

MINUTES

Simcoe Manor Family Council Wednesday, January 10, 2024 3:00 P.M.

Present – Debbie King, Susan Calder, