

**3 June 2019**

**Hastings Manor Family Council  
6:15Pm Computer Facility Room, Hastings Manor**

**Attendance: 6**

**Welcome and Introductions**

1. Chair advised that HM had asked for a representative to sit on an advisory group to discuss residents' Satisfaction Survey review. Harold had volunteered and attended the meeting this same date. The chair asked Harold to provide a briefing on this meeting.

Harold advised that Debbie Rollins had asked for input about possibly designing a new resident satisfaction survey. The new survey would be shown to the other homes who HM partners with and together they will decide if a new survey would be done. D. Rollins also advised that she had sought out other homes she deals with for their survey examples and provided copies of Peel and Niagara Region's survey. Harold provided a copy of the satisfaction survey Schlegal Village had provided him for family members. All in attendance reviewed the examples and many advised they liked Peel's format the best and liked how they scored and worded theirs. Some did not like the format and wished to stay with the current survey.

In the end everyone voiced their opinions and on the pros and cons and D Rollins took notes and advised that she would draft up a new survey and send out to all in attendance for review.

2. Harold briefs FC that D Rollins voiced budgetary concerns and stated that they had been granted new money for new initiatives but that the powers that be had taken back money from other areas they always were funded for in the past. So no further ahead.
3. Harold advised that D Rollins had told them that the WI FI was now operational in the building. Harold tried it in the boardroom where the meeting was held and the signal was good. Harold tried in the computer room where FC was meeting and the signal was poor. D Rollins advised that there will be areas where it is better than other areas. Maybe not in residents' rooms but in sun and TV rooms it should be good.

4. It was agreed that FC will suspend meetings until September for the summer holidays.
5. Meeting adjourned to allow for PAC (Positive Approach to Care) session by Sherri Elliott to begin.

**Next meeting to be held Wednesday the 18<sup>th</sup> of September 2019 at 6:15hrs in the Main Activity Hall.**