

## **Chester Village Family Council**

### **Minutes: June 26, 2019**

**Present:** Lynne Smith (Chair); Deidre Balyk (Secretary); Cynthia McCarrey; Linda Redford; Lynda Cottenden; Carole Williamson; Mai Tan; Beverley Desjardins; Glenna Clayton; Teresa Chandler; Sandra Monks; Mike Plouffe.

**Regrets:** Jennifer Saint; Christine Greenland; Diane Klim.

#### **Previous Business:**

Lynne reviewed Cynthia's response to the May minutes re the purchase of exit-door diversions, baby dolls and robotic animals which were funded by Family Council's fundraising drive in November and December of last year. *\*Please see additional note under "Questions and Comments".*

#### **Committee Reports:**

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

The annual luncheon to honour winners from 2108 was held on June 20th. It was noted that this group of winners represented a great variety of roles within Chester: e.g. kitchen, volunteers, nursing staff (incl. PSWs), reception staff and the CEO! **Chester Village was happy to provide lunch and host this annual event in support of the Family Council's work on the staff appreciation program.**

The winners for April/May/June of this year will be selected early in July.

##### **(2) "Stay Connected" project: (previously referred to as Skype project)**

Jennifer was unable to attend this meeting but sent the following update on the Stay Connected project:

We had a call on the last session for Father's Day. Both parties were so happy and would like to sign up on a regular basis. People love the program it's just a matter now of letting people know about it, so this summer when I'm off I will set up at table at the front Lobby to talk to people about it!

Our Next Date for calls is July 27th!

Lynne expressed our appreciation to Jennifer for her work on this project and reminded everyone to contact her at [jj saint7@gmail.com](mailto:jj saint7@gmail.com) if they wished to help in any way. **Great to hear that there is already interest in this initiative – it can only get better!**

### 3) Quality Care

(1) Lynne shared that funding for the current fiscal year had finally been received and was slightly increased from the last fiscal year, in line with our slight increase in the CMI (Case Mix Index). Family members were relieved to hear that no changes would be required to staffing or programs as a result of this funding.

(2) Lynne also summarized progress being made on Chester's Quality Improvement Plan as follows:

The "5 minutes a day" project initiated last September has been successfully re-launched in May. She noted that this project and the call bell response initiative are regularly added to the agenda of Resident Council meetings to allow residents an opportunity to provide their personal observations and input.

Though there has been some recent success in reducing the amount of lost laundry, a formal plan has been put on hold pending the hire of a new Environmental Services Manager.

Finally, much of the required education of staff regarding the palliative care awareness initiative (LEAP) has been completed and all residents who have been formally identified as "palliative" will be included in the weekly High Risk Rounds beginning in July.

#### **New Business:**

(1) Lynne circulated information received at the recent Family Councils Ontario conference from the Patient Ombudsman Ontario office. She emphasized that this office should be contacted as a last resort when all other avenues (eg. Chester staff, management, Ministry of LTCH, etc.) have been approached without success. The goal of the PO office is to deal with problems that are found repeatedly in many locations in order to improve outcomes for all Ontarians. The written complaint form required can be found on the Patient Ombudsman website at [PatientOmbudsman.ca](http://PatientOmbudsman.ca).

(2) Information left for Family Council use by the Alzheimer Society regarding many aspects of dementia care including support for caregivers was also made available to members present.

## Questions and Comments:

For Morgan and Cynthia:

Family Council would appreciate having a detailed summary of the moneys spent from the fundraising drive of last November and December.

We are pleased with the purchase of baby dolls, robotic animals and door diversions and would like to know how much money remains so that we can discuss how it can best be used.

Items	Number purchase	Cost
Cats	6 cats	\$1100
Dogs	1 dog	\$200
Dolls	4 dolls purchase  *Each floor has at least 3 babies, due to donations	\$120
Accessories	Three bassinets purchased (2 (sapphire) 3 <sup>rd</sup> (Ruby) and 4 <sup>th</sup> (Emerald)  *Diamond Already had a crib	\$ 200
Door coverings	Diamond – one lounge exit door and two stairwell exit doors  *To be installed at the end of August	5037 +HST. Estimate total - \$ 5700.00
		<b>Total Cost \$ 6,637</b>

Since the money raised was for the purpose of door coverings and our dementia program, we would like to use the remaining money for this purpose and continue with door coverings in other home areas. We will keep you updated as we order the next one, once we see the effect of these ones installed.

