

Family Council Agenda (Notes/Draft Minutes)

Meeting Date: February 27, 2014

Time: 6:30 – 8:30 pm

Location: Riverside Glen Long Term Care Library

Chairperson: Siobhan Bulmer

-A member volunteered to act as secretary

-Thirteen members attended this meeting

(times are approximate)

6:30-7:00 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet, agenda and January meeting minutes
3. Guest Speakers:
 - Susan Carey, President, Residents' Council
 - James Artuso, Vice President, Residents' Council

(Susan Carey was unable to attend)

-call bells are not answered for up to 45 minutes

-in some neighbourhoods lights on call bells work, but there is no chime

-staff go on breaks at busy times, leaving residents in the middle of unfinished care or waiting too long for care and toileting

-some staff go on breaks within an hour of arriving for their shift

-staff leave the premises for breaks

-breaks should be better planned and coordinated

-some staff speak rudely, disrespectfully to residents

-staff work harder, act better when Family members and visitors are in the neighbourhoods

-Fridays and weekends staff are often part-time or agency and care suffers due to lack of knowledge of residents' needs and lower staff competency

-residents who are diabetic don't get special diets, they are given regular diet and told to "eat half"

-too much juice and sweet desserts, more fruit should be served to residents

-residents who are supposed to have "special diets" get the same as everyone else

-not enough staff to feed residents who need help

- competent residents feel they have to patrol the lounge where most residents are left unattended and they try to find staff when incidents occur
- when residents try to advocate for each other, they are often dismissed or ignored by staff
- families should consider physical restraints for residents at risk of falls to protect them from injury
- Jim's door is “always open”

7:00-7:15 pm

Council Business

5. Review and approval of previous meeting minutes.

- minutes reviewed and approved

6. Updates arising from previous minutes.

- Conestoga college newsletters to be issued monthly
- Family Council website now available, content discussed

(a) Resident Quality of Life Surveys

- surveys distributed to members
- survey content reviewed
- membership would like data generated by surveys
 - How many residents did surveys?
 - Results of each survey question
 - Break down of results by neighbourhood

(b) Discussion of MOHLTC inspections summary

- many areas of concern from reports
- many “compliance orders”
- discussed Care Conferences: 6 weeks after admission, then at least annually, should be with “multidisciplinary team” not just Neighbourhood coordinator
- discussed care plans, POA's should ask to see care plans, especially prior to care conferences or if resident's condition changes
- discussed resident on resident abuse
- discussed special diets/menus, lack of tracking intake of food and fluids
- discussed concerns with lack of isolation of sick residents, lack of reporting

to public health, poor infection control, exposing visitors, residents, staff
-discussed lack of sufficient staff to meet care needs

(c) Ideas for fund-raising and/or special events for residents
-various members to follow up with local groups to entertain for LTC residents

7:15-7:30 pm

Committee Updates (if any)

8. Working group report

(a) Paradigm Traffic report to City of Guelph

-now on city website and posted on Family Council website

-many issues of concern in report

(b) Freedom of information documents

-discussion of documents received and concerns raised by members

Communications review (if any)

9. Riverside Glen management and other agencies.

(a) LTC Resident Handbooks

-distributed to members

-recommend to management that all residents or POA's be given this handbook (chair to follow-up)

(b) Concerns Report: responses from RSG Management

-all concerns and responses reviewed

-discussed follow-up to responses and new concerns

(c) Infection Control protocols

-to be reviewed and discussed at next meeting

(d) CARF accreditation

-to be reviewed and discussed at next meeting

(e) Health Centre and College “review” meetings letter & CV

- letter received this morning (Feb 27)
- some members phoned yesterday (Feb 26), some not
- members will try to rearrange schedules to attend
- some cannot attend (working, family commitments, away)
- timing inconvenient (March break, mid-day)
- why no evening sessions?
- what is the purpose of these meetings/review?
- is this the meeting city of Guelph wanted?
- why closed doors?
- why small groups?
- some were told by Meghan that Family Council meeting reviewer at 9:30 am, March 14 but nothing in letter, Chairperson not told/consulted
- Residents' Council president not told/consulted, information provided by Family Council chair this morning, members appalled
- residents and families not a priority for Schlegels.....Doctor and College come first
- Chair to follow up with management and city regarding questions and concerns

7:30-8:00 pm

Members circle: sharing concerns and ideas and kudos.

- lack of towels, face cloths, peri cloths in Neighbourhoods, hand towels only appear when ministry inspectors on site
- some toileting requests ignored or resident told to wait for an hour or more
- new clothing items sometimes “disappear” prior to labelling, concerns with theft
- when and where does lost and found laundry cart come upstairs? Need to inform families and residents, do it more frequently
- RPNs and PSWs doing double shifts, concerns for care and safety of residents with overtired staff
- Overeaters Anonymous using second floor “plant room” for meetings, members very concerned/shocked that strangers using rooms in resident area, unsupervised, unchecked

- insufficient staff feeding residents; recreation and float PSW not appearing during meal times to help, families cannot always be there to help
- parking: LTC lot is always full/overflowing, staff are parking in LTC and front retirement lots 24/7 displacing visitors, rear lot is treacherous with ice and snow and too far for some to walk, pathway to building from rear visitor parking impassable
- is resident on resident abuse being reported to MOHLTC?
- Surveys for Families about RSG, no one has done one, members would like to do surveys

Kudos: To Residents who try to advocate for and protect residents who cannot do this themselves.

Thank you: Becky and food services for providing and delivering refreshments for our meeting.

Thank you: Tina for your support with distributing and copying documents and the Family Council meeting poster and setting up our meeting room for us.

Thank you: Riverside Glen management for allowing us to use the Fitness Room/Gym for our meeting and providing us with requested documents.