

# Donwood Resident & Family Council

## Meeting Minutes

Scheduled Date: Sept. 25, 2017

Scheduled Time: **Start:** 1800hrs **End:** 1910hrs

|   | Attendees | People Invited        | Attendees |
|---|-----------|-----------------------|-----------|
| Nina Labun (CEO, Chair)                               | ✓         | Linda W. (Resident)   | ✓         |
| Jacqueline Fontaine (DOC)                             | ✓         | Norma D. (Family)     | ✓         |
| Heidi Goerz (Board Director)                          | ✓         | Winn M. (Resident)    | ✓         |
| Erin (TR Team Leader)                                 | ✓         | Kendell H. (Family)   | ✓         |
| Kathy Plett (Board Director)                          | ✓         | Mary F. (Resident)    | ✓         |
| Bev Turczyn (Director of Dietary & Domestic Services) | ✓         | Harold D. (Family)    | ✓         |
| Paula Black (Resident Care Manager)                   | ✓         | Arnott C. (Resident)  | ✓         |
| Linda W. (Resident)                                   | ✓         | Gerard S. (Family)    | ✓         |
| Mr. M. (Family)                                       | ✓         | Jeannette G. (Family) | ✓         |
| Bob H. (Resident)                                     | ✓         | Shirley N. (Family)   | ✓         |
| Minnie S. (Resident)                                  | ✓         | Susan B. (Family)     | ✓         |
| Frank F. (Resident)                                   | ✓         | Gloria G. (Family)    | ✓         |
| Anna J. (Resident)                                    | ✓         | Janice S. (Family)    | ✓         |
| Jacqueline VL. (Family)                               | ✓         | Beryl C (Resident)    | ✓         |
| David B. (Resident)                                   | ✓         | John G. (Resident)    | ✓         |
| Jeannette M. (Resident)                               | ✓         | Mary J. (Resident)    | ✓         |
| Jean L. (Resident)                                    | ✓         | Len S. (Resident)     | ✓         |
| Volunteers (2)  | ✓         |                       |           |

### Agenda

- 1.0 Opening Prayer of Blessing.
- 2.0 Approval of Agenda. Approved as circulated.
- 3.0 Approval of Minutes. Minutes of June 12, 2017 reviewed and approved as circulated
- 4.0 Business Arising
  - 4.1 Communication Poster – *In the Know.*’ Sample poster circulated for information. Positive feedback and will proceed with printing and posting.

- 4.2 Update on iPad music project. Erin provided an update that work continues and exciting progress made. Positive feedback from families. Still working toward full implementation.
- 4.3 Update on 1<sup>st</sup> floor activity room area. Context and background for movement out of Common Activity Room area provided by Erin. Update on how current location is working in multi-purpose room; will continue to monitor and make adjustments.
- 4.4 Follow-up on Round Table Items
  - 1. Call Bell Response Times. Open discussion about call bell response times. Some anecdotal comments that, particularly in evenings, less bells seem to be ringing with shorter waits. Residents commented that summer staffing again seemed problematic and Nina indicated that there were challenges with covering a number of staff off on sick leaves. Nina also shared that staff have been working on rounding and this consistent practice helps to proactively identify needs and can lead to reduction of call bells and waiting for care.
  - 2. Courtyard & Gardens. Update provided on gardening work in the East Side garden. Maintenance is leading plans to create a prayerful, quiet garden area/path that will be paved and accessible. It will be recommended that Residents do not go here alone but rather with a family member or friend.
  - 3. Meal times – See 5.1

## 5.0 Standing Agenda Items.

- 5.1 'Residents' Choice Meals.' Input was requested for menu planning. Suggestions: Desserts – rhubarb cake, stewed rhubarb, 'Johnny Cake'; Dinners – White sauce perogies, spaghetti.

Waiting at meal times was discussed – primarily seems to be of concern on 1<sup>st</sup> floor. Bev confirmed that meal times on 1<sup>st</sup> floor are 815, 1145 and 440. Knowing this, some Residents indicated that they would come later to the dining room so they are not sitting at the table and waiting for soo long.

Bev Turczyn, Director of Dietary and Domestic Services attended the meeting to address concerns re: wait times (particularly in 1<sup>st</sup> floor dining room) and share on a recent addition of fresh fruit to menu. Feedback was also provided by Residents on the 'tough' texture of a number of meats – roast beef, pork chops. Questions were raised if the supplier was doing something different. Residents also requested that green beans not appear on the menu so frequently. **Action: Bev will follow-up and provide feedback to supplier re: meat quality.**

Bev was also recognized for her 35 years of service at Donwood as she prepares for her upcoming retirement. A bouquet of flowers was presented by a Resident to Bev.

## 5.2 Person-Centred Care.

1. Jacqueline provided an update on the new care conference format. September was the first month of implementation and feedback was positive.

5.3 Policy Updates. Nina shared the Donwood Board of Directors *Statement on Medical Assistance in Dying*. Donwood previously released its policy in January of this year.

5.4 Resident & Family Role in Safety. This item is an important standing agenda item to meet our MB Health Standards and Accreditation Standards. At today's meeting, the family's role in Resident safety was discussed. A brochure has been drafted and families requested that this be completed and circulated. **Action: Nina will follow-up with Rehab staff re: brochure development.**

## 5.5 Round Table

1. Cold Air Flow in dining room. **Nina to follow-up with maintenance.**
2. Courtyard Disability Access button for door and concerns with slope. Nina indicated that maintenance was gathering quotes for installation of a disability button. The grade of the concrete has been a long-standing issue and leveling and lifting of the concrete is done almost every other year. There is little other corrections that can be done to correct this as it relates to the original design and construction, and the shifting of ground. **Nina to follow-up with maintenance re: disability access button.**
3. Request to move garbage and recycling cans at front entrance of PCH as their current placement makes it difficult to maneuver a wheelchair to the door. **Nina will request maintenance find an alternate location.**
4. Feedback re: consistency of staffing over summer months. See 4.4 – item #1.

## 6.0 New Business

6.1 Dry Cleaning Information. Nina shared information that Best Care Drycleaners offers a pick-up/delivery service to PCHs. Should families be interested, information will be available at reception.

6.2 Resident ID Bracelets. Jacqueline spoke about the importance of '2-client identifiers' in nursing care. Currently, Donwood Residents do not wear any

type of ID bracelet. Jacqueline circulated 2 types of bracelets that are less hospital like – and resemble med-alert bracelets. These have received positive feedback from Residents in other PCHs. Positive responses from those in attendance. **Jacqueline will follow-up and move towards implementation for improved Resident safety.**

- 6.3 Hairdresser Costs. Nina reported that the hairdresser has proposed increases in fees. Price changes were shared and will be posted.
- 6.4 Personal Products. Nina shared that the supplier providing personal/small sizes of shampoo has discontinued this product. Many families provide their own products and this is recommended as the quality is much better than can provided through our medical supplies contract.
- 6.5 FOBs. Nina reminded and encouraged families to purchase additional FOBs if needed for their family members that come to visit. When visitors do not have FOBs, the 1<sup>st</sup> floor nursing staff have to answer the door and this leads to disruptions in care routines.
- 6.6 Flu Clinics. Nina shared information on the upcoming flu clinics. Information will be posted – all Residents will receive their vaccine as part of their care – families, visitors, etc.. are welcome to attend the flu clinics.
- 6.7 *Mark your Calendars!* Please join us for the Donwood Auxiliary fundraising event – *Soup & Pie* on October 27.

**Next Meeting Dates:**

**October 23, 2017 @ 6pm**