

Family Council Minutes

Meeting Date: July 31, 2014

Time: 6:30 – 8:00 pm

Location: Riverside Glen Long Term Care Library

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Seven members attended the meeting

6:30-6:45 pm

1. Welcomed new and returning members.
2. Distribution of sign in sheet, agenda and May & June meeting minutes

6:45-7:30 pm

Council Business

3. Review and approval of previous meeting minutes.
 - May minutes reviewed and approved
 - June minutes reviewed, amended and approved
4. Updates arising from previous minutes.
 - a) Documents of interest
 - New MOHLTC rate increases for long term care accommodation effective September 1, 2014
 - Review of Fire Safety Plan:
 - members are concerned that numbers of retirement & LTC staff listed in the plan is greater than the actual numbers on site, particularly during the night shift
 - Review of Critical incident reporting policy/definitions
 - members concerned that the home is not reporting all of the critical incidents that are occurring
 - members discussed their role in reporting of abuse and critical incidents
 - Review of Missing resident protocol
 - members shared past incidents when a resident fled the

home and was recovered off the Riverside Glen property and the family member was not informed by the home.... they found out from others and had to question the staff, who then confirmed the incident.

-members are very concerned about the most recent episode of resident “elopement” since it occurred just outside the front doors while the resident was returning from an outing and was supposed to be under the supervision of four staff members.

-the resident was recovered by city police at a great distance from the home

-members trust that staff will look after their loved one on an outing, this trust is now broken

-how did this happen and what will be done to prevent this in the future?

b) Upcoming Guest speakers & suggestions

-August 28: Waterloo Wellington LHIN: Jacqui Tam

-September 25: Kate MacDonald resident/family satisfaction surveys (members would like copies of the surveys two weeks prior to the presentation, so they can review them before the meeting)

Committee Updates (if any)

5. Working group report

a) update from City of Guelph

-August 28 the staff report regarding the Schlegel application will be available to the public for review

-September 8 at 7 pm, Guelph City Council will make their decision regarding the Schlegel application

-The September 8th meeting is open to the public and will be held in the council chambers at City Hall

-Any one wishing to register as a delegate to speak must register with the city Clerk's office

Communications review (if any)

6. Riverside Glen management and other agencies.

a) Communications from management

Responses to May 2014 concerns (member review)

- Magnetic boards for residents' seating in dining room have not appeared

- Members are concerned that former agreements with MOHLTC and WDGPH regarding Conestoga students presence in resident common areas are now being breached
- students were only to be in these areas when involved with residents for prescribed activities and now they are seen helping themselves to coffee and using the cafe while not with any residents

- names and pictures of key management staff have not been posted

Management responses to Chairperson's concerns re: no longer able to post Family Council meeting poster on front doors of LTC entrance (member review)

- very disappointing to members, seems petty

- people forget about the bulletin board and rely on the door posters as a reminder.

b) MOHLTC inspections reports and summary

- eight more reports including Resident Quality Inspection

- members reviewed all reports and summary

- most troubling is the finding that a staff member did not have a recent Vulnerable Sector Screening check, Criminal Reference Check or a signed declaration regarding criminal conviction..... this is a breach of trust between the home and the residents and families.... how can families and residents know whether this is being done or not.... how can they be assured that **every** employee has been checked.... will every employee record now undergo a review

- privacy curtains are still soiled, dirty and unwashed.... when will this be done

7:30 -8:00 pm

Members circle: sharing concerns and ideas and kudos.

-Chair's father is now in another home, how would council like to proceed?

-status quo until next meeting

-Residents who go outside independently are not getting assistance applying sunscreen to protect themselves on sunny days.... some are now burned

-A resident who requires assistance to go in and out of the home for “fresh air” has been left alone outside for extended periods of time and found in a distressed state, on several occasions, by family members and other visitors, who have assisted the resident in re-entering the home. Such residents need a portable call bell they can ring for assistance if left unattended.... how will this be addressed?

-Despite family member requests, the majority of residents are not being taken outside during the nice weather... even for five minutes.... in the secure gardens, patio or main entrance area

-Eramosa had insufficient cups for tea or coffee at dinner time (on the night of the meeting)

-All areas seem to have cups and glasses that are dirty or improperly washed, there continues to be a problem with the dish washing

-Cigarette butts continue to be a problem at the front entry and parking area

-The promised butt stops have not arrived, when will this happen?

-The “Erin Chicken Coop” is adding little to the quality of life for most residents.... it seems to be “hype” not substance..... resident care needs improvement and staff should not be spending part of their shift caring for chickens when the residents need them

-There is a rumour that a pig is coming to the home next, is this the case?

-Puslinch residents can pull call bells, where as most residents in the other areas cannot

-residents needs are the same or greater in other neighbourhoods..... care staff should be increased in all areas of the home, not just Puslinch and not just because the MOHLTC ordered it

-Family Council feel that Residents' Council should be treated equally and respectfully by management

-Family Council strongly recommend that management immediately provide Residents' Council with a bulletin board that is accessible and in a central location and highly visible area

Thank you to Tina for printing, posting and distributing our posters, minutes and agendas and organizing our meeting room.

Thank you Meagan from Recreation for talking to Food Services and getting a few beverages and snacks for our last meeting.

Kudos to Environmental Services for introducing a system of dedicating staff to individual neighbourhoods.