

**Maxville Manor Family Council – virtual meeting**  
**February 10, 2022**

Family Council members	Judith Stanway (Chair), Liane Green, Heather Ross, Rainer Pethke, Keith Penny
Guest	Kelly Keeler
Regrets	Muriel Aitken, Lynn Stevenson, Beverley Herscovici, Carol Hambleton

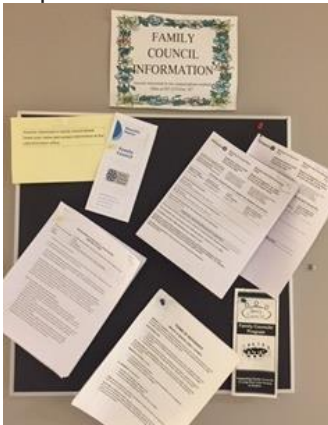
1. Welcome and opening remarks

2. Ministry Inspection Report

Kelly Keeler, Maxville Manor Director of Care, discussed the [Nov 30, 2021 Critical Incident Inspection](#) and provided a status update on what is currently being done to address it.

In summary:

- All Maxville Manor staff will be educated and trained on the Abuse and Neglect policy.
- Kelly and management are creating a care and ethical training program for all staff, in accordance with the Ministry of Long-Term Care.
- The Royal Ottawa Hospital is consulted on any behavioural issues requiring additional guidance or intervention.
- All incident reports and management response plans are printed and posted on the Family Council bulletin board located on your left as you approach the Activity Department. These documents are available on the board for 2 years.



- Online public inspection reports for the Manor can be found here: <http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=C540&tab=1>

3. Business arising from previous minutes

- The Council discussed how residents are receiving the Maxville Manor updates. Some residents receive the updates via email and others in paper form delivered to their room.
- The Council confirmed that the Resident Handbook is being delivered, in person, to new residents and or management inform the resident in where to find information online.

- The Council was to receive a presentation on the work being done re: The Manor's Values and Support to Caregivers program, however due to the current challenges with the Covid 19 Outbreak at the Manor, a presentation will be delivered at a later date.
- No update was given on the Manor's redevelopment project due to the urgent matters around the Covid 19 Outbreak at the Manor.

#### 4. Other business

##### Medication dispensing

The Council discussed the importance of reviewing the new policy recently put in place for medication dispensing. The Council has requested a presentation on this topic to be brought to the next meeting.

##### Appointment of new chairperson

Rainer Pethke has offered to be chair. The Council agreed to have him chair the next meeting.

#### 5. Other

The Health Standards Organization has released a draft national standard for Long-Term Care for public consultation. The Council members were encouraged to complete the questionnaire:

<https://healthstandards.org/public-reviews/long-term-care-services/>

The Council also discussed staffing issues and the Manor's current Wi-Fi service.

#### 6. Next meeting is to be scheduled for Thursday April 14th @ 7:00pm.