

George Derby Family Council Minutes - Approved

Tuesday, March 12, 2019

Call to order at 2:00pm
Meeting Room 2339

Attending: John Knapp, Mary Rossi, Joe Sadowski, Sandy Moreno, Bill Jenkins, Liz Kloepper,
Lynda Copp

Absent: Teresa Rodriguez, Janet Brown

Guests: Mallory, Zainab, Grace, Lillian, Pat

- 1) Approval of minutes from January 14, 2019
 - Moved by Sandy Moreno and seconded by Mary Rossi

Meeting was interrupted for a short time due to a fire drill.

- 2) Pat Kasprow was introduced as an 'accreditation' consultant who will be at George Derby Centre until December to facilitate the communication among staff and admin for the accreditation process which will be completed in November 2020.
- 3) Mallory (from agenda item 4) spoke about:
 - a) Bringing back a Resident Council using a facilitated program to lead the residents through the issues and then forward the discussion to the appropriate staff/administration to help solve it. Residents could be different each meeting. An extra staff member – Laura – will be there to cover the added workload.
 - b) Producing a Newsletter that will hopefully be published in April 2019. Mallory shared a template of the newsletter. In a discussion, Pat stated this is a great communication tool. It would include pictures and articles of both the staff and residents. The release would be placed in strategic locations throughout GD Centre.

ACTION: Family Council will collaborate for an entry – and add the picture that was taken of them on January 14, 2019.

ACTION: The newsletter would require a name (i.e. Derby Digest). Mary will try to come up with a suggestion, and perhaps a paragraph or two for the April newsletter.

Done. Mary has submitted an article

- c) Sandy brought up a discussion regarding Residents at Risk for Isolation and Mallory confirmed that a list is produced regularly that allows her to allocate her staff for 1:1 visits in their rooms or to entertain them around the complex. Pat confirmed that funding is where it should be for GD for resident's entertainment/visitation by recreation staff. At present there are 7 full time and 2 part time staff. Before FHA took over most of the funding, Recreation employed 24 staff.

4) Grace & Lillian (from agenda item 3):

- a) The GD Dieticians pointed out that the quality of food for the residents is for discussion with the Kitchen Supervisor.

ACTION: John will ask Maria Asperin to schedule the Kitchen Supervisor to attend the April Council Meeting. Pat called it "Fire & Food". Done! Maria will schedule.

- b) Dieticians workload include attending resident Care Conferences when able (on average each have 2 to 4 meetings per week).
- c) Canada Food Guide is followed as per FHA – new one will not be used for a few months yet.
- d) Very little fresh fruit is used due to expense or choking hazard (i.e. grapes). They try to include seasonal fruit, when available, such as watermelon. It is labour intensive to cut up fresh fruit into small pieces.
- e) The residents can ask for more food if they wish – the food carts stay out during the meal for this purpose. Sometimes a resident is restricted from extra food due to medical reasons.
- f) A thank you was expressed to the care aides and nursing staff, as well as the kitchen staff and dieticians for their care of the residents at mealtime.
- g) Mary brought up that Calcium intake was a concern with the council for some residents and it was stated by Grace and Lillian that the soups are creamed with dairy and ice cream is always available in the units' freezers. The doctor can also prescribe a supplement.

5) Ava (from agenda item 2) was unable to attend. Postponed until the April meeting are:

- a) GD Management Report
- b) Board of Directors update
- c) Response from Dr. Cameron regarding invasive procedures
- d) Interviewing a new Social Worker?

6) New Business (from agenda item 7):

- a) John brought up the issue and a lengthy discussion ensued regarding: the lack of communication regarding income tax documents that should be issued each year; statements issued from CareRx should be automatic for income tax and payment purposes; monthly account balances for comfort funds should be issued. These important financial procedures lack consistency.
- b) Lynda mentioned a concern that her personal records at George Derby were not up to date. Some of her information had changed over the years. GD needs a way to keep records up to date.

ACTION: GD Management will investigate.

3:00 pm. John excused himself from the meeting and turned over the chair to Mary Rossi.

Bill excused himself from the meeting and stated that he would be resigning from the Family Council. Everyone wished him well and thanked him for his service.

7) Mary's report on the GD Strategic Planning Retreat (from agenda item 5):

- a) Mary Rossi and John Knapp attended this very informative and enjoyable retreat and were asked to speak to the Team leaders, Management and Board on behalf of the Family Council. John and Mary spoke about:
 - how the Family Council works
 - the great care that is given to residents at GD – and how the care aides and nursing staff try their best with what they are given
 - when a resident passes away, there is quiet and respectful thought given to the resident and family
 - the meal service is appropriate , but the dining room is tight – like a jigsaw puzzle – with all the wheelchairs and walkers in the room

Pat responded by stating that it is a partnership among administration and residents and families and therefore this is why John and Mary were asked to speak on behalf of the Family Council. Pat went on to say that communication is relevant for positive experiences and for ongoing commitment and engagement with everyone. They are doing well, but there is always room for improvement.

8) Items to be discussed at the April meeting:

- a) John: spring cleaning, air quality, moving residents
- b) John: schedule date for 'Secondary Goals of Council'

9) Next meeting will be on Tuesday, April 9, 2019 at 2pm in Room 2339.

10) Adjournment at 3:15pm – moved by Mary Rossi and seconded by Joe Sadowski.