

## **Chester Village Family Council**

**Minutes: October 24th, 2018**

**Present:** Lynne Smith (Chair); Deidre Balyk (Secretary); Glenna Clayton; Beverley Desjardins; Hannah Trumper; Shelley Allen; Diane Surette; Carole Williamson; Gary Schleiffer; Linda Redford; Shelley Allen; Mike Plouffe; Catherine Furgluele; Lynda Cottenden; Lyndia Eberhardt-Butler

**Regrets:** Diane Klim; Tracy Torrance

**Guest Speaker:** Helen Huh (President of Medisystems)

Helen began by providing us with some general information about how Medisystem (a division of Shoppers Drug Mart) works to deliver medications to our residents. She pointed out that there is a consulting pharmacist (Tiziana Giovannone) who visits Chester weekly to perform medication reviews. Helen left us a poster introducing Tiziana and we will request management to post a copy on all unit boards. There is also a nurse educator who visits regularly to assist the nursing staff with medication training.

Medisystem operates differently from a retail pharmacy and deals only with long-term care and retirement homes. It has a much higher overhead than a retail pharmacy due to the complex task of providing medications. Because of this, it is unable to offer the 20% seniors' discount offered every week by Shoppers' retail stores and cannot give Shoppers' Optimum points for any non-prescription items. Each individual medication, including a non-prescription item, is separately packaged and labeled with the resident's name and the dosage time. This is a labour-intensive process requiring medications to pass through the hands of 5 different people. A week's worth of meds is delivered weekly, with daily deliveries made for additional items needed. Helen added that under Ministry rules, only the generic version of a drug (if one is available) can be covered by the Ontario Drug Benefit program which applies to the majority of our residents.

With respect to non-prescription items, the Ministry dictates that they must be ordered by our doctors and delivered by the home's pharmacy. This is a safety precaution to ensure good medical supervision of residents' medications. Because of this, family members are not allowed to provide non-prescription drugs or therapeutic consumables to our residents.

Family members asked why Medisystem's buying power is not passed on to our residents. Helen answered that the markup on prescription drugs is pre-determined by the Ministry and so is the dispensing fee. She pointed out, that although meds are delivered weekly and packaged on a daily basis, the Ministry's co-pay fee of \$2.00 for each prescription is only charged once a month. There is also a dispensing fee (\$5.57) which is paid to the pharmacy by the Ontario Drug Benefit program. Though this fee shows up on our invoices, it is not charged to the customer. Medisystem cannot reasonably adjust changing prices every week, though they work to provide consistent pricing. When asked why drugs are not dispensed on a 3-month schedule (as they are at the retail level), Helen replied that there are too many changes in the meds required by our residents and a 3-month delivery would result in a great deal of wastage.

With regard to Medisystem's complex invoicing, Helen told us that the invoices are dictated by the College of Pharmacy and she has no control over them. She emphasized that Medisystem has many staff members on hand to answer any problems or questions you may have about invoices...you simply need to call the number on your invoice. Some members pointed out that the lag in the calendar year accounting causes some difficulty at taxation time; others expressed appreciation for the way Medisystem handles the invoicing for those residents who may have supplementary private insurance. Helen emphasized the importance of letting the accounts department know if your loved one has such additional insurance.

Helen ended her presentation by showing us the "digi-pen" that Medisystem has designed and provided to all their long-term care clients. This pen enables our doctors and nursing staff to order new prescriptions directly from the pen to the pharmacy, eliminating the need for any time-consuming phone calls or faxing. She also noted that soon all prescriptions which have a barcode which will allow for perpetual inventory.

Finally, Helen encouraged us to contact her if we have any further questions. Her phone number is 647-259-4551; cell # 416-803-3527; email address: [hhuh@imedisystem.com](mailto:hhuh@imedisystem.com).

## **Old Business:**

Lynne pointed out the minutes of our September had been emailed to all members on our mailing list; she noted that Cynthia's responses to the minutes continue to be very supportive.

She also reported that both she and Carole W. would be attending next month's Family Council conference and pointed out that Cynthia had volunteered to sponsor Carole's attendance.

## **Committee Reports:**

### **(1) Staff Awards:**

The winners for the third quarter of 2018 (July, August and September) were as follows: Cynthia Chiappetta (CEO)

Raj Ponnudurai (Reception)

Bwana Smith (Cook)

### **(2) Quality Care:**

(i) Lynne gave us some updated information about the 2 recently added staffing positions. Our own Gabriella has been appointed as Behavioural Resource Team Lead and 7 current staff members have been assigned to her team. Their goal is to train all staff members in the use of effective strategies to deal with behavioural issues. The team will be required to report regularly to the Ministry based on 27 indicators.

The other new position has been taken by Susan Farnum who is an RN with ER experience and who has been teaching various RN and RPN courses in recent years. Susan will be providing training to the staff in the assessment and handling of complex clinical cases.

These are both permanent positions and their continuation is not dependent on Chester's CMI.

(ii) Lynne briefly outlined a program put in place in answer to responses on last year's Resident Satisfaction Survey which seemed to indicate that some residents felt they were not always being listened to by staff. As

of the end of September, all members of Chester's staff (including management, housekeeping and servery) have been scheduled to spend 5 minutes with 3 different residents once a week. They have been encouraged to use these times to connect on a personal basis (not caregiving) with the resident and were provided with several suggestions of how to do this. Gina reported that the staff has been very receptive to this new program and some family members reported having seen recent examples of its existence.

