

Chester Village Family Council

Minutes: September 26th, 2018

Present: Lynne Smith (Chair); Deidre Balyk (Secretary); Tracy Torrance; Glenna Clayton; Beverley Desjardins; Cynthia McCarrey; Hannah Trumper; Shelley Allen; Diane Klim; Carole Williamson; Gary Schleiffer; Jennifer Saint; Linda Redford; Sandra Monks; Shelley Allen; Susan Ronan; Tracy Torrance.

Guest Speaker: Morgan Geast (Activation Manager)

Morgan was asked to give us some suggestions for our upcoming fundraising campaign. She began by pointing out that many aspects of the Butterfly Home philosophy which focuses on resident-centered care are already in place at Chester. Many of our staff members have received special training in the areas and skills demonstrated by the staff of the Redstone unit in Malton which is a pilot project of this philosophy. Staff has also been given the opportunity to view a video of the Redstone project. Morgan pointed out that the staff ratio in the Redstone unit is 3 residents to 1 staff which is very costly to duplicate. Family members feel it would be very helpful to Chester Village if some of our own staff were able to actually tour the Redstone unit and see how it works.

Chester is a newer home and was designed in such a way that there are many home-like elements already in existence...e.g. the central dining areas contained within each unit. There have been many initiatives taken in Diamond recently which have been very successful, the use of dolls to reduce anxiety and agitation being one of them. Morgan's staff is working on expanding these initiatives into all units. Their current goal is to have more supplies available in each unit by the end of October...supplies such as towels to be used for laundry folding and "rummage" boxes filled with a variety of interesting objects. In addition, Morgan has ordered copies of the Pathways program for each unit. (Pathways is an interactive singing program that has been proven to be very successful with dementia patients. It includes a video series, activity booklets, online training for staff and audio CDs.)

Morgan then provided us with a handout to suggest some possible fundraising goals. In brief, they included (1) dolls and doll clothing for each home unit; (2) upgrading the Snoezelen Room in Diamond; and (3) mural posters to disguise unit exit doors and discourage exit-seeking.

We thanked Morgan for this information and proceeded to discuss the ideas presented. With respect to the doll program, some family members felt that robotic animals could also be used and might be more appealing to male residents especially. Family members who have seen this doll program in action have been very impressed with its effectiveness.

Though family members could see the need for upgrading the Snoezelen Room, it was felt that our first goal should be something very visible to all. (Many members present were not aware of the existence of this room and felt that there needed to be a more formal approach to promoting it and making it available to any resident who could benefit.)

The mural posters for all unit doors were appealing to all members present. It was felt that they would be a very visible result of our efforts and therefore establish positive support of continued fundraising. To this end, it was agreed to set an initial goal of \$5000.00 to be allocated first to the posters, second to the purchase of more dolls and robotic animals, with any excess being allocated to the Snoezelen Room. We agreed to launch our campaign at the Bazaar in November and a committee (Deidre, Gary, Hannah, Bev, and Carole) was established to set up procedures for doing so. Lynne agreed to meet with Cynthia to define some of the parameters around collecting, tracking and acknowledging donations before the first committee meeting which was set for 3pm on Oct. 3rd.

It was felt that donations could be very successfully solicited via the website, especially for family members who do not reside locally, and we hope that online donations will be possible.

Old Business:

Lynne asked if there were any questions about Cynthia's responses to the minutes of our August meeting; members had no questions or comments.

Committee Reports:

Lynne reported that the next meeting of the Quality Care committee would be on Oct. 1st and the Staff Awards committee will be meeting next week to select our next three winners.

New Business:

(1) Skype project: While Morgan was present, we learned that the Activation staff have iPads with Wi-Fi access that could be used for our proposed Skype project. It is felt that this project would allow residents to interact with friends and family members who are unable to visit in person. Jennifer Saint has agreed to work with Morgan to begin setting up this project. If there are any other family members who would like to help with the Skype project, they are asked to contact Jennifer at jj saint7@gmail.com.

(2) Meeting with Gina re use of agency and temporary staff:

(i) How are agency/temporary staff given the necessary information about residents in their care?

Gina answered that they are given crucial information during the pre-shift meetings and encouraged to ask for help from staff PSWs and nurses whenever they need it. She also said that temporary staff are often assigned to the residents who are easiest to handle to avoid any possible problems.

(ii) Do new staff have a chance to “shadow” regular staff before beginning their first shift?

Gina outlined the procedure for training new staff. They must first study an online “procedures and policies” manual and successfully complete a questionnaire based on it. Then they spend 4 hours with the nurse managers who provide them with training in behavioural management, wound care, etc. Finally, they shadow members of the regular staff (usually in more than one unit) and complete a checklist of skills and information gathered. Their mentor must approve their learning before they begin a shift.

(iii) How is it assured that agency staff adhere to Chester’s standards?

Gina stated that all agency/temporary staff must have LTC experience and would therefore be familiar with Ministry standards. Chester’s policies are updated annually, and all staff are required to review them. (This includes contractual staff such as Medisystem staff and the dietitian.) The updated policies are also sent to the 3 agencies we use to be reviewed by their employees.

Gina asked Lynne to make sure family members are aware of the need to report any concern or incident to the staff on duty at the time it happens. If you are not satisfied with the result, you should ask for a “Customer Concern” form (available in every unit). These forms must be addressed by the appropriate staff. She also advised that you are welcome to take any concern to her if you do not feel it has been adequately addressed.

(3) Family Satisfaction Survey:

Lynne distributed copies of the draft form of this year’s survey to members present. The final survey will be handled online through Survey Monkey as it was last year. Anyone needing assistance should ask staff for help...computers will be set aside in the Education Room and staff (and volunteers) will also be able to access the survey on iPads to assist in completing it. It was noted that only one family member per resident is able to complete the survey, usually the member who has POA.

Family members were asked to review the draft and report back to Lynne by October 5th if they had any questions or concerns about it.

(4) Family Councils of Ontario annual conference:

Lynne distributed copies of information about this conference which will take place on the 5th and 6th of November. The cost for the conference is very reasonable and there seem to be many useful sessions planned. Members present were advised to access the Family Council of Ontario website at www.fco.ngo for more information and to register for the conference. **Chester Village would be willing to sponsor one Family Council member for this conference. Please follow up with Cynthia for details.**

(5) Executive Elections:

It was announced that, since there no other nominations received for the positions of chairperson and secretary, both Lynne and Deidre would continue in these positions for 2018/19. **Congratulations! Chester Village team looks forward to continuing to work together with the Family Council members.**

Notes of Appreciation:

Family Council members expressed appreciation for updated signs in the driveway.

There was vote of thanks for the Maintenance staff who answer all requests for assistance in a timely manner and with a smile. They interact with residents with empathy and warmth. **I have passed your comment on to the environmental supervisor who will share it with his staff.**

The addition of 6 chairs to the Emerald conference room is much appreciated. **We will continue over the next month to look at alternative arrangements and use of this space and see if we can make further improvements.**

Members very much appreciate the time taken by Morgan to outline some of the Activation initiatives in place and to give us some suggestions for our first venture into fundraising. **Great!**

Chester Village notes that the Family Council had a very informative meeting and appreciates your dedication to making the home a better place better for all of our residents. We fully support your fundraising campaign and look forward to the results.

****Next Meeting: Wednesday, Oct. 24th, at 6:30 pm in the Board Room.**

Guest Speaker: Helen Huh, President of Medisystems

***** *Please note change of date due to Hallowe'en***