

Chester Village Family Council

Minutes: March 29, 2023

12 participants

Meeting Agenda

1. Morgan's Update

Morgan Geast (Activation Manager) joined our meeting to give us information about three new additions to the activation program.

- a) The first was the purchase of "Obie", a mobile interactive gaming system. This system projects lifelike images onto any surface...a table, the floor, etc. These images respond to touch and/or movement. Morgan showed us a short video of the Obie in action...you can see it online at obieforseniors.com. Obie has a library of 50 different games, each with 4 levels of difficulty and can be used by 1 to 5 people at a time. It will be introduced over the next few weeks to each home unit.
- b) The second new addition is the hiring of a part-time qualified music therapist by the end of April. The therapist will be making 1-1 visits with residents and also working with small groups. They will focus on residents who are isolated or have challenges that prevent them from attending large group music programs.
- c) The third program addition will be the introduction of more spiritual support through the hiring of a Pastoral Lead. Pastor Ken Park who has provided this type of support at Chester in various forms (e.g. conducting memorial services) will now be available for 4 hours each week to work 1-1 or with small groups.

These additions were received enthusiastically by all members present and demonstrate Chester's commitment to providing quality care to our residents.

2. Election Update

Lynne told us that there was only one nomination received for the position of Secretary and none for the Chair position. Unfortunately, the family member who had volunteered for the Secretary's job has had to withdraw due to the sudden passing of their family member.

These events have left us with Lynne and Askari acting as co-chairs and Lynne also taking on the secretary's position. We were asked to re-consider volunteering and/or encouraging other family members to do so...in the meantime, we have decided to put the official election on hold.

3. Satisfaction Survey Results

Lynne briefly reviewed the results of the current Satisfaction Surveys and also explained how residents capable of answering the survey questions were assisted by volunteers to do so. The results of the surveys demonstrated how Chester's staff had been very successful in improving performance on many of the indicators...especially those which had been incorporated in the Quality Improvement Plan. We were reminded that Lynne had recently sent us all copies of the survey results along with the 2023/24 QIP which has been created in response to these results.

Lynne also told us about the first quarterly meeting of the newly formed Continuous Quality Improvement Committee. The membership of this committee includes all Department Heads plus representation from the Nursing department (nurses and PSWs), the Pharmacy Rep., Dr. Birmingham, Chester's dietician, the new Nurse Practitioner, and a rep. from both the Residents' Council and Family Council. Lynne was in attendance as the Family Council rep. and promised to update us on the work of this committee after each meeting.

4. Comments and Questions

There was a question about the details of the revised masking policy and the questioner was advised to seek clarification from the unit nurse or from Gina (DOC). It was generally agreed that masks were still required except for outdoors or when visiting a resident one-on-one in their room.

There was also a concern expressed about some residents not having access to activities as they should. The concerned family members were advised to speak to Morgan about this concern and they agreed to do so.

5. Notes of Appreciation

All members in attendance expressed appreciation for Morgan's presentation as well as for Chester's continued work in providing excellent quality care for our residents.

Next Meeting: Wednesday, April 26th (Time TBD)