

## Family Council Minutes (as amended)

Meeting Date: June 26, 2014

Time: 6:30 – 8:45 pm

Location: Riverside Glen Long Term Care Library

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Fourteen members attended the meeting

Guest Speakers:

Brad Lawrence (General Manager)

Kate MacDonald (Assistant General Manager)

Ted Mahy (Director of Recreation)

(times are approximate)

6:30-6:45 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet and agenda

6:45-8:30 pm

Guest Speakers

-Our guests were previously given a list of all outstanding concerns from August 2013 to the present.

-this list was reviewed

-members also asked questions, raised other concerns and commented on the various responses from the management

-Agency use continues to be a concern

-management stated that 19 new staff have been hired in an attempt to address this

-goal is zero agency use

-Kate provided a graph to illustrate the decreasing use of agency staff since March 2014 to the present

-members are concerned that the home is understaffed

-many people need the help of two PSWs, so when one is on a break, then 31 people are left unattended

- people are left unsupervised, some are crying, some are falling, there are more accidents/incidents among residents
- management says it is due to lack of funding and explained different envelopes of funding are for different uses (care staff, food, administration, maintenance, etc)
- Amendment:** management wanted to convey that there is a finite amount of money available through the funding model and they are charged with utilizing it where they feel it is best served.
- residents are now entering the home in a much more medically fragile state and require more care, but the funds from MOHLTC aren't enough to provide extra care required
- a member asked what envelope the Neighbourhood Coordinators are funded from and management replied .... from Care Staff Funds
- Amendment:** Neighbourhood Coordinator wages come out of the nursing envelope (there are three envelopes: Nursing, Program and Services and Accommodation).
- members expressed that they would rather have more PSWs who actually provide care and get rid of Neighbourhood coordinators, who provide no care
- other homes have more care staff, provide better care and don't have neighbourhood coordinators
- management stated that change at this home was unlikely, since this is the Schlegel model
- regarding foreign objects found in residents' food, there is no protocol in place to deal with these incidents, so no policy document is available
- The Village Advisory Team (VAT) is a group comprised of staff, residents and family members from retirement and long term care.
- the VAT role is to develop “aspirational” statements, such as those found on t-shirts worn by team members (flexible dining, cross functional teams, etc)
- the VAT's new aspirational goals will be centred on “Research” and new members will be selected to join the group
- Amendment:** VAT the role is not to develop the Aspirational Statements, they choose the Aspirations that they feel would be beneficial for the village to work on. We have a choice of eight Aspirational Statements to choose from.
- tours of the Health Centre and Conestoga classrooms will be arranged by management

- many members are interested in a group tour
- Our next meeting is July 31, a tour at 6:45 pm would be convenient
- please could management arrange this and confirm with the chairperson
- use of the Long Term Care home for the Christmas Bazaar was discussed
- concerns raised involved infection control and privacy issues (particularly for Puslinch residents) that were evident during the 2013 Bazaar
- management promised to improve infection control enforcement for visitors
- they will consider having escorts for visitors to prevent them from congregating in the Puslinch residents' hallways
- they will consider not using the Puslinch hallway as a thoroughfare and have visitors move from retirement to LTC via the outdoors
- cigarette butts littering the main parking area and entrance for Long Term Care continue to be problematic
- butts need to be cleaned up regularly and “ashtrays” returned
- management have ordered two “Butt Stops” to be installed outside long term care
- members stated that it isn't just a few residents smoking that is causing the problem, it is staff as well
- residents and families would like more information during outbreaks and have previously requested signs in the retirement and long term care sections outlining the type of outbreak and areas affected
- management will consider more detailed signs, to be posted on doors between retirement and LTC areas.
- residents' requests for toileting are not always responded to by staff, some will not toilet some one during meals, the resident is left to urinate or defecate in their brief
- others will only toilet residents according to their “schedule” and requests and call bells are ignored for over an hour
- management will investigate these concerns and encourage staff to toilet residents when needed
- a member suggested that staff need shirts with “flexible toileting” printed on them
- members have an on-going concern about the uneven distribution of recreation staff, the disparity of resident inclusion in activities and the lack of activities for men.
- management explained that Erin & Puslinch share recreation staff and get 30

hours of staff time per week, the other areas get 37.5 hours

- management say if a resident refuses to participate, staff don't try to force them to go

- members are concerned that many residents with dementia may enjoy the activities, but don't understand what is being offered, so say no

- some residents get to go to everything, while others are always left behind

- Ted said that men's activities have been tried, but they are very quiet and not always considered successful

- members suggested sports nights, pub nights, more musical entertainment, more physical games with beach balls, parachutes, bean bags, etc (there were more physical activities a year ago, now they seem to have disappeared)

- members would like recreation staff to get residents outside in the nice weather... even the areas with secure gardens, rarely let the residents out

