

## **FAMILY COUNCIL MEETING**

### **MINUTES August 7, 2018**

**Present:** Paulette Gibbens, Madeleine Mantha, John Martin, Roxanne Robert, Elio Tignanelli, Blanche-Hélène Tremblay (Chair), Jillian Marchand (Cassellholme Resident Services Coordinator)

**Regrets:** Ann McIntyre (Secretary/Recorder), Suzanne Pigeau, Jillian Duchesne

#### **1. CALL TO ORDER**

Request was made for someone to take notes. Madeleine Mantha offered her services. The Chair will prepare the minutes using Madeleine's notes.  
Meeting commenced at 2:00 p.m.

#### **2. APPROVAL OF MINUTES – July 3, 2018**

Minutes of July 3 meeting were approved as presented.

John Martin, Roxanne Robert

#### **3. APPROVAL OF AGENDA**

Agenda was approved as presented.

#### **4. REVIEW OF SELF-EVALUATION RESULTS**

Results of Family Council's self-evaluation of its July 3 meeting were reviewed.

#### **5. FOLLOW-UP TO LAST MEETING**

- Information was obtained regarding agencies accepting donations of wheelchairs. Cassellholme accepts donations of wheelchairs that are likely to be of use to residents when storage space is available. Wheelchairs that cannot be used at Cassellholme but are still serviceable can be offered to PHARA for use by residents of the area who need them. Serviceable wheelchairs that are not needed locally can be donated to Motion Specialties for shipping to other countries where they are needed.
- Information for families whose resident passes has been posted on the Family Council bulletin board.
- The preliminary list of key factors to be considered in the development of the plan of care has been submitted to the chairperson of the Resident and Family-Centered Care Committee.
- Members received an initial draft of the Family Council work plan for the coming months.

#### **6. RESIDENT CARE**

##### **a. Key Factors To Be Considered in Plan of Care**

Family Council continued its discussion regarding key factors to be considered in the development of the plan of care of each resident. Members identified factors that were key for their family member. Family Council's staff representative provided insight into how a resident's needs are tracked so that each category of staff (PSW, RPN, FSW) has the information required to do its part. All of the factors that were identified as useful in the planning a resident's

care, regardless of whether or not they are to be included in the plan of care or some other method of communicating the resident's needs (MERS, MARS) will be submitted to the chairperson of the Resident and Family-Centered Care Committee.

b. **Impact of Staff Shortages**

Some families report that staff shortages and replacement by staff unfamiliar with their resident's Plan of Care have had a negative impact on the well-being of their resident. The staff representative on Family Council indicates that replacement PSW's have contingency time available to read plans of care. Members of Family Council will report their concerns (for example, missed baths, late toiletings, misuse of equipment, late administration of medication) to registered staff (RPN, RN) as they occur and will encourage other families to do the same.

Although it is a small gesture, families can say thanks to staff that comes in on week-ends, especially summer week-ends and long week-ends.

7. **WORK PLAN FOR 2018**

Blanche-Hélène Tremblay submitted a draft of a work plan aimed at ensuring that Family Council fulfills its mandate and achieves its goals for 2018. Timelines will be added to see if the plan is realistic or if some work will need to be postponed to the beginning of 2019.

8. **NORTH EAST REGIONAL NETWORK ANNUAL MEETING AU CHATEAU, STURGEON FALLS, SATURDAY, SEPTEMBER 22**

Several members of Family Council are planning to attend this meeting. Details will be forwarded as they are received.

9. **DISCUSSION/SHARING**

Members are requesting feedback from administration regarding the relevancy of recommendations made by Cassellholme Family Council. (For example, "We thought this recommendation was a good one.")

10. **POLITICAL ACTION GROUP**

The Political Action Group has not met during the course of the summer. Members of the group continue, on an individual basis, to keep informed and raise awareness about issues around long-term care facilities.

11. **EVALUATION OF MEETING**

Members completed the self-evaluation questionnaire as an indicator of the effectiveness of Family Council during this meeting.

12. **DATE AND TIME OF NEXT MEETING**

Tuesday, September 4, 2018, at 2:00 p.m.

13. **ADJOURNMENT**

Meeting was adjourned at 3:30 p.m.