

## **Hastings Manor Family Council**

**10 April 2019 6:15pm Main Activity Hall, Hastings Manor**

**Attendance: 7**

### **Welcome and Introductions**

1. Chair discussed with FC members previous month's minutes. Explained how HM Admin made changes to minutes without our permission. We changed minutes back to our version after acknowledging a few of Admin's changes. We discussed problems with Admin posting minutes on time. Also same issue with Activity Calendar not coming out in a timely fashion.
  
1. Chair mentions that HM Admin had sent her a version of the new Family Council pamphlet and asked for our approval. FC advised HM Admin we would review at next meeting and provide final version to them. Pamphlet reviewed by FC members in attendance and changes noted. Areas we wished added were:
  1. A paragraph explaining how anyone wishing to receive FC minutes and info by email may do so with a corresponding box where someone could fill in their name and email address. There would also be an explanation on how to submit it.
  2. Remove Jennifer LeClair as the contact person, HM Admin contact information, and replace with FC email.
  3. Remove Leadership by Committee information paragraphs.
  4. Correct Meetings dates.
  5. Remove sub-committee information paragraphs.
  6. Add paragraphs explaining FC Bulletin Board and Mailbox in lobby area.
  7. Under the "Objectives" area in the "Informing" paragraph add the sub paragraph about how minutes of meetings are available.

***(Please see attached old pamphlet and new FC drafted pamphlet sent to HM Admin for publication and distribution.)***

2. In keeping with FC's objective to meet with new residents' families we sought out what other Family Councils do to achieve that. FC emailed directly to 121 Family Councils across Ontario that were registered with Family Councils of Ontario. He asked if they met with new residents' families at the follow-up meeting approx 6 to 8 weeks after a new resident arrives. If they did not, what did they do to meet with new residents' families? To date we have heard from approximately 40 Family Councils.

*(A follow-up report will be sent out to FC members once it appears that we have received the maximum amount of responses. Any good suggestions for our FC will be shared with everyone and up for discussion. More info to follow.)*

3. Efforts to attend Residents' Council meeting to commence building a rapport with them and see if we could work together on similar problems has been started. Harold Curwain contacted Residents' Council's liaison person who happens to be our liaison, Jennifer LeClair, asking to attend the next meeting. Jennifer asked a series of questions as to why we wished to attend and what we wished to talk to them about. After providing their answers, FC was advised she would see if they would allow us to attend. A few days later Harold was advised that he could meet with the Residents' Council Chair and Assistant Chair only.

Harold met with these two parties and Jennifer, and they discussed raising the amount to be spent for outside entertainment groups and individuals above the current maximum of \$60. This request was denied. Harold was advised of the following:

1. Hastings Manor does not budget money to pay for outside entertainment groups or individuals. Any outside costs for entertainment comes from fundraising and volunteers.
2. There is only \$3,148.95 in the Activities and Auxiliary fund for such activities.
3. There is \$20,000.00 in the Fundraising Committee but it is slated to be used for a Games Room and to pay for visiting animals.

Lack of activities was discussed and Residents' Council has the same concerns about this as FC does. However, we were advised by Jennifer, that HM Admin is in the midst of conducting another survey with residents specifically about activities. Harold asked about issues dealing with the amount of residents having the cognitive ability to answer such a survey, seeing what HM Admin had said in the past about the small number of residents who had such cognitive ability. Jennifer assured Harold that there would be around 115 residents with the cognitive ability to answer the survey independently.

Harold felt he was able to build a good report with the Chair and Co-chair and it was agreed that both Councils should work together and they wished to attend one of our FC meetings in the future and invited FC to attend one of their meetings. Jennifer agreed to providing a copy of this survey and the results for FC.

*(When discussed at FC meeting the number of individuals HM Admin feel have the cognitive ability (115) to answer a survey properly is much higher than what has been reflected in the Satisfaction Surveys these past few years. It was the consensus of the attending FC members that 115 residents is significantly higher than what FC believes residents' cognitive ability is at. FC members were also concerned about how the survey is being administered.)*

4. It was discussed how efforts were made by FC to seek out volunteers to play the pianos on the villas. 27 local churches were emailed and phoned seeking out these volunteers.

*(A further report will follow on these efforts.)*

5. It was discussed about creating a form to go along with the HM Admin chart that explains who to approach when a family member has an issue with care for their loved one. The Admin chart is fine to direct people, but it was agreed that proper recording of the problem and noting who the problem is discussed with, is also important. Having a form to serve on the staff member with a carbon copy for the family member that sets out the problem along with time and date it was discussed leaves a paper trail and reinforces to the staff member to deal with the problem. If not addressed then the family member has a copy to provide to the next level of Administration to see that the problem is addressed.

It was discussed that this approach be brought to the attention of HM Admin to see if they would like to participate. If not then FC will create a form on its own and provide to any family member who wishes to use it.

6. Chair brings up the upcoming Family Council week slated for June 1<sup>st</sup> to 7<sup>th</sup> 2019. Things to do this week were canvassed and suggestions were:
  1. Invite other Family Councils from local area for a round table discussion on issues of concern.
  2. Booking a band for the residents.
  3. Guest speaker for a training session on Positive Approach to Care.

Details to follow.

Next meeting **Monday the 6<sup>th</sup> of May 2019 at 6:15pm in MPR..**