

Family Council Minutes

November 27, 2024

Askari called the meeting to order at 6:00 pm. Those in attendance introduced themselves and were welcomed to our meeting. There were no questions concerning the October minutes, but a family member reported having not received the September minutes. Askari answered that he had forwarded the minutes to Layla and he did not know why they were not e-blasted. Lynne told him that the minutes sent to Layla were in draft form and a final copy was never received.

Askari reminded us of the Lunch and Learn virtual information sessions offered by Service Canada...unfortunately, the sessions scheduled for Nov. 27 were cancelled due to technical difficulties. These sessions provide information on a variety of topics of interest to seniors. The schedule for December sessions is attached.

He also shared some of the special events organized by Morgan during the first week of December. The full list for the month is attached to these minutes. Lynne told us that the Open House on December 17th was an event not to be missed if possible...always enjoyed by residents and family members.

Quality Care Report

Lynne then presented us with this month's Quality Care report:

- The monitoring of medication administration has successfully reduced the number of errors made (only 1 in November) and the monitoring will continue until the end of December.

- The recent CARF (Commission on Accreditation of Rehab Facilities) accreditation process went well. Many residents, staff members, and family members were interviewed over the two days and the feedback Cynthia received was very positive. Management is now waiting for the final report. This accreditation process is carried out every 3 years.
- The application for BPSO designation (Best Practices Spotlight Organization) has now been submitted. If it is accepted, Chester will be required to implement a new “best practice” every second year and 25% of our staff will be trained as Best Practice Champions. Chester has already implemented the Palliative Care best practice and at the end of this month, both the Pain and the Falls practices will be implemented, starting with “train the trainer” sessions run by Christine Fleming.
- In the area of IPAC (Infection Prevention and Control), 90% of residents have now received the flu shot. Flu shots for staff members are ongoing and 41 residents have received the RSV (respiratory syncytial virus) vaccine. There have been no outbreaks in the home this month.
- We also learned that there are 21 programs in Chester which must be evaluated annually. When Cynthia has received and reviewed all the reports from staff members, they will be sent to the Ministry as required. In addition, 61% of the staff have completed all of their online mandatory education which must be completed each year.
- The annual Satisfaction Survey was available online through Survey Monkey on Nov. 18th to be completed within 3 weeks of the launch. Students have been assigned to assist residents with completing the survey where needed. The results of this survey will be used to establish next year’s Quality Improvement Plan (QIP). Meanwhile, all the items on this year’s QIP are progressing as planned. At the recent meeting of the Quality Committee Meeting, some suggestions were provided where required.

Bazaar Report

Ruth McDonald reported that Chester's bazaar was well-attended by both residents and family members. There were a few outside vendors selling items such as Christmas ornaments, knitted items, jewelry, jams and honey. There was also a bake sale of items provided by volunteer staff members and family members. In the interest of safety during this respiratory illness season, the bazaar was not advertised to the public.

Ruth had put together a detailed display board containing information about Family Council to encourage family members to get involved. She spoke to several interested persons and we hope to see some of them at our next meeting. Askari thanked Ruth for all her work to make Family Council more visible...it was much appreciated by family members at our meeting.

Guest Speaker: Derek Middleton (Maintenance Manager)

Derek began by expressing his appreciation for the cooperation he has received from the members of both the maintenance and housekeeping staff. They have responded positively to the changes he has made. He also expressed his appreciation for Cynthia's support and told us that he uses a proactive approach to deal with maintenance issues.

He then listed several procedures he has implemented in his time with Chester Village:

- The floors in Jade have been replaced, including those in 10 resident rooms.
- Currently, all units are being painted in areas such as hallways, dining rooms and bathrooms and wherever there is damage that needs attention.
- He has upgraded the deep cleaning process so that 3 rooms in each unit receive this service daily. Staff has a checklist of the tasks involved and the work is regularly audited to be sure it is satisfactory.

He has purchased a “spill kit” which enables containment and quick and effective cleanup of any spills or leaks.

Some family members had questions for Derek and he took the time to provide answers:

- Who should we contact about a maintenance issue?:
All members of the nursing staff and PSWs know how to enter a problem in the “maintenance care” section of the computers. You can also report an issue to reception. These concerns are checked and dealt with regularly.
- There were questions about the walkway in front of the building which can get quite slippery with rain or snow.
Derek promised to search for a product that would eliminate the slipperiness without affecting the aesthetics of the walkway.
We thanked him for the new walkway and banister which connects the parking lot to the front of the building.
- There were questions about insect control in the building.
Derek told us that there is a binder at Reception and in each unit where sightings of insects can be recorded. He has a pest control specialist who will come immediately to deal with the problem.
- There was concern about the trees on the west side of the building which attract many birds who foul the area with their droppings.
He told us that he has tried using a fake owl to deter the birds which worked for awhile but the birds eventually learned to ignore it. He is looking for other possible deterrents, such as a recorded hawk call.
- There were concerns about the cigarette butts all around the front entrance.

Derek reported that the area is swept every morning but it is impossible to keep it free of butts all day due to the number of people who go there to smoke. He will try to find some sort of attractive container to encourage the smokers to dispose of their butts appropriately.

Family members thanked Derek for his time in providing so much information and expressed their appreciation for his work to keep Chester Village clean and well-maintained.

Other Questions

- For Cynthia:
 - 1) How are family members chosen to be interviewed by the CARF team? And how many family members and residents were interviewed?
 - 2) Would it be possible for the Family Council information display used at the bazaar to be on display during the Open House on Dec. 17th? Perhaps in the lobby area?

Happy Holidays to everyone!

Next meeting: **January 29, 2025**