

Family Information Night
February 2, 2017
@ 6:00 PM
In the Main Floor Multipurpose Room

Minutes

Present Please see attached sheet

1.0 Welcome

Shannon Chartrand welcomed those present and thanked them for attending the meeting. The agenda was read and staff members were introduced.

Observable Indicators discussed by Barbara:

- Social Work student compiling quarterly audits for quality indicators.
- Results forwarded to RCM's for follow up.

2.0 Resident Advisory Council Highlights (Barbara)

Reviewed Terms of Reference for Resident Advisory Council (RAC), and a typical meeting agenda.

- Noted that the Resident Bill of Rights and Responsibilities is reviewed at every meeting.
- At the June meeting, World Elder Abuse Awareness Day (WEAAD) was discussed.
- There is on average 18 residents attending each meeting.
- RAC provides residents an opportunity to express their concerns and compliments regarding living in a PCH setting. An example is how residents expressed their wishes to be attended to by health care providers in their rooms rather than the hallway etc.

3.0 MHC Website Information (Victoria)

Victoria discussed how families can access the website and what information was posted there. The family members were encouraged to forward suggestions for content to the RCM's.

4.0 Dementia Care Information Session

The Alzheimer's Society of Manitoba gave a presentation on "Staying Connected – with FOCUSED Communication Strategies"

5.0 Round Table

- Question: Are there staff meetings?

Response: Staff meet formally on a regular basis to discuss unit issues. There are also scheduled nursing meetings for all nurses at MP. There are also many impromptu "Huddles" where staff discuss specific unit issues and care needs.

- Family member expressed concern that the door access keypad numbers were changed before adequate communication with families was made.
- Family member requested clarification regarding the flu outbreak protocol and if they are still allowed to bring residents away from the facility when an outbreak is declared. Victoria responded that staff will review the protocol to ensure everyone knows how it is to be followed.
- Family member requested that the wifi service be improved. It was noted that this is a courtesy service we provide and acknowledge that there are some issues with this free provision, but attempt to ensure it is there for everyone to use.

- It was suggested that we improve the cable tv service. Shannon will look into how this may be improved, but acknowledged the limitations of the hospitality box MHC uses that is provided by Shaw.

8.0 Adjournment

Meeting adjourned at 7:25 PM.