**Meeting Highlights**

**FAMILY ADVISORY WORKING GROUP**

**Date: Monday, January 14, 2019**

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

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

**In Person:** Bride Meehan, Pauline Love, Kim Guy, Jocelyn Coltart-Lyons, Corrine Pratt, Jane Smith, Bev Morris, Gary Brown, Dot Sloik, Melissa McArthur, Ken Werbiski, Ashley Yanchycki, Allan di Dio, Marianne Woods

**By Phone**: No one joined the call

**Recorder:** Marianne Woods

**Welcome & Introductions** – Jane Curtis sends her regrets, is unable to attend due to illness.

**Sacred Moment**

Marianne Woods shared an inspirational quote by Maria Robinson, “Nobody can go back and start a new beginning, but anyone can start today and make a new ending.”

**Meeting Highlights**

Marianne shared that the Family Advisory meeting highlights are now posted on the Southern Health-Santé Sud website, so that all families can access them. They will still be posted in the facility, but we will no longer email out the minutes. This should address the issues that some have been experiencing with receipt of email attachments. The link is listed below, and you will find the information under the Resources tab:

<https://www.southernhealth.ca/finding-care/portage-la-prairie/lions-prairie-manor/>

**Welcome to Ken Werbiski**

We are pleased to welcome Ken Werbiski as Client Services Manager in our facility. Ken will be working with us for a one-year term to help us implement changes in practice and improvements to processes as we address things that have come forward following the PPCO review. We are waiting for Ken’s cell phone to arrive, and when we receive the number will update the contact list and circulate it and post in the facility.

**Open Discussion**

There was discussion about the media interview conducted by the Board Chair. It was confirmed that the Family Advisory Group is in no way responsible for whether the PCH license is changed and admissions allowed. Staffing was also reviewed and it was confirmed that staffing guidelines are established provincially and we are staffed according to funding levels.

**Update re PCH License**

We have received our 2019 PCH license and the condition relating to restriction to admissions has been lifted. We are able to resume permanent admissions on a gradual basis, with one admission every 2 weeks until Feb 8, and then one admission every week on an ongoing basis. Exception may be made for a married couple admitted to a double room. Respite admissions may resume as per normal practice with scheduling by the Social Workers.

Our license continues to have the following conditions:

* The facility will comply with all outstanding PPCO reporting requirements by no later than January 31, 2019;
* The facility ensures continued compliance with the PCH Standards and sustained delivery of resident-centred care (as measured through regular status updates and unannounced reviews).

We have admitted 2 residents (a married couple) on January 10. Current bed status is 19 empty beds plus 2 empty respite beds.

**Update re PPCO directions**

We submitted our status update to PPCO on December 18, 2018. We have completed Direction 6 and 7, and are substantially complete with Directions 1 to 5. We continue to provide staff education with the goal that all staff who are actively working and hold a position at LPM will have their education completed by Jan 31, 2019. Casual staff are being educated as quickly as possible, and staff who are away on Leave of Absence will receive the education when they return. We will be scheduling an open family meeting to update everyone.

**Group Exercise**

The group reviewed feedback which had come forward at the open family meetings from the fall. A prioritization exercise was completed. It was noted that some of the items have already been completed with processes established to maintain the practice going forward. The remainder of the items were felt to belong in the category of Family Communication and would be addressed by updating the Resident Handbook to include more detailed information. At the next meeting, we will focus on updating the Resident Handbook together. Families are invited to submit any recommended changes to Marianne.

**Communications**

**LPM Contact List**

Marianne advised that as soon as we receive the cell phone numbers for Eva and Ken, we will circulate an updated contact list to all families and post in the facility. We will continue to revise as changes occur.

**Signage**

We had posted some signs a few weeks ago to trial. Feedback was requested from the group. Thanks to Louise for volunteering to do a walk-through with Corrine so we can see from a family’s lens and determine if changes are required.

**Next Meeting and Next Steps**

Next meeting to be held January 28 from 5:30 to 7:30 pm, Skyview Lounge.

Please feel free to send any feedback on the Resident Handbooks to Marianne if unable to attend the meeting. [mwoods@southernhealth.ca](mailto:mwoods@southernhealth.ca)

The meeting adjourned at 7:30 pm.

**For anyone wishing to join by teleconference for the next meeting, please note the new call-in information located below:**

**Dial 1-888-289-4573**

**Participant code 1035888#**

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