

## Family Council Minutes

Meeting Date: May 28, 2015

Time: 6:30 – 8:15 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Guest Speaker: Mike Schmidt, Assistant General Manager

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Eight members attended the meeting

(times are approximate)

6:30-6:45 pm

Welcome new and returning members.

Distribution of sign in sheet, agenda, April meeting minutes, April management responses, BSO team schedule & MOHLTC memo.

6:45-7:30 pm

Guest Speaker: Mike Schmidt

(to include MOHLTC memo on Family Council membership)

(“Living Classroom” open house 6 pm – 8 pm)

-Chairperson thanked Mike for coming

-Chairperson provided Mike with the Family Council editing of the new Family Council brochure from the October 2014 minutes and a “marked” copy of the most recent brochure provided to help correct the remaining errors in the newest version of the brochure

-Mike will follow up with the changes

-MOHLTC memo on Family Council membership was discussed

-Chairperson brought this up during the RQI (Resident Quality Inspection) interview and the inspector has further clarified the memo with Kim Leuszler at the London Area Service Office

-Our Family Council is in compliance with the Long Term Care Homes Act (LTCHA) since it allows family members and friends (persons of importance) of current residents to join

-When a resident dies or transfers, our Family Council allows members to

continue their membership if they wish, even if they do not have a relationship with another resident, apparently this is up to the discretion of each Family Council and is not considered a violation of the act

- Mike stated that he had heard a member must visit a resident at least three times per month to be considered a person of importance/friend

- members were unaware of this stipulation and Mike could not remember where he had seen or heard this

- members were uncertain how this visiting stipulation could be monitored and indicated that many family members may not visit three times a month and yet would be allowed to be members of the Family Council

- the Co-chairperson informed members that he had verified with both Family Councils Ontario and MOHLTC that only council members can choose who is on the council executive and no one from outside the council can remove them from their position or influence the process

- members are satisfied that our current membership policy is in compliance with the LTCHA, consideration will be given to drafting a formal terms of reference

- Mike stated an annual Resident Quality Inspection of the home had been conducted over the previous two and a half weeks.

- Three inspectors from the MOHLTC were involved

- He expected the final report to be given to the home within the next week

- the public copy of the report will be put in the MOHLTC binder

- Mike stated that this binder is on a bookshelf in the Puslinch Neighbourhood lounge and is available for anyone to look at

- (n.b. MOHLTC will also post this inspection on its website and provide copies to the Chairperson of Family Council and the President of Residents' Council)

- Mike stated that staffing has been increased by 520 hours over the past 3 weeks

- 20 new staff have been hired

- 6 RPNs now work on the day and evening shift ( one per neighbourhood)

- 1 RPN on the night shift

- 1 RN at all times (they work a 12 hour shift)

- 4 PSWs in each neighbourhood on the day shift

- 3.5 PSWs in each neighbourhood on the evening shift (the fourth PSW works 4 hours in one neighbourhood, then goes to another neighbourhood for 4 hours)
- 11 PSWs in the home on the night shift
- no longer have a designated bath PSW
- PSWs in each neighbourhood share the bathing of residents and do 8 baths each day
- the home's Case Mix Index (CMI) is now 1.10
- every point of CMI above 1.0 gives the home an extra \$30,000 or \$300,000 for this year
- Mike explained that the higher CMI indicates that they have residents with much greater care needs than the average home (CMI 1.0)
- FYI the CMI at the Elliott is 0.97, this results in 13% less funding per resident than Riverside Glen
- the chairperson clarified that the CMI is based on the previous year's data
  
