

Maxville Manor Family Council – virtual meeting
April 27, 2022

Family Council members	Rainer Pethke (Chair), Liane Green, Rainer Pethke, Judith Stanway, Carol Hambleton, Keith Penny, Beverley Hersovici
Guest	Amy Porteous, Kelly Keeler, Dina Murray-MacDonald, Deirdre Hill
Regrets	Lynn Stevenson, Muriel Aitken, Diana Kemp, Heather Ross

1. Welcome and opening remarks

2. Draft Maxville Manor Caregiver Support Strategy presented by CEO Amy Porteous

Amy presented the Maxville Manor Caregiver Support Strategy. Each activity was discussed, responsible leads were determined as well as the timeline in which the activity is planned to be accomplished.

A few of these activities were assigned to the Family Council such as: looking at best practices for identifying caregivers at the Manor, reviewing the resident admission process as well as the resident handbook. In addition, the Family council will look into securing training and support groups for caregivers through the Alzheimer's Society, Parkinson's support groups and the Ontario Caregiver Organization.

3. Update on Visitor Policy presented by CEO Amy Porteous

Amy presented the revised Visitor Policy and provided information on the recent changes to the document.

The Family Council discussed the importance of all visitors wearing a mask when visiting a resident including outside visits. The Council agreed with management to extend the use of masks for another 6 weeks.

All visitors must be screened and receive a rapid test whether indoors or outside.

A summary of the updated Manor Visitor Policy will be shared in the next Maxville Manor Newsletter.

4. Update and discussion on medication dispensing presented by Director of Care, Kelly Keeler

A Care Quality Committee has been formed at the Maxville Manor to review different aspects of care provided to residents. The Family Council will review the list of Committees in order to have representation at each Committee.

Medication safety meetings are conducted quarterly, unless identified as critical. These meetings are to review medication incident reports over the last quarter. Meetings include the involvement of the medical director and pharmacist.

At the most recent review, it was agreed upon that the Pharmacy will discontinue prior medication prescriptions before adding to a new order as this was identified as an area of concern when medications change mid-week.

Kelly explained the current medication ordering process which is conducted in paper form. The Manor has purchased a new software system which will allow for quicker, accurate and secure medication orders. The system will allow the physician and pharmacist to communicate directly while keeping the POA informed of all changes. The Council was informed that this system is intended to be up and running by end of May. Nurses are expected to use their expertise to question and confirm any changes to medication.

The newly hired assistant director of care will be assisting Kelly and each unit manager to improve the medication dispensing process and help meet expectations.

5. Family Council enhancements

Activity director, Dina Murray-MacDonald, updated the Council members with the following:

- The Family Council communication board has been moved from the Activity center to in between the doors at the front entrance.
- Next Family Council meeting date and time are posted within the Newsletters as well as posted in the nursing station, per unit.
- The admission resident handbook has been updated to include a summary of the Council and also includes the new Family Council email address contact.

The Council members suggested to establish a Family Council representative / liaison for each unit to help introduce new families to the Manor. This was described as family to family with a focus on the new resident's caregiver(s). They would help the new family find information, including about the Family Council, in the hope is that this would encourage more new representation on Family Council.

6. Roundtable and topics for next meeting

Day Away Program and facility updates

7. Next meeting:

June 14 at 7:00pm in the Maxville Manor Chapel. Zoom can be arranged upon request.