

Family Council Minutes

Meeting Date: October 30, 2014

Time: 6:30 – 8:30 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Chairperson: Siobhan Bulmer

Secretary: a member volunteered

Eleven members attended.

(times are approximate)

6:30-6:45 pm

1. Welcome new and returning members.
2. Distribution of sign in sheet, agenda, September meeting minutes and draft Family Council brochure.

6:45-8:30 pm

Council Business

3. Review and approval of previous meeting minutes.
 - minutes reviewed and approved

4. a) Updates arising from previous minutes.
 - members have heard that one part time PSW has been added to Mapleton Neighbourhood to try to address the large number of resident falls
 - members reviewed the home's Falls Prevention Policy
 - concerns were raised that the policy is not well implemented in the home
 - members would like to be notified immediately about a resident fall, not hours later or the next day
 - a member stated that family members should call for an ambulance if they are very worried about their loved ones' health
 - members will complete a Falls Risk Assessment for discussion at an upcoming meeting

b) Guest speakers & suggestions

- Ruth Auber to be invited to speak about Palliative Care Program at Riverside Glen LTC for our meeting January 29, 2015
- Bryce McBain to be invited to introduce himself at the January 29, 2015 meeting.

c) Review of draft Family Council Brochure

- The print is too small in the text portions of the brochure
- There is too much unnecessary information in the brochure
- Eliminate the “make your difference” and “welcome home” information
- enlarge the text significantly and spread out the remaining information over pages 2 – 6.
- page 1: the telephone number is incorrect
- page 1: add the Family Council website www.riversideglen.ca underneath the address information
- page 2: please add at the end of the What is a Family Council section “Family Councils are legislated by the Long Term Care Homes Act.”
- page 2: please add to the following sentence “....sharing experiences, exchanging information, learning about residents' rights, the home's policies and the Long Term Care Homes Act.”
- page 2: change sentence to “They advocate on behalf of residents and their families and friends and liaise with management and other agencies to....”
- page 2: typo remove “in” from “...with new or difficult situations and **in** it offers....”
- page 2: remove “Adjusting to their new environment”
- page 3: after “and Treasurer” add “(if required)”
- page 4: change sentence to “Relatives and friends of residents at the Riverside Glen Long Term Care home...” then add an extra sentence “Members often make lasting friendships through involvement with Family Council and are encouraged to remain involved even after their loved one has departed from the home.”

- d) November meeting: Elections and “Pre-Christmas Social”
 - elections to be held at the beginning of the meeting, social to follow at approximately 7 pm
 - new executive will take over as of January 2015 meeting
 - Pre-Christmas Social will be “pot luck” finger food and beverages in the LTC library
 - former Family Council members to be invited

Committee Updates (if any)

5. Working group report

- a) update from City of Guelph
 - facilitated meetings continue with the city

Communications review (if any)

6. Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

- members report that team member photos had not yet appeared on neighbourhood bulletin boards
- members look forward to the arrival of a smoking tent
- cigarette butts are still littering the parking lot and entrance areas
- wash cloths/wipes have not been implemented for cleaning residents' hands and faces after meals
- Data requested regarding falls, incontinence, pressure ulcers and restraints was not provided by management, as agreed to in the response by Kate MacDonald

ii) Bio of Bryce McBain

- reviewed by members
- invite to our January 2015 meeting

- iii) Update from Ted Mahy -Christmas Market
 - November 22nd 10 am – 3 pm
 - no tea room for Family Council this year
 - no vendors in LTC area
 - more information available on website

- b) MOHLTC inspections reports and summary
 - none this month

- c) Waterloo-Wellington LHIN
 - answers to questions from August meeting
 - reviewed and discussed

- d) Suggestion Box
 - concerns regarding need for cleaning and repairs of flooring, furniture, doors, windows, library, dining rooms, bathrooms, etc throughout the long term care home

- e) Update from Residents' Council
 - concerns have been raised regarding the phone system, voice mail and facility WiFi, residents feel these systems are not private or secure and are subject to monitoring and tampering by others
 - concerns have been raised about resident safety and security
 - entrance doors are not always locked by 9 pm, residents are monitoring to ensure this is being done
 - a request has been made that management install mirrors at blind corners in the home, so those in power chairs can see around the corners and avoid colliding with other residents, staff and visitors... this is an important safety issue
 - residents are concerned about the increased number of patients visiting the medical clinic
 - up to 15 cars at a time are parked in the main lot that belong to clinic patients, this is displacing the residents' visitors
 - Residents' Council is establishing a fund for disadvantaged

residents who cannot afford any extras such as outings, special treats, etc

-resident activities are being scheduled during Residents' Council meeting times and this is resulting in decreased attendance since staff are not bringing residents to the meeting and residents don't want to miss an activity

-concerns have been raised that the 12 hour move out policy after a resident death is too quick for most families and that it be extended to 24 hours

-Residents' Council is seeking support from Family Council to help them with their requests and initiatives

Members circle: sharing concerns and ideas and kudos

-members pledged to support the Residents' Council and continue to work together to improve resident care and quality of life and fully support the concerns and initiatives presented in their update

-a member expressed concern that during an audit of a resident's taxes by the Canada Revenue Agency (CRA), the receipt of annual payments issued by Schlegel Villages for 2013 was rejected by the CRA, citing lack of sufficient detail and lack of a signature

-members are concerned about a decrease in the cleanliness of residents' rooms, with the Mapleton area being exceptionally dirty, particularly in the washrooms

Issues to be addressed by management

1. Please provide Family Council with the monthly reports on the "Quality indicators" for January – October 2014 (and monthly thereafter) as requested in our September minutes and as promised by Kate MacDonald in her response to those minutes on October 20, 2014.
2. Please provide Family Council with the "the detailed allocation, by the licensee, of funding under the Long Term Care Homes Act, 2007 and the Local Health System Integration Act, 2006 and amounts paid by residents" for the years 2012 and 2013 (as per the Long Term Care Homes Act 2007, Powers of Family Council).

3. Please provide Family Council with “the financial statements relating to the home filed with the Director under the regulations and with the local health integration network for the geographic area where the home is located under the Local Health System Integration Act, 2006” for the years 2012 and 2013 (as per the Long Term Care Homes Act 2007, Powers of Family Council).
4. Please provide Family Council with a staffing schedule that outlines how many staff (PSWs, RPNs, Rns, cleaning staff) are assigned to each neighbourhood for each shift and the number of other personnel (and their position) who are present in the home during each shift.
5. Please notify the Schlegel Villages head office that the Canada Revenue Agency is rejecting the annual statement of resident payments for income tax purposes that is issued to Residents or their Power's of Attorney. Please have the head office follow up with our Family Council as soon as possible with information as to how this situation is going to be resolved and when they will be issuing revised statements for 2013 to residents or their Power's of Attorney.
6. Please provide Family Council with an implementation date for the wash cloths or wipes for cleaning resident faces and hands after meals.
7. Family Council would like to know who is providing Social Worker services to the residents of the long term care home and how many hours per week is being provided.
8. Please address the concerns raised about decreased cleanliness in the home, particularly in Mapleton neighbourhood
9. Family Council would like Bryce McBain and Ruth Auber to attend our January 29, 2015 meeting.

Thank you to Meagan from recreation for delivering our snacks for the meeting.

Thank you to Tina for the continued support of our council.

Thank you to management for allowing us to use the library for our November meeting and social.