

Maxville Manor Family Council
August 23rd, 2022

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

1. Welcome and opening remarks

2. Update on availability of seating in Town Square

Kelly updated the council members that as of August 23rd there are three reserved tables available, in Town Square, for residents to visit with family and friends. In addition, Public Health is still not allowing visitors to eat with their loved ones at the moment.

3. Introduction of the new Assistant Director of Care

Carolyn, the new ADOC was unavailable to attend the meeting and will attend the next one in October.

4. Present the latest MLTC inspection report

Kelly presented the most recent Ministry of Long-Terms Care Critical Incident Report.

<http://publicreporting.ltchomes.net/en-ca/File.aspx?RecID=29885&FacilityID=20333>

Kelly informed the Council that a program was developed after this report ensure proper reporting is done as to how and when to report abuse.

As of April 11th, 2022, the Maxville Manor was required to have a designated Infection Control Lead. The requirement for this position is 25 hours a week and Mel Levac has accepted this role.

5. Update on medication dispensing processes

Kelly detailed the process in which the Manor requests and receives medication prescriptions. Improvements within this process include bar codes on the medication as well as the exploration of medical bracelets for residents. If a medical bracelet is favored by the management team, the prototype will be circulated to the resident and family council for consultation.

It was also expressed that the Pharmacy is willing to come to Family Council for an information session.

Despite the focus on the pharmacy for proper packaging and labelling, Rainer spoke to the key dependency on Nurses to know their resident whenever there is a change or special dispensing of medications. Kelly noted that the Pharmacy has expanded their retention of the pictures of the medication strips from 14 -> 21 days.

6. Updates on the Caregiver Support Strategy and related activities.

- a) The family and resident satisfaction survey template and resident handbook:
- Resident and family councils are to review the questions within the survey before sending it to the residents. The survey will be distributed to all FC members for comment under separate cover.
 - Most questions are Ministry requirements.
 - Comments from the Council are required by October as the intent is to send out the survey in November. Results from the survey will be presented in the new year.
 - Resident and family council are also to review the resident handbook.
 - The Handbook is also found on the Maxville Manor website.
 - Comments are expected back, to Dina, by January 2023
- b) Results of the family communications survey issued in the 2022/05/20 newsletter
- The Communication survey was sent to all email addresses on file. 24 Responses were received with the majority preferring to get information via email/newsletters,
 - Resident Council section on the Manor website needs to be updated.
 - It was suggested that Family Council participate in writing a piece, or having a standing item, in the Manor Newsletter.
- c) Family Liaisons
- It was announced in the Staff newsletter that there may be Council members walking around with yellow name tags that identify them as a Family Liaison for new admissions.
 - Family Council suggested that this be added to the resident handbook as well as have a list of the individuals names listed within the nurse's station.
 - Education on the name tags have been included in the staff & family/resident newsletters. Liaison awareness is also part of the process when Dina is completing the checklist for recreation department. It is included in the follow up call to POC to verbally tell family about the name tags and asking for permission to share their name and contact with family liaison.
 - Since this was requested in June, Dina has had contact with all new admissions 5 in total. They were very appreciative of this offer but declined for a variety of reasons – felt they received sufficient support, will request info when needed, feel loved one is well looked after and feels their loved one able to voice concern and not interested in further involvement and been care giver for so long just need a break and visit as parent/child vs caregiver
- d) Status update on Alzheimer's and Parkinson's info sessions (joint with Liane and Carol)
- Alzheimer Society information sessions can begin in October. Liane and Dina to discuss logistics and timing.
 - Parkinson's information sessions can also begin once Carol has had the opportunity to coordinate. Dina provided the following contact information. – "Jeanette Trottier is willing to come to Maxville Manor in person or via zoom. She can be reached at 1-800-565-3000"

e) FC Liaison with residents' council

- Family council chair offered again to attend a Resident Council meeting. Dina suggested having two residents attend the next FC instead.

7. Private experience with MAID - Family Council benefitted greatly from a private summary and lessons learned from a very personal experience with MAID (Medical Assistance in Dying).

8. Review/confirm the FC Terms of Reference. Time was limited and did not permit discussion of this item in any detail although there was consensus that the primary mission of FC is to improve the quality of life of residents to the extent possible.

9. Roundtable and topics for next meeting - this was time limited although there was some discussion of the need for education on palliative care and preparations for death. Some of this is covered in the Resident's Handbook.

10. Next meeting October 25th at 7:00 pm. - Recommendations for agenda items are welcome.