- members expressed concerns that there still isn't enough staffing to meet the residents' needs
- when one PSW is busy with baths, there are still only 3 available and often only 2 when someone takes their break or lunch
- Mike asked what the ratio is at the Elliott
- Chairperson stated for PSWs it is approximately 3 for 24 residents or 1:8
- Mike stated that now Riverside Glen has that ratio for the day shift with 4 PSWs for 32 residents
- Chairperson clarified that in the locked unit at the Elliott there are 2 PSWs for 11 residents 1:5.5 which is a much better ratio than the locked units at Riverside Glen
- members with a loved one in the locked units indicated that they need even more staff, particularly with the number of difficult behaviour cases that are currently in these neighbourhoods
- a member stated that staff morale seems better with the addition of the extra PSW during the day
- a member stated that those who need a two person transfer are still waiting a long time for help and may not always receive their bath  
(n.b. 8 baths per day for 7 days is 56 baths, 32 residents who need two baths per week is 64 baths)

- a member stated that a new PSW required instruction from a resident on how to make a bed
- a member was concerned that staff had said that they were not allowed to communicate with family members
- Mike said this and other concerns should have been brought to him
- Mike clarified that families should be able to communicate with staff, but concerns should be brought to the neighbourhood RPN, the neighbourhood coordinator or himself, the Director of Care/Nursing no longer deals with resident and family concerns
- a member commented that the contact list in the Resident Handbook needs to be updated
- Mike will follow up with revisions
- members reviewed the management responses from our last meeting with Mike (see section 5)
  
- the meeting was temporarily adjourned and members went on a tour of the “Living Classrooms” in the basement with Mike Schmidt and Amy Stiles (Conestoga instructor)

7:30 – 7:50pm

Tour of “Living Classrooms” with Amy Stiles (Conestoga Instructor)

- members were surprised how large the classrooms were, how many there were and what a large area they occupy in the basement
- Amy stated that PSW students are on site 9 am – 3 pm four days a week
- students have jobs and families, so usually leave as soon as classes are over
- the PSW course is 2 semesters
- there are 36 spaces for September 2015 and there will be another class starting January 2016
- the first semester students are in the classrooms full time and it is only after 4-5 weeks in the second semester that they start to appear in the neighbourhoods twice a week to do some of their practical education under staff supervision
- a member asked if all students do their practical training at Riverside Glen, Amy said no, some will be placed elsewhere
- a member raised concerns that students had been seen practising patient examinations in the common areas and this was not respecting the residents'

privacy and dignity

- a member asked if staff are in charge of student evaluations and expressed that this seemed to be a burden to the busy staff
- Amy confirmed that Riverside Glen staff supervise and evaluate the students
- a member commented that he had seen one to two PSWs supervising one student at a time while they cared for a resident, to make sure they did things safely and properly
- a member asked if the students had a lounge of their own now
- Amy replied that they have a kettle and microwave in the "Open Access Lab", which students can use for breaks when it isn't occupied
- a member asked how many new Practical Nursing students will be on site in the coming year
- Amy stated there won't be any, since they will all be at new facilities at the University of Waterloo North Campus
- a member asked what other courses might be offered
- Amy stated that she did not know but had been told that their classroom areas might be "rearranged" prior to the Fall semester
- everyone thanked Mike and Amy and returned upstairs to resume our meeting

7:50 pm – 8:15 pm

Council Business

1. Review and approval of previous meeting minutes.
  - reviewed and approved
2. Updates arising from previous minutes
  - none
3. Upcoming Guest speakers & suggestions
  - Guelph Police no date yet
  - June 25<sup>th</sup> meeting: Jennifer Allen (new social worker) & Aaron Orrell (manager Environmental Services)
  - invite someone from BSO team and Scott (Restorative Care RN)
4. Committee Updates (if any)
  - none

## 5. Communications review (if any)

Riverside Glen management and other agencies.

