**Meeting Highlights**

**FAMILY ADVISORY WORKING GROUP**

**Date: Monday December 3, 2018, revised**

**Place: Skyview East Lounge, Lions Prairie Manor (LPM)**

**Time: 5:30 to 7:45 pm**

**In Person:** Jane Smith, Dot Sloik, Bride Meehan, Pauline Love, Allan di Dio, Bev Morris, Jocelyn Coltart-Lyons, Jane Curtis, Marianne Woods, Ashley Yanchycki, Corrine Pratt

**By Phone**: Louise Phaneuf

**Recorder:** Marianne Woods

**Welcome & Introductions**

**Sacred Moment**

Jane Curtis shared an inspirational quote by Christina Makeyeva, “You may think that you are completely insignificant in this world. But someone drinks coffee every morning from their favorite cup that you gave them. Someone heard a song on the radio that reminded them of you. Someone read the book you recommended and plunged headfirst into it. Someone remembered your joke and smiled, returning home from work in the evening. Someone loves himself a little more, because you gave them a compliment. Never think that you have no influence whatsoever. Your trace, which you leave behind with even a few good deeds, can not be erased.”

**Quick Reference Guide**

Ashley reviewed the Quick Reference Guide that has been developed as a tool for staff to document key points from the care plans which they need to be familiar with when providing care. This tool was developed in consultation with Health Care Aides and Nurses.

**Occurrence Reporting**

The regional occurrence reporting process was reviewed and discussed. This is a consistent process across the province. All regional facilities report using a common form, and results are analyzed twice a year. At an upcoming meeting, we will bring the last 6 months of data for information, so the members can see what is being reported for the site.

**Communications**

**LPM Contact List**

Marianne presented an updated draft contact list for information. This has been posted in the facility, and will be revised as changes occur.

**Signage**

We have posted some signs to trial over a few weeks and see whether the direction provided is adequate for visitors. We are working on development of a map. Please continue to provide feedback as you notice anything that is not clear.

**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. Feedback is requested to be sent to Marianne for compilation for the next meeting.

**Other Discussion**

The group discussed the Toileting during Mealtimes Direction. The purpose of the direction was reviewed – it is intended to provide direction required to address the PPCO recommendation. Education will be provided, and it will be the expectation that this document will help guide staff in their interactions with residents. Concern was raised that staff would refuse to toilet residents and it was reaffirmed that it is an expectation that staff will make every possible effort to assist residents with toileting in as timely a manner as possible, in a resident-centred approach.

The group also identified some potential future training topics for staff which would be helpful - hearing impairment training, aging simulation experience and ear flushing protocols. Management will review and see how best to incorporate these into our staff development program.

**Next Meeting and Next Steps**

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

Please provide feedback on the Resident Handbooks to Marianne.

The meeting adjourned at 7:45 pm.

**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.**