

Family Council Meeting
Wednesday, March 6th, 2024 at 6:00 p.m.
Craft Room

Present: Meri M. (Family Council President) along with (x2) other family members.
Scott M, Liz P

Invited Guests: Ken Callaghan (CEO), Lismi Kallan (DOC) and Michael Ciardullo
(Program Services Manager)

Secretary: Michael Ciardullo (Program Services Manager)

Council President: Meri M. (*in attendance*)

1.0 Introductions; Ken and Lismi introduced to families

2.0 New Business;

- **Updates and information; Meri** commended the home regarding the last outbreak and the extra efforts with cleaning and only having 3 cases with no changes. Ken mentioned that we had all staff during Influenza A outbreaks vaccinated and those not taking prophylaxis Tamiflu for the duration of the outbreak on the unit. We also separated staff per floor to limit the spread as advised by our IPAC lead Kathy V.

- **Open Question & Answer Session with Ken, Lismi and Michael**
 - COVID is now considered a respiratory outbreak along with RSV and email was received on Monday March 4th from Ministry of Health and Long-Term Care stating that masking is no longer required but homes are advised to encourage for all visitors and staff
 - IPAC Lead Nurse Kathy V stated in recent Professional Advisory Committee that our vaccinated rates are high in the home (COVID with 3+ boosters are 96%, RSV vaccination rate is 92%, and flu vaccines for staff are 85%)
 - Contract ratification with Liuna (union) – Ken mentioned that the contract was ratified on Feb 8th/24 with all staff receiving increases of 3.5% which will make all wages competitive surrounding homes not including county homes as their funding is different; this has assisted us in being able to find more staffing to fill positions.
 - Lismi commented on Quality Committee Council – Michael will send out terms of reference; this will include having 2 family members to join our Quality Committee that will be held every quarter for a 1-1.5-hour meeting (this will be a way for families to have insight into data for resident care, staff ratios, agency hours, results from surveys, and improvement plans)
 - Michael mentioned that there was a poor response from the Satisfaction surveys that were emailed to all families and residents. Michael to work on volunteers that will assist with residents to fill in the satisfaction forms this year; we are looking at updating the forms and adding more simplified questions and adding additional questions regarding other services provided
 - Meri mentioned that Family Council is not listed in the Resident Handbook (Michael stated that he will add this to the Resident

Handbook and will have meeting dates and president contact information

- Question about call bells in rooms; Michael mentioned that call bells have an alligator clip that will be used to keep the bell accessible to all residents by having them attached to the bed linens during the day.
- Question regarding snack cart rotations (Michael to create a memo to all staff to rotate the snack cart start rooms based on even odd days, North Hall on Odd and South Hall on Even)
- The fireplace area in Gardenview lobby is not meant for a meeting space due to receptionist and RAI Coordinator offices being located nearby and confidential information being disclosed; Parkview Centre and Craft room are spaces available for gatherings.
- Question regarding festive clothing for events; would like to see more staff involved in taking part in the festivities with clothing; Michael to improve communication with staff regarding upcoming events and dressing accordingly.
- Question regarding Activity Booklets being difficult; Michael will have more individual pages to be available for all residents to have different options for self-directed activities (Word Search, coloring pages, crosswords)
- Question regarding small lounge Willow Grove use; Lismi mentioned that this space will be used during meals for responsive behavior residents to give them a quiet space for meals with a PSW to oversee.

3.0 Announcements;

- Michael informed the group that Website is under construction and will hopefully be up and running by April (small adjustments will be made to improve communication and better insight into the home)
- Lismi mentioned that there was a change in staff PSW routines that began on March 4th; the staff lines are 2 staff (6am-2pm) + 2 staff (7am-3pm) and a (12-8) position on each floor; nights will have 2 staff PSW on each floor and 1 Registered staff (This will help with having 2 change rounds/repositions in the nights (11pm -7am); Each floor will have 1 RPN and there will be a charge nurse to assist with admissions, wound care and Doctor rounds)
- Bedtimes are moving closer to 8pm for most residents and staff will still ask residents if they wish to go earlier on a day to day basis

4.0 Adjournment;

Next Family Council Meeting: May 9th at 2:00p.m located in the Craft Room