

Chester Village Family Council

Minutes: May 29, 2019

Present: Lynne Smith (Chair); Deidre Balyk (Secretary); Cynthia McCarrey; Linda Redford; Lynda Cottenden; Jennifer Saint; Linda Allen; Carole Williamson; Shelley Allen; Mai Tan; Christine Greenland; Dianne Surette; Tracy Torrance.

Regrets: Beverley Desjardins; Glenna Clayton

Previous Business:

Lynne reminded everyone that Gina had responded to our concern about the lack of consistent oral care for residents by declaring June to be “oral care awareness month” and promised to provide 1:1 education and observation as well as tips and tools to ensure that Chester is meeting the oral care needs of residents. This will be assigned to Elizabeth and Susan.

Carole W. and Linda R. reported that they had attended the Alzheimer Society workshops on dementia and found them very useful, especially in communicating with residents affected by dementia. Many thanks to Andrea for organizing these workshops.

Lynne told us that she would be attending the Family Councils of Ontario conference on June 12 and 13 and suggested that there was still time to register if anyone else wished to attend.

Committee Reports:

(1) Staff Awards:

The next group of 3 winners will be chosen at the end of June. A reminder to nominate was sent out with this month’s billing notice.

(2) “Stay Connected” project: (previously referred to as Skype project)

Jennifer Saint reported that the trial call which took place on Mothers’ Day was successful and a notice has been sent out with the billing to announce a second date scheduled for June 15th in time for Fathers’ Day. Morgan will be available that day to assist and she will also provide two volunteers to help out.

Chester Village has purchased a tablet to be used for this project as the “What’s App” app will not work on an iPad. Information about the project will be posted on all unit bulletin boards and Jen has asked that all nursing staff be educated about the project. We will also attempt, where possible, to have the information translated into the languages which may be spoken by residents who do not speak English. When a resident is signed up for a call, it is hoped that a family member will be present to participate and to help bridge the gap between the resident and the project volunteers who may not know the resident at all.

Family Council members were asked to spread the word about this project on their respective units as we are hoping to make these calls a monthly event.

Thanks to Jennifer and Linda Redford for all their work to initiate this very positive project!

If you are able to help with this new Family Council initiative, please contact Jennifer at: jjsaint7@gmail.com

New Business:

Lynne circulated information about a workshop to be held at Providence on June 12th regarding the Disability Tax Credit and Medical Expenses to be claimed for income tax purposes. It was strongly recommended that family members be sure to apply for the disability credit and be sure they have the correct information about claims for medical expenses as there was a great deal of confusion expressed by members present. The workshop on June 12th will be presented by a CRA representative....call 416-285-3666 ex. 3810 for more information and to register for the workshop.

Lynne reported that Fire Dept. approval has been given for the exit door diversion murals and Morgan is working with the manufacturer to begin production and installation.

We were reminded that Garden Beautification Day would be held on Wednesday, June 5th at 10am followed by the first BBQ of the summer season.

Questions and Comments:

For Morgan and Cynthia:

Family Council would like to know how much the door diversions will end up costing. **We just ordered 3 door diversions for the Diamond home area (main door and 2 corridor doors) as this is the home area that would most benefit at this time. The total cost will be about \$8000 with HST (2400 each before tax).** Several members also expressed concern that they are not seeing the robotic animals and/or dolls being used in all units and have to ask for them to be brought out of storage. **The dolls and robotic animals are a great success. Currently they are being utilized mainly by the Activation staff for those residents identified with the need. They are also available at the nurse desk (just ask) where anyone can utilize them.** Finally, would it be possible for information about purchasing the dolls and animals be shared in a newsletter so that family members who wish to provide them for their own resident are able to do so? **Morgan reports that many family members already have purchased their own dolls and animals. Just see her for details if you would like to order your own (google robotic cat/dog and you will find several resources).**

Notes of Appreciation:

A member wished to thank the Motion Specialist technicians who care for the many wheelchairs and walkers our residents use.

Several members expressed appreciation for the lovely floral arrangements in the lobby and washrooms.

The laundry staff have been very helpful in locating several lost items of clothing.

The fourth floor now has a new platform scale which will make the weighing of residents in wheelchairs much easier.

A member who recently returned to Chester Village to admit another member of her family expressed appreciation for the care and attention given to her family member on admission. She also commented on the number of staff members who recognized her and greeted her warmly. The number of staff members who have been at Chester Village for many years is indicative of how positive the environment at Chester is for the staff.

Thank you for the many positive comments about Chester Village. All of your comments have been passed on to the appropriate persons 😊

The Chester Village team would like to express our appreciation to the Family Council for continuing the Staff Recognition program. It has been a great success for over 2 years now and we often hear the staff comment positively about it. We will be hosting our annual luncheon with you in honour of the 2018 award recipients in June.

Next Meeting: Wednesday, June 26th.

6:30 pm, Board Room