

# Faith Manor Family Council Meeting Agenda

## February 21, 2024

<b>Date:</b>	WEDNESDAY February 21, 2024
<b>Time:</b>	7:00PM to 8:00PM
<b>Location:</b>	<b>Topic: Faith Manor Family Council Meeting</b> <b>Time: 7pm-8pm</b> Join Zoom Meeting  5 attendees.

AGENDA Items	
	<p><b>Welcome and chaired by Lynn Vanlieshout- Opening Statement:</b> The FC Chair welcomed everyone to the Faith Manor Family Council Meeting. She reminded everyone that this meeting is not to focus on individual personal concerns but to engage with families so we can work together with management to build a positive and collaborative relationship in order to make Faith Manor a great place for residents! FC Chair informed families that staff will stay at the end of the meeting should any family member want to address an individual or personal issue with them</p> <ol style="list-style-type: none"> <li>1. Minutes approval January 17/24– seconded by Terry. C</li> <li>2. <b>Ongoing Business -NA</b></li> </ol>
<b>3.</b>	<p><b>New Business (45 minutes)</b></p> <ul style="list-style-type: none"> <li>● Home Update – Sellinor Ogwu-Administrator-(10-15min) Sellinor provided information on outbreaks and how we are being less impacted by them, both residents and staff. Turnaround time is much better. She talked about RSV vaccinations as some families had inquired but not many have consented. A member on meeting indicted they filled out forms and handed them into the nurse but never got any follow up. Was the same with the one study that was being conducted in the home as well, never received the consent form. Member asked what was a good suggestion. alternative to enhanced communication. Sellinor said to email her directly and that she would follow up with IPAC regarding the RSV vaccinations. Sellinor also provided update on the results from satisfaction survey. Overall, positive feedback-listed few examples of questions on care and if you would recommend your family to Faith Manor and percentage was high and people are happy with most services! Lastly, Sellinor talked about CARF and that in the upcoming weeks, there would be increased signage, posters to inform everyone about the survey which will take place March 25-27/24. Sellinor also mentioned our annual program review day (CQI)-went over well and our resident council rep attended. She suggested that FC try to attend or provide an update next time. Family member had a question about the billing and the changes around that and why aren't emails sent from the DUCA any longer as they worked. If you pay by cheque there will be a \$10 fee and monies will be taken end of month now. A positive acknowledgment was suggested by family member that it should've been provided as some families won't pay attention to the notice and have funds available. Sellinor agreed to reach out to finance and will follow up with member.</li> </ul>

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- Judy Kirby-CARF (10 min) Judy shared about CARF and what the accreditation about; she mentioned the different areas of focus and what the surveyors look for in compliance with their standards. They will be onsite for 3 days; will involve a tour, interviews with residents, staff, leadership, and both councils. They will do an exit summary of their review of all sections they cover at the end. Once they finalize their report, the home will be notified if they receive the certification. Judy also discussed briefly more about the satisfaction survey draft plan and asked that if anyone had any suggestions of a smart goal to please reach out to her as we appreciate their feedback and input on goals. Judy also said she would send out the package of information re CARF to all members via email. If anyone has any questions to reach out!
  - Lynn-updates (10 min)-no updates to provide.
  - Wishing well program-Jody (5 min)-No ballots came forward for this month.
  - RAPS Program/Env Update-(10 min) -Jody discussed the kids' corner-pretty much completed just waiting for signage! thanked everyone for their donations and was exited for it to be a natural play area for when kids come in during visits with loved ones! Notice will go out in the Tie that Binds and we will have posters for each manor to let people know once we are complete. Jody also provided an update to her role noting that she now has help with Kristen Neilson from Grace Manor who will oversee the recreation portion at that manor; it will provide extra support for Jody! She also shared the news about the new spiritual care coordinator position and that we were currently interviewing for it! very excited to bring back some elements of the pastoral program to both manors. She also discussed the next RAPS meeting (Jan 18) and that more members were invited to increase the support of the environmental scan that was done last April so we can divide and conquer some of the suggestions.
- Open Discussion-(15)

#### 4. Closing Remarks/Reminders (1 Minute)

- Next meeting: April 10<sup>th</sup>/24 @ 7pm via Teams

#### 5. Meeting adjournment: 7:48 pm



April 30, 2024