

Chester Village Family Council

Minutes: January 29, 2020

Present: Lynne Smith (Chair); Linda Redford (Secretary); Glenna Clayton; Jennifer Saint; Linda Allen; Mike Plouffe; Christine Greenland; Anne James; Carole Williamson.

Regrets: Lyndia Eberhart-Butler; Tracy Torrance; Lynda Cottenden; Diane Klim; John O'Regan; Frances O'Regan; Beverley Desjardins

Previous Business:

Lynne summarized Cynthia's responses to the October minutes.

An email from Morgan was shared which outlined the use of the remaining \$5000.00 from last year's fundraising drive. The final cost of the new projector for Village Hall was \$5,696.06 which included the installation plus the necessary support cables. Chester's management covered the extra cost and also **were able to purchase new Smart TVs for all the home areas and Village Hall with some surplus money from the envelopes at the end of the year.** The new projector should be installed by the end of February.

Committee Reports:

(1) Staff Awards:

The winners for October, November and December were:

- 1) Sun Hwa Park (part-time PSW)
- 2) Faye Price-Swaby
- 3) Lynn Wigley (Volunteer)

2) Quality Care

The current outbreaks declared on the second floor are the first of this winter which is good given that it has been a bad flu season overall. Family members were reminded of the need for frequent hand washing to prevent spreading infection. Also, visitors to the affected units are to leave the building immediately after their visit.

With respect to the novel Corona virus outbreak, all necessary precautions are in place at Chester. In addition, any visitors who have been travelling in China will be asked NOT to visit for 14 days after their return (this is the acknowledged incubation period for the virus). This will also apply to any staff members who are returning from a visit to China.

There have been two “critical incidents” reported recently, both involving alleged abuse/negligence of a resident by a staff member. Both incidents have been investigated by the Ministry: one was declared “unfounded”; the other was declared “founded” and the staff member involved has been dismissed. Neither incident resulted in serious injury.

There have also been 4 falls resulting in fractures.

The results of last year’s Satisfaction Survey have been received and will be shared with family members shortly.

3) Stay Connected

Jennifer reported that this service has been used by about 8 people since it was implemented and she feels that many people are still unaware of the service. She also feels that setting a specific time for its use may be a deterrent if the time is not convenient for interested residents and/or family members. Because of this, she has decided to make the service available by request. Interested residents and/or family members will be asked to contact Jennifer who will then set up a convenient time for them. She is working on an information poster to be distributed by email or with the monthly billing to announce this change. Information will also be posted in all units. Hopefully, family members who are aware of this service will spread the word!

New Business:

(1) The new role which has been established by the Alzheimer Society to provide counselling and education for family caregivers of dementia patients has hit a snag in that the counsellor involved has resigned. We are waiting for the announcement of a replacement and will invite this person to attend a

future meeting. Family members were reminded of the many excellent education sessions offered by Providence and available on their website.

(2) The February Activation Calendar was shared with members present.

(3) Members present were asked for suggestions for future speakers and the following ideas were shared:

* Chester's Dietician;

*Someone from the Chester staff who could educate us about the policy and process re palliative care as well as for assisting with Advance Directives, especially where MAID (Medical Assistance in Death) is involved;

I would recommend Elizabeth Taylor, Day RN Manager

*Estate planning and Powers of Attorney especially in the presence of cognitive decline and/or dementia.

Jennifer told us that she has contact with a very knowledgeable lawyer who might be able to share her knowledge of Estate Planning with us. She will contact this person and report back to us next meeting.

In the meantime, family members are asked to let Lynne know if there is a topic or speaker they would like us to consider.

We were also reminded of the need to adequately promote any such speaker to make it worth their time to meet with us.

Questions and Comments:

For Cynthia:

There was a concern about the lack of visitor parking. We were reminded that parking in the driveway at the side of our building is not allowed. We would appreciate confirmation that we are allowed to use the

parking lot of the building on the west side of Chester when that building is not in use. We have had a lot of student placements lately (which is a great help to our staff) as well as hosting meetings and even we find it difficult to get a spot at 9 am on some days. You will always find plenty of parking after 3 pm and on weekends. I do not have an arrangement with the building to the west of us to park there so anyone who did so, would be doing at their own risk. We have asked our students to find alternate parking (on side streets or next door) to alleviate some of the congestion on days.

For Gina:

There was a question about the process used to replace a staff member who calls in sick. All shifts are attempted to be replaced first by calling all available staff, then by offering overtime and then putting it out to an agency to fill. If this fails to find someone, we have an internal system of moving staff around to ensure all home areas have the minimum staff requirement.

A family member noted that staff morale on the second floor seems to be low since the elimination of the fourth PSW assigned to the evening shift. Is there any chance that this can be reinstated? Not at this time. This shift was added temporarily to use up surplus funds in the nursing envelope and there are no funds in 2020 to continue it. It should be noted that we staff at a much higher ratio than any other homes that receive only the base funding from the MOHLTC due to our level of care.

Notes of Appreciation:

Members expressed appreciation for cleaners who not only do a fantastic job, but are also cheerful and friendly and quick to pitch in to help....this also applies to the maintenance staff.

It was noted that there is a wonderful positive culture throughout the whole facility and we appreciate management's role in creating this culture.

It was noted that although Amethyst was short-staffed during the recent snowstorm, the remaining staff worked very hard to pick up the slack. This was much appreciated.

We all appreciate that Chester's management willingly took on the extra cost of the new projector for Village Hall in addition to replacing all the TVs.

All of these appreciation notes have been shared with the management staff and will be passed on to the front-line staff where appropriate. We thank you for recognizing our efforts at doing what we think is best for our home and our residents.

In turn, Chester Village management and staff appreciate the Family Council's hard work and dedication to the residents and staff and their quality of life. Programs like the "Stay Connected" make a difference to those residents who are able to reach out to their families or friends when they otherwise wouldn't be able to. As well, the Employee Appreciation program that the Family Council continues to organize and support does not go unnoticed by all (especially those who receive the baked goodies)!

Next Meeting: Wednesday, February 26th, at 6:30pm.

Board Room