses.

6:45- 8:00 pm

Guest Speakers: Jennifer Allen & Aaron Orrell

-Aaron Orrell has worked in Environmental Services in long term care for seven years

-he is interested in infection control and has previously sat on an infection control committee

-introduced new vinyl laundry bags to replace leaky nylon bags to improve infection control during transportation of soiled laundry from neighbourhoods to basement laundry area (no laundry chutes in the building)

-retirement and long term care share the same laundry facilities which has lead to a capacity problem (three industrial washers and dryers)

-one laundry associate works for retirement and two work for long term care, they do 8 hour shifts

-estimated that 1800 lbs of laundry must be handled daily for long term care

-a member stated that many times there are no "bibs" at meal times for residents

-Aaron confirmed that this is an on-going problem, since the dietary aides aren't always getting them to the laundry in time

- there have been staffing concerns that exacerbated the existing issues, these are being dealt with
- building design and layout is flawed from the perspective of efficiency of handling laundry
- a member indicated that the power operator isn't working on the internal door that used to serve as an entrance for the doctor's patients from the parking area to the link
- a member suggested that all taps and faucets in resident washrooms be replaced with sensored "hands free" models
- members raised the issue of missing clothing and personal belongings
- there has been a lack of documentation of missing items, they are supposed to be logged by staff but there is currently only one log book on Tina's desk
- members are frustrated that clothing goes missing or ends up in the home's laundry even when families have signs in residents' rooms indicating that they do their loved one's laundry and provide hampers in the room
- it was discussed that the bathing area is where a lot of clothing and personal items end up lost or in the general laundry
- members feel that a lot of the problem stems from inconsistency of staff
- Aaron confirmed that there aren't any shelves or cabinets for staff to put residents' clothes or personal belongings in when they are removed prior to bathing
- members would like management to install shelving/cabinets for residents' belongings during bathing and perhaps a list of families who do laundry could be posted in the bathing area for staff to refer to, so laundry can be returned to hampers in residents' rooms
- members discussed taking pictures of residents' clothing, so staff could see a picture of the missing item which would make it easier to find
- a member stated that the call bell in a resident's room was broken
- another member indicated that a bed alarm was broken
- Aaron stated that the call bell is an issue for his maintenance department, but broken bed or chair alarms should be reported to the kinesiologist
- a member stated that a sliding bolt had been placed on a family member's closet door to keep "shoppers" out of the closet and felt that this was a good idea
- other members agreed and one member stated that they had requested this previously and been denied

- Aaron said that this was a recent initiative
- Deep cleaning of residents' room occurs approximately once a month
- movable furniture and beds are moved away from walls for cleaning and the floors are thoroughly mopped through out the room, including the closets
- mattresses are removed from the beds for disinfection of the bed frames and mattresses
- vents and light fixtures are cleaned
- housekeepers only clean furniture surfaces not interior
- a member asked about room painting and why it only occurs when some one vacates a room and never for the room of a long time resident
- Aaron stated that the home lacks an auditing system for maintenance and this is something that needs to be implemented to address many issues (painting, damaged furnishings, etc)

- Jennifer Allen has a Master of Social Work
- she has worked for many years in long term care
- she works 18 hours per week, every Wednesday and Friday and every other Tuesday
- her office is in the Wellness Centre, but she currently doesn't have a phone
- she would like to support new residents and families when they first arrive and be an ongoing source of support, liaison and advocacy
- her e-mail is jennifer.allen@schlegelvillages.com
- her door is always open

8:00 - 8:15 pm

Council Business (deferred to next meeting)

1. Review and approval of previous meeting minutes.
2. Updates arising from previous minutes
 - Quality improvement plan & CIHI data
3. Upcoming Guest speakers & suggestions
 - July meeting BSO team member & Restorative RN
 - August meeting Mike Schmidt (RQI review)
4. Committee Updates (if any)

5. Communications review (if any)

Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

b) MOHLTC inspections reports

-Resident Quality Inspection Report

c) MOHLTC response regarding funding questions

d) Suggestion Box

Members circle: sharing concerns and ideas and kudos

-Thank you to Aaron and Jennifer for attending our meeting and sharing some of your initiatives and great ideas.

-Kudos to the housekeepers who are friendly and helpful and do a great job cleaning the home.

-Thank you to Tina for all of your support.

-Thank you to Food Services for the wonderful goodies for our meeting.

Issues for Management

1. Please could cabinets/shelves be installed in the tub room, so residents clothes and personal belongings can be stored safely while they are being bathed.
2. Please could a list of residents whose family members do their laundry be posted in the tub room, so clothing can be returned to hampers in their rooms and not enter the general laundry.
3. Please could the lost and found clothing cart be brought upstairs to the main floor LTC each Thursday, Friday, Saturday (as was done previously)
4. Please could a log book for lost items be placed at the nursing station in each neighbourhood.
5. Please could management consider installing sliding bolts on additional residents' closet doors to deter "shoppers" (perhaps this could be in consultation with individual residents and family members)
6. Please could management arrange for Jennifer Allen to have a phone and forward the number to Family Council.