

Family Council Meeting Minutes for September 2015

Leadership Response
September 24th Meeting

Family Quality of Life Surveys:

Thank you for your input on the Family Quality of Life surveys distributed in September. We have forwarded your comments and input to the Support office for consideration.

Review of Resident Quality of Life Surveys:

As discussed in the Family Council meeting, we have reviewed our Top 5 and Bottom 5 indicators in the Q o L surveys. Over the course of October, GM and AGM met with team members in our quarterly Neighbourhood Team Development (NTD) sessions. At these sessions we communicated the Quality of Life Survey results for each neighbourhood and Village-wide. Additionally, we reviewed the Team Member Satisfaction Survey Results.

The teams in each neighbourhood identified one of the Bottom 5 initiatives that they wish to start improving upon. The majority of the neighbourhoods chose the indicator that focuses upon team members knowing the story of our residents' lives. This will be a Quality Improvement Initiative in the Village for November.

Quality Improvement in the Village

We are working on erecting Quality Improvement Board in each neighbourhood that will highlight the current QI initiatives that are happening in both the neighbourhood and Village wide. We encourage team members, residents, and family members to provide feedback on our QI initiatives.

Current QI projects happening in the Village:

- **Washcloth Program** - each neighbourhood has now been equipped with blue washcloths that are to be offered to residents and used after meals and snack times. Team members who huddled about the washcloth program gave great feedback on how we should execute this program and keep it sustainable in each neighbourhood. Please look for the Washcloth drawers located in the dining room of each neighbourhood.
- **Falls Prevention Committee** – Each neighbourhood now has a designated *Falls Champion*. Laura Kratz, our Kinesiologist has been huddling with team members in each neighbourhood to discuss resident falls, tracking, and trends. She will be working closely with the Falls Champions to establish important ground work that will support the neighbourhood teams in identifying fall trends and how we can best support our residents during these times. Thank you to our Falls Champions for dedicating your time and leadership to this important role in our Village.
- **Repositioning and Safe Feeding Techniques** – Throughout October, our Food Services leadership team and RAI/QI Coordinators provided education in all neighbourhoods on Safe Feeding Techniques and Repositioning in the dining room or while eating and drinking. Additionally, the team conducted audits in the neighbourhoods during meal and snack times to follow up on this education to ensure our team members understand the importance of proper positioning and techniques in the dining room. Thank you to all team members who participated in this important education!

- **Weekend Programming** – One of our Bottom 5 indicators from our Resident Quality of Life Surveys included “I participate in meaningful activities on weekends”. The Recreation Department has recognized that programming on the weekends need to extend to all neighbourhoods. This means that the recreation team working on weekends will now offer programming that will extend to all neighbourhoods. Additionally, we are adding another part time position to the roster that will help support the neighbourhood’s recreational pursuits. Thank you to our Recreation Therapists and Ted Mahy for working hard to provide excellent programming on the weekends!

Overall, we are very proud of all the time and effort all team members have put into our QI initiatives in the Village. We look forward to your feedback and suggestions that focus on providing optimal health and life purpose for our residents and a positive environment for our team!

Thank you,

Kate MacDonald
Assisted General Manager