

## Family Council Minutes

Meeting Date: January 29, 2015

Time: 6:30 – 8:00 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Five members attended the meeting

Guest Speakers: Ruth Auber, DOC & Bryce McBain, GM

Topic: Palliative Care at Riverside Glen LTC Home

(times are approximate)

6:30-6:45 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet, agenda, November meeting minutes, management responses to November minutes and sympathy cards

6:45-7:30 pm

Guest Speakers: Ruth Auber & Bryce McBain

-implementation of a new palliative care program for Schlegel Villages is starting with Riverside Glen

-A new palliative care committee with staff, residents and family members, meets monthly

-residents who are palliative are identified using assessment tools available to doctors and nursing staff

-the palliative resident's room is supplied with a cart containing comfort items for the family and literature

-a butterfly is placed on the resident's door

-pain and other symptoms are managed with medication, oxygen, air flow mattress, etc

-a cot is available for family members and placed in the resident's room

-meals and refreshments are provided to the family

-one palliative trained staff is available on each shift, they have a butterfly on their name tag

-volunteers from Hospice Wellington and Palliative nurses from the LHIN

are available for support

- when a resident dies the home must notify CCAC
- the home has 5 days before a new resident will move in
- the family have 2-3 days to empty the room, then it is redecorated and there is a room blessing for staff

-members are interested in more information about the palliative care program

-Ruth will share the assessment tool, new policy and other information for Family Council to review

-a palliative care handbook would be helpful for residents and families

-point of care tablets have been purchased and will be introduced into one neighbourhood at a time, so care staff can do residents' flow sheets electronically

-this is to be implemented soon

-the "Health Centre" is now the "Wellness Centre"

-It is being used by visiting Dentists, Ophthalmologists and Audiologists for resident care.

-A registered massage therapist may be also use the centre to provide residents care in the near future

-no definite plans for the centre's use, Ruth would like it to be a palliative care suite, especially for residents who share a room

-members are supportive of this idea, it would give the resident and their family privacy during a difficult time

-the most recent outbreak lasted 31 days

-24 residents have died since Christmas

-it has been very stressful for residents, families and staff

-Bryce is the new General Manager

-now there is an assistant GM in retirement, Deb Kuipers

-Bryce handed out the 2015 Operational Action Plan for Riverside Glen (members can review this and ask Bryce or Mike questions at any time)

-the themes are to promote joy, autonomy and connectedness

- Management want to collaborate with Family Council
- mirrors are now installed at blind corners
- a hard top gazebo has now been placed beside the main entrance for use by smoking residents
- the new Family Council brochure that members helped revise will be shared with the council
- the new Family Satisfaction survey that members helped revise will be shared with the council
- management are working with staff to restore morale and collaboration
  
- members raised concerns about lack of sufficient staff for feeding residents, many more require help
- management are considering eliminating “float” staff and dedicating all staff to a particular neighbourhood
- members raised concerns about staff's lack of ability to answer their questions
- the management is aware of this problem and is trying to change this, so any one can answer questions or find someone who can
- members raised concerns about incidents of resident abuse
  
- Members thanked Ruth and Bryce for attending our meeting

7:30 - 8:00 pm

#### Council Business

3. November meeting minutes reviewed and approved

4. a) Updates arising from previous minutes

b) Upcoming Guest speakers & suggestions

-February speaker: Mike Schmidt, LTC funding

#### Committee Updates (if any)

5. Working group report

a) update from City of Guelph

-March 9 tentative date for decision by Guelph Council

Communications review (if any)

6. Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

-staffing plans

-financial report 2011

b) MOHLTC inspections reports and summary

-six more from November 2014

-two more from December 2014

-total of 31 inspections during 2014

-members very concerned about report of resident with increasing behaviours not being addressed (where are the BSO team?) and resident self medication, both dangerous to resident safety

c) College of Physicians and Surgeons

-update regarding status of complaint

-review of documentation was December 12, 2014

-Dr. Spadafora relocated his practice

d) Suggestion Box

-please could Riverside Glen keep the path around the gazebo and pond clear of snow and ice, so it is safe for residents to use, especially those with wheelchairs/walkers.

-Many like use this path get outside into the fresh air.

Members circle: sharing concerns and ideas and kudos

-everyone is shocked and saddened at the passing of Sue Carey

-MOHLTC reports keep finding the same problems

-implementation of Point of Care tablets should happen ASAP

Thank you to Tina for your support of Family Council

Thank you to food services for the drinks and snacks

Thank you to Ruth and Bryce for attending our meeting

## Issues for Management Response

1. Please provide Family Council with printed and electronic versions:
  - Copies of the revised Family Council brochure
  - Copies of the new Family Satisfaction Survey
  - Copies of the new Palliative Care Policy
  - Copies of the palliative assessment tool
  - Copies of any Palliative Care Handbook that is created
  - a list of the Palliative care cart contents
  
2. Operations Action Plan for 2015, please provide definitions/explanations:
  - RH
  - NC
  - LT
  - Student Co-op program
  - MP
  - BPR
  - PE
  - RC
  - KIN
  - MCF
  - MCF renovations (where is this and what is this?)
  - classrooms
  - country kitchens
  
3. Members are concerned that the BSO team are not being used to update care plans and/or develop strategies to cope with residents with difficult behaviours.
  
4. Members are concerned that nursing staff are not adequately supervising resident medication administration, so the resident may not be consuming their medication or others may have the opportunity to consume medication that is not theirs.
  
5. Please respond to item 6 d) Suggestion Box