



# Eastern Health

## MINUTES

### Regional Long Term Care Family Advisory Council

Wednesday, Nov.12, 2019

1:00pm to 3:30pm

West Tower Board Room, Main Floor, Pleasantview Towers

In Attendance: 2 EH Managers, 5 Family Members

Regrets: 1 Family Member

1. Review of minutes and agenda – No issues identified.
2. Summary of presentation by EH Manager at RN Education day re: family perspectives of staff to family interaction and communication –*EH Manager presented at two education days that were provided to RNs across LTC EH in October. She included feedback from this committee that was provided to answer the question “What does good nursing care look like to our residents and their families?”. Feedback was included verbatim but was non-identifying. The presentation was well received and feedback from the evaluations of the education days demonstrated that the family feedback had a significant impact on nursing staff.*
3. Member identified priority strategic initiatives and input for addressing:

*There was consensus about the following two priorities that will guide the work of the committee that we want to focus on currently as we move forward.*

  - a. Improved Resident/Family Engagement and Meaningful Involvement
  - b. Person Centered Care
4. Development of educational video concerning professional communication and interaction with families and residents for new hires – *We discussed that based on the feedback from the RN education days, there is a potential for the committee to have an impact on clinical orientation for LTC. Preliminary discussion was had as to how resident and family input can be incorporated into the Communicating with families presentation that currently exists in Clinical Orientation (currently delivered by social workers). We will need to further explore funding for such an initiative. **Action:** EH Manager to share current orientation [presentation with the group.*
5. Name Tags – *Suggestions for improvement of staff name tags included: larger font for names, a tag that doesn’t spin or a staff name on the back if it must, no need for a picture from a family/resident perspective, decrease the size of the EH logo. The primary concern voiced was the need for increased size of staff names. **Action:** EH managers to forward feedback to appropriate EH representative.*

6. Communication Feedback Loop-Family Advisory Council to Long Term Care Stakeholders

- a. Site specific concerns – *This committee will not deal specifically with site specific concerns but will consider any such concerns brought forward if there was a possibility that they raise more regional questions. Action: EH manager will bring forward the concerns raised by Barry around access to gardens in a common area to the quality Dementia Care Team for further discussion from a regional lens.*
- b. Public communication – *Committee discussed whether there would be a benefit in sharing minutes on the LTCEH internet. All were in agreement with sharing minutes as long they had been formally approved by the committee before posting. Action: Will further discuss at next meeting and then explore avenues of posting.*

7. KIV:

- BLS & CPR Training – *No update at present.*
- Alcohol and recreational marijuana policy development – *Working group to meet in new year and committee will have opportunity for feedback once draft is developed.*
- Feedback: Your New Home in Long Term Care: A Resident and Family Handbook – *EH manager reminded group of opportunity for feedback.*
- Feedback: Long Term Care: Move In Day - *EH manager reminded group of opportunity for feedback.*

8. Closing the Meeting and reminder of next meeting date – *Next meeting scheduled for December 10, 2019.*