- even just 5-10 minutes outside would be appreciated

- members would like to know what their family member participates in

- Ted stated that every recreation staff member makes up a chart for each resident and families can ask to see this monthly chart

- members are concerned about over-tired care staff that do double shifts

- management state that they are trying to avoid this, but some staff do split shifts, others work at another home for a shift and then come to work at Riverside Glen, this is out of management's control

- all areas need more staff to help with feeding residents at meal times

- management stated that they have adopted an "all hands on deck" policy and are encouraging all staff and management to help at meal times

- members do not feel that this is happening in all home areas, Arthur area seems to be better

- members asked for an explanation of what a "deep cleaning" of a resident's room involves

- this deep cleaning is a Public Health necessity and should be done when a resident vacates a room and before a new resident moves in

- management stated that it is a very involved process, but it hasn't been done well at Riverside Glen and a new protocol is being developed in conjunction with the cleaning staff and will be overseen by the new director of Environmental Services, when he starts in mid July.

- management added that new furniture has been ordered for the Nichol area.

- members stated that chairs and couches in the lounges are often dirty, and

- glasses and mugs are often greasy or sticky or appear unwashed
- management promised to follow up with these concerns
  - members are concerned that some residents have not been weighed for a few months due to a broken weigh scale
  - management says the parts are on order, but staff should still be using other scales that are in working order to weigh residents
  - members are concerned that the dining room seating plan is not reliable and often changes, so should not be used as a back up plan for resident identification during medication passes
  - management stated that new magnetic boards have been ordered for each area and each resident will be identified on a magnet that can be moved according to their place at each meal
  - members have on-going concerns with the lack of way finding signs in the home
  - new visitors and emergency personnel have difficulty finding residents' rooms and home areas, particularly on evenings and weekends when there is no one at the front desk
  - management are looking into signage for the home
  - Family members and residents will be asked to help with input into Resident and Family Surveys, interested members should follow up with chairperson
- Amy Brasil has resigned and leaves on July 25<sup>th</sup>
- Ruth Auber will be interim Director of Care until a replacement is found
- Aaron Orrell is the new Director of Environmental Services as of July 14<sup>th</sup>

8:30 – 8:45pm

#### Council Business

3. Review and approval of previous meeting minutes.
  - deferred to July meeting

4. Updates arising from previous minutes.
  - a) Special events for residents: Ideas???
  - deferred to July meeting

- b) Upcoming Guest speakers & suggestions

-August 28: Waterloo Wellington LHIN: Jacqui Tam

## Committee Updates (if any)

### 5. Working group report

#### a) update from City of Guelph

- July 14<sup>th</sup> decision postponed to August council meeting, date to be announced
- new Schlegel proposal submitted to city of Guelph planning department
- the new proposal creates a new lane way with parking on both sides that will start at the west edge of the front retirement parking lot and continue around the west side of retirement and long term care to join the emergency lane way at the north end of the building
- the doctor's office would move to an addition to the atrium between long term care and retirement on the main floor
- Conestoga students and Health Centre patients would enter through a new main floor entrance, created by the atrium addition.
- on July 9<sup>th</sup> a group of consultants will be on site to stake out the edge of the wet land on the west of the property and examine the feasibility of this alternative proposal
- Schlegels still require city council approval for the application to amend the zoning by-law and official plan to allow the medical clinic and college campus, regardless of the proposal

## Communications review (if any)

### 6. Riverside Glen management and other agencies.

#### a) Responses from management

- i) Falls prevention policy
- ii) Critical incident reporting
- iii) Missing resident protocol
- iv) Fire safety plan
- deferred to July meeting

#### b) MOHLTC inspections reports and summary

- five more reports including Resident Quality Inspection
- deferred to July meeting

c) Suggestion Box

1. Some visitors are distressed when deceased residents are brought through main foyer to exit the building
  - management promised to have staff forewarn those sitting in the main foyer/cafe, prior to bringing the deceased resident through the area
2. Concerns were raised regarding the presence of pictures of deceased residents on the piano and suggestions made that the Chapel may be a more respectful and appropriate location.
  - management stated that, in the near future, these pictures will be mounted on the wall, either side of the Chapel entrance
3. Some new families and residents seem to think that Family Council is run by the management of the home, they do not realize it is independent and run by family members/persons of importance of residents (past and present)
  - Family Council has asked management to please explain this to newly admitted residents and their families at the admission conference
  - other homes give out the Family Council and Residents' Council brochures at the admission conference, this is not done at Riverside Glen
  - members of Family Council need to come up with ideas to help inform new families

Thank you to Brad, Kate and Ted for attending our meeting and attempting to address our concerns and questions.

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

Thank you to food services for providing the much appreciated snacks and beverages.

Kudos to Ted for your efforts in organizing unique events for the residents and their families.