### a) Communications from management

#### i) Responses to minutes (reviewed with Mike Schmidt)

- members would like a description of the Social Services Coordinator's role/duties prior to the June meeting
- Mike stated that he would provide this
- members were uncertain what "restorative care" involved
- Mike described restorative care as a method that seeks to help residents to relearn every day activities (dressing, eating, walking, etc with minimal assistance) and maximize their abilities, particularly after an injury or illness
- restorative care is implemented in all long term care homes and is part of MOHLTC required programs
- members would like the responses from the management to be more direct e.g. privacy curtain laundering schedule
- Mike stated that all rooms are supposed to be "deep cleaned" every 6 months and this is when the privacy curtain laundering is done
- a member commented that her mother's room was never deep cleaned
- Mike said we should remember our questions for Aaron next month and he should be able to answer them
- a member commented that their loved one had moved to another area and was now much happier and this was a credit to the neighbourhood coordinator, who also helped the resident move some belongings

#### ii) BSO schedule

- Mike to clarify the schedule
- actual times and days and total hours for each BSO staff per month
- definitions for RE & RD

### b) MOHLTC inspections reports

- none this month

- c) MOHLTC memo on Family Council membership
  - reviewed with Mike Schmidt
  
- d) Chairperson participated in teleconference with Deloitte regarding Schlegel CLRI
  - ”qualitative” assessment of 5 year program funding for Schlegel Centre of Learning Research and Innovation (2011 - 2016)
  
- e)Chairperson interviewed by MOHLTC inspector as part of Resident Quality Inspection
  - Family Council Inspection Protocol document provided by inspector and will be shared with members and posted on website
  - Family Council is entitled to information regarding "Continuous Quality Improvement" and data regarding falls, restraints, pressure ulcers and incontinence should be shared with the members on a regular basis
  - members are interested in asking for this from management
  
- f) Suggestion Box
  - None

Members circle: sharing concerns and ideas and kudos

- many concerns were raised regarding resident care
- members continue to feel that there is insufficient staff to meet the residents' needs and some residents are still waiting a long time for their personal care
- members were reminded to take their individual concerns directly to Mike, as he indicated earlier in our meeting and it is helpful to give him something in writing ( a follow up reiteration e-mail is helpful for clarification)
- the additional evening PSWs don't always appear in the neighbourhoods
- the additional daytime PSW is helpful at breakfast and lunch
- members feel that the "bath PSWs" should have been retained and an extra PSW added to each neighbourhood
- Chairperson has compared the current nursing and personal care staff

numbers with those provided in November 2014

-bath PSWs and float PSWs have been eliminated and all PSWs are assigned to neighbourhoods

-The only change has been one additional PSW for 8 hours during each 24 hour day for the entire home (i.e. an increase from 55 PSWs to 56 PSWs per 24 hours or 440 PSW hours to 448 PSW hours)

-no change in the number of RPNs still 13 (one moved from nights to evenings)

-the number of RNs dropped from 3 (8 hour shifts) to 2 (twelve hour shifts), but the hours of RN coverage is the same

Thank you to Tina for your support with our documents and setting up the room for our meetings.

Thank you to food services for the refreshments, the cookies were great!

Thank you to Mike Schmidt for attending our meeting.

Thank you to the staff members that give the residents and families a helping hand and go above and beyond their regular duties.



## Issues for Management Response

1. Members would like to review the final version of the Family Council brochure when it is available.
2. Members are concerned that all residents may not be getting their bath twice weekly, if only 8 baths are done daily.
3. Members are concerned that the "extra 0.5 evening PSW" isn't appearing regularly in the neighbourhoods.
4. Members with loved ones in the locked neighbourhoods still feel that staffing levels are insufficient for the demands of the residents' care.
5. Members would like to invite a member of the BSO team and Scott (Restorative Care RN) to attend an upcoming meeting, together, if possible.
6. Members would like a description of the Social Services Coordinator's role/duties prior to the June meeting.
7. Members would like the monthly data for incidence of falls, pressure ulcers, incontinence and restraints for 2015 (to date) and a summary of the home's "Continuous Quality Improvement Plans/Strategies" regarding these indicators. We would like to have this prior to our June meeting, for review.
8. Family Council would like a copy of the updated Residents' Handbook when it is available.
9. Members would like clarification of what communication should be expected from the various levels of staff and management and which members of staff and management families and residents should contact regarding their concerns.