### (3) Fundraising Committee:

Deidre gave us an update on the work of the fundraising committee to this point. Because we received additional information about the cost of the door wrap murals (exit diversions), we have raised our goal to \$10,000.00 (based on an average donation of \$50 per resident.) The work involved in designing and creating the diversions is much more complex than we thought and the cost for each door is about \$1000.00 Morgan has assured us that the wraps are very durable and will withstand the wear and tear associated with wheelchairs, walkers and other wheeled devices. The position of the wraps in each unit will be determined by the needs of the unit: in some cases, residents may be trying to exit via fire doors; in other cases, it may be the main entrance door that needs to be disguised. We recognize that there will need to be consultation with the fire department before wrapping any of the fire doors.

Cynthia has added a link to the website donation page to enable donations to be made directly to the "Family Council Project" and has agreed that we may use the name "Family Council *Fundraising* Project" on any written material we produce so that everyone is aware that we are raising funds for the residents of Chester Village. Deidre tested the website link, found it easy to access and use, and received a tax receipt immediately after making her donation. Credit cards may be used for website donations. Donations can also be made by cheque or cash at the reception desk and the committee is working on creating a donor information form which will be used both to gather information needed to acknowledge the donation and also to ensure that the donation is directed to the Family Council Project.

The official launch date will November 17<sup>th</sup> at Chester's Bazaar and we have been given permission to do a "soft launch" among family council

members beginning November 1<sup>st</sup> in order to deal with any possible issues that may arise. The project will continue until December 31<sup>st</sup>, providing us with six weeks to fundraise before the end of the current taxation year.

Hannah has taken responsibility for the development of posters, flyers and, possibly, a banner to be used in various locations around Chester to advertise the project. A flyer will be sent out with the billing notice at the end of November and information could also be posted on the website for the duration of the campaign. Chester Village will pay for any costs associated with printing and/or mailing these notices.

We will be posting a thermometer poster to update our progress with the campaign. We will be consulting with Cynthia as to a suitable lobby location for this poster and hope to be able to update it every other week. All donations made will be acknowledged by Chester Village and tax receipts will be issued. We would also like to send out a letter of appreciation at the end of our campaign which could include information about the funds raised and how they will be used.

We are working on deciding on a suitable location for us to set up an information table at both the Bazaar and at December's Wine and Cheese party. We are hoping that this location will include examples of the dolls and robotic animals as well as photographs of the door wraps. We also need to determine whether Family Council members are able to accept donations or will all donors need to be directed to Reception.

### **New Business:**

(i) Lynne circulated a poster about a "Caregiver's Breakfast" to be held at Providence Healthcare on November 1<sup>st</sup> by the satellite office of the Alzheimer Society and encouraged any family members interested to call and register themselves.

(ii) We were also reminded that the Satisfaction Survey is currently online and encouraged to complete it as soon as possible. Family members without computers were reminded that they could ask any member of the activation staff for help in completing the survey in Chester's computer room.

## Questions and Concerns:

For Gabriella:

Family members would be interested in having Gabriella attend a meeting in the New Year to give us some examples of strategies we could be using to deal with behavioural issues which may be exhibited by our own loved ones. **Sure, just touch base with her when you are interested in having her attend. I have passed this comment on to her.**

For Cynthia:

Family members wonder if there is any way that the personal belongings (furniture, clothing, etc.) of residents who have passed away can be donated rather than being disposed of as waste. Could Family Council help with this? **Chester Village is left with many personal belongings from residents who have passed that the families have not taken with them. Unfortunately, we do not have the manpower to sort out belongings that are left or the space to store it for long after it is left with us. We have attempted in the past for different agencies to come and pick it up but they are less willing to do so anymore and often there is a cost associated for the truck charge. If families are concerned about the belongings going to the waste bin, then they really should clear out the room of all personal belongings upon a resident leaving.**

## Notes of Appreciation:

All members present appreciated Helen Huh's very professional and informative presentation to the Council. A note of appreciation was sent to her via email the next day.

Family Council members appreciate the time that cleaning staff, maintenance staff and servery staff take to interact directly with residents.

We also appreciate the dietary staff for the variety of meal choices offered.

The recent mock evacuation was reported to be very well organized and special appreciation was expressed for the way the re-entry was handled by directing all residents to Village Hall for a drink and a snack while waiting for their unit's turn to use the elevators.

There was appreciation noted for the well-trained volunteers who help out both in the home units and in the café.

Finally, appreciation was expressed for the time given to Family Council by both the executive and sundry “regular” members who work hard to keep us all well-informed.

Thank you all for the notes of appreciation. I have passed them along to the departments to share with their staff as appropriate.

It has been such a busy year and especially, these last few months are a whirlwind of activity for us all here but that does not mean we do not appreciate families taking the time to speak to us and let us know how things are going with their loved ones here, or even with themselves. We appreciate the Family Council’s genuine concern about issues here that affect them as well as their family member or friend who live here with us.

Good Luck on your fundraising project. It is an exciting initiative for you to tackle to enrich the lives of our residents’ experience at Chester Village.

**Next Meeting: Wednesday, Nov. 28th, at 6:30 pm in the Board Room.**

**\*\*Don’t miss Chester’s Christmas Bazaar on Saturday, November 17**