

Family Council Minutes

Meeting Date: April 24, 2014

Time: 6:30 – 9:00 pm

Location: Riverside Glen Long Term Care Library

Chairperson: Siobhan Bulmer

Secretary: A member volunteered

Twelve members attended the meeting

(times are approximate)

6:30-6:45 pm

1. Welcomed new and returning members.
2. Distributed sign in sheet, agenda and March meeting minutes.

6:45-7:45 pm

Council Business

3. Review and approval of previous meeting minutes.
 - March meeting minutes reviewed and approved
4. Updates arising from previous minutes.
 - a) Family Surveys on LTC home quality of life
 - Distributed “InterRAI Family Surveys on Nursing Home Quality of Life”
 - Members completed surveys
 - surveys available for members unable to attend meeting (see Siobhan for surveys)
 - Results will be tabulated for review at next meeting
 - b) Discussion of MOHLTC inspections summary (two new reports)
 - (i) members discussed concerns
 - not documenting return from hospital
 - documentation generally very poor for everything
 - wounds/skin problems should be better cared for

- POA's should be told when a problem is starting, not left until requires hospital care/emergency visit
- needs to be more communication from staff to POAs
- no one ever gets updates from staff other than calls about falls or medication errors or emergencies
- should be more emphasis on prevention
- lack of reporting illness to WDGPH
- not protecting residents and vulnerable visitors from exposure to disease
- facility outbreak would close Doctor's office... hiding disease so doctor can still be open?
- doctor's office creating conflict of interest
- (ii) discussed MOHLTC procedures when violations found
 - consequences for home
 - reviewed different terms in reports... WN, CO, VPC, etc
 - chair to follow up regarding POAs obtaining full copy of inspection reports
- c) Special events for residents
 - May 12, 1:15 pm: Musical entertainment & Baker's Dozen
 - Overtones performance TBA (member following up)
- d) Upcoming Guest speakers
 - Guelph Fire Dept at next meeting May 29
 - residents to be invited to hear presentation
 - Invite new LTC manager and Ted Mahy to June meeting (chair to follow up)

7:45-8:30 pm

Committee Updates (if any)

5. Working group report

a) update from City of Guelph

- reviewed/explained zoning and official plan applications submitted by Schlegels to city of Guelph
- decision by council some time in June or July
- still time to submit letters, concerns to city

-possible meeting in May TBA

b) member discussion

- final report from Dr. Velji.... where is a copy for Family Council, as promised by Paul Brown? (chair to follow up)
- Health Centre space should be for LTC residents only
- College Campus should close
- spaces should be used for LTC resident benefit
- document of options created and approved unanimously

Communications review (if any)

6. Riverside Glen management and other agencies.

a) Concerns Report: Responses from management

- report reviewed
- many responses require follow up

b) Memo from Paul Brown regarding management changes

- memo distributed and discussed

c) MOHLTC

- Resident Quality Inspection is being done at Riverside Glen

8:30-9:00 pm

Members circle: sharing concerns and ideas and kudos.

- concerns regarding Measles (chair to follow up with WDGPH)
- lost laundry cart still not being brought upstairs, despite management promise... supposed to be weekly
- if a resident changes rooms, then clothes need to be relabelled
- new families not getting LTC resident handbook during/after admission of resident
- not everyone getting care conferences (admission or annual), often only with neighbourhood coordinator
- residents not always getting all medications
- members have noticed wrong medications, missing medications, missed doses
- agency and part-time staff don't know residents and rely on competent

- residents and family members to help with identification
- POAs not being consulted/informed regarding medication changes
 - Tamiflu given to all Eramosa residents during Influenza B outbreak in March ... POAs told afterwards... is this right?
 - divider curtain in semi-private rooms not being laundered, some are very dirty, need monthly laundering or more frequently if soiled
 - management says rooms deep cleaned monthly..... what is involved in this deep cleaning?
 - college students studying in cafe and library and parking in main LTC parking lot.... disruptive to the residents and their visitors, disrespectful, displacing residents and their families and visitors
 - LTC staff know students shouldn't be there but don't tell them to leave unless family members or residents say something..... this is the residents' home... Conestoga doesn't respect their home.... not a college campus.... (chair to follow up with Pat Bowers at Conestoga)
 - Mapleton area: soiled sheets not laundered, residents often soiled and urine-soaked, residents left in hospital gowns or night clothes all day
 - all areas: no hand towels in resident bathrooms, no spare face cloths or peri cloths, bed linens only laundered on residents' bath days
 - men's electric shavers are being used for other residents.... this shouldn't be allowed... not hygienic
 - residents constantly unattended in area lounges
 - float PSW not coming to help feed residents in Arthur area during dinner

Thank you:

Tina for all of your work supporting Family Council

Management Team for allowing us to use the LTC gym for our meeting

Food Services for providing beverages and snacks for our meeting

Ted Mahy for helping to arrange the upcoming entertainment on May 12

We would like to wish the departing members of the management team all the best for the future.

We look forward to meeting the new management team and working with them in the near future.