

Meeting Highlights
FAMILY ADVISORY WORKING GROUP

Date: Monday November 19, 2018
Place: Skyview East Lounge, Lions Prairie Manor (LPM)
Time: 5:30 to 7:40 pm

In Person: Jane Smith, Bride Meehan, Pauline Love, Lynn White, Allan di Dio, Bev Morris, Jocelyn Coltart-Lyons, Jane Curtis, Marianne Woods, Ashley Yanchycki, Melissa McArthur, Corrine Pratt,

By Phone: Louise Phaneuf

Recorder: Melissa McArthur/Marianne Woods

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Welcome & Introductions

Sacred Moment

Jane Curtis shared an inspirational quote by Jay Danzie, “Your smile is your logo, your personality is your business card, how you leave others feeling after an experience with you is becomes your trademark.”

Health Care Advisor Handbook

The final copy of the LPM Health Care Advisor Handbook was circulated for information. This will also be posted in the facility for general information and circulated to new families on admission.

Communications

LPM Contact List

Marianne presented an updated draft contact list. Thanks to Louise for her work on this draft. Suggestions for revisions – include contact information for compliments as well as concerns; post beside whiteboards on care areas and ensure titles and flow are consistent between both; ensure clear identification for progression of concerns if not addressed. Members felt these changes would be adequate and recommended this could be posted in the facility. Always an opportunity to revisit in the future.

Signage

Corrine had been requested to do a walk-through of the facility, from the eyes of a visitor, to identify signage that is present and gaps noted. She presented on what she had found, which helped members to visualize what is currently in place in all areas.

- Laminated paper signs will be trialed over the next few weeks to see if they provide adequate direction, before ordering permanent signs.
- Some of the current signs are hard to read, as they were originally intended to have a more home-like appearance. May also want to consider changing these.

Handbooks

Participants were asked to review handbooks and note any areas which appear incorrect or require more detail. Handbooks should match the changes made to the contact document.

Audit & Survey Results

In follow-up to discussion at prior meetings about whiteboards and name tags, audit results were shared with members. Ongoing audits will continue.

The results of the 2018 Resident Experience Survey were also circulated to members.

Toileting during Mealtimes Direction

A draft document containing direction to staff on the matter of toileting during mealtimes was discussed. It was noted that education on the document has not yet started, as we wanted this group to review first. This document is intended to provide the direction required to address the PPCO recommendation. Members discussed and indicated that it appeared that appropriate staff consultation had occurred and that the document covered all pertinent areas.

Other Discussion

The group discussed fire preparedness and fire education. There was concern voiced about staff education and evacuation. Reviewed current education and evacuation plan, and noted the map could show stairs and fire pull stations. Suggestion that each resident room could include evacuation plan on inside of door similar to what is done in hotels. Management will take all suggestions under consideration.

Next Meeting and Next Steps

Members were asked to spend time before the next meeting reviewing the Resident Handbooks – SH-SS Regional Handbook and the LPM Handbook.

Next meeting to be held December 3 from 5:30 to 7:30 pm, Skyview Lounge.

For anyone wishing to join by teleconference for the next meeting, the information is located below:

Dial 1-866-950-8273

Participant code 7802689#

You will be joined with the group once the meeting has started.

The meeting adjourned at 7:40 pm.