For Morgan:

We would appreciate having information about our “Stay Connected” program included in a future issue of the Village Voice. We also wondered if this program could be used by Family Council to include family members who are unable to attend our regular meetings. **Morgan will include an item about it in the next edition of the Village Voice. As for the FC meetings and use, it would be best if Samantha showed you how to use the phone as a conference phone and absent members could call in if the need arose.**

For Gina:

Several family members expressed concern over not receiving adequate room orientations for new residents which resulted in these residents not being aware of the presence of call bells in their rooms and washrooms and/or knowing how to use them. **We are not sure how to address this and with whom as it is not a concern we have heard from any of our residents, particularly the recent admissions. If you could kindly forward the name of the resident who requires further instruction, we will be happy to provide it as well as speak to the staff who were present on admission day.**

Some family members were concerned about their family members who had feeding tubes being left flat in their beds in spite of repeated requests that they be elevated to avoid aspiration. **We currently have 2 residents (out of 203) with feeding tubes. We are unaware that this is an issue, particularly with these 2 residents who are up in their chairs most of the day. It is best that the family discuss it with the Nurse Manager on duty if they feel there is a concern about positioning so that it can be addressed immediately.**

There was concern about the number of agency staff in attendance during weekend shifts, especially since they sometimes seem to be ineffective. **For many months, while we were uncertain about the future of our funding, we did not utilize agency staff, except in extreme cases for RN/RPN. Recently, we relaxed the rules and allowed agency to be called for PSW in the event we were unable to fill the shift with our own staff when they call in or have an emergency (it is important to note that when the 4 week schedule is posted, all shifts are filled with our own staff). We find it better to have an agency staff here to assist, in whatever way they can, the regular staff rather than leave a shift unfilled and the staff short. Our recent payroll numbers show that this is infrequent and out of 57 PSW shifts in a day, there have been a few occasions where there were 2 - 3 PSW from agency in total. We rarely use agency for**

registered staff as all of the Nurse Managers are prepared to work the floor before we resort to agency, which has been done on several occasions.

It was also noted by several family members there was no discernable improvement noted in oral care for residents in spite of recent promises to focus on this aspect of care and re-educate staff. PSW education and rounds were completed by the day and evening Nurse Managers to reinforce oral care for the residents. At this point, I would ask that you invite any concerned family members to speak directly about their resident's oral care with the nurse or one of the nurse managers if they continue to feel it is inadequate.

*\*Please note that it was pointed out that issues such as those listed above should be reported to Gina when the occurrence takes place; however, there were several members seemingly affected and we felt it merited bringing them to your attention.*

For Cynthia:

It was requested that the microwave be replaced in Topaz (and other units where they have been removed). They are essential to family members who use them to heat up food brought in for residents on special occasions or as a treat and there have been problems when staff have been asked to use the microwave in the servery (food being burned, etc. We also recognize that this is an extra burden to staff at very busy meal times.)

If there is a legitimate reason for the removal of these appliances, we would appreciate being informed of it and offered a viable alternative. The reason all microwaves were removed from all home areas was due to a fire incident. In the 11 years I have been here, we have had 7 fire incidents in these microwaves from people setting the time much too long and then leaving it unattended. Most of these incidents were by families. I just found this to be unacceptable and decided to no longer provide this convenience. The charges from the fire department were \$2500 as it was considered a nuisance call. The alternative is to ask the staff to warm up the food behind the servery in the microwaves that are there. I realize this may take some time and you need to have patience, but it is the only way to warm up food brought in.

### **Notes of Appreciation:**

Family members really appreciate the new ergonomic tables and the attractive chairs in the dining areas. **Thank you. This capital project was decided upon to enhance the resident's dining experience and comfort. The total investment was \$120,000.**

Thanks to Morgan and the Activation staff for all the special programs made available to residents. It was also noted that Morgan is careful to contact family members regarding programs such as trips to see if certain residents would be interested... much appreciated! **Acknowledged with Morgan and staff.**

A family member commented on the care taken by housecleaning staff to keep floors clean, as well as the caring way in which they interact with residents. **Thanks – might be nice to know specifically who it is so we can let them know!**

**Great work – thanks for your questions and taking the time to hear our responses.**

**Next Meeting: Wednesday, August 28<sup>th</sup>**

**6:30pm in the Board room**

**Note: There will be no meeting in July! Happy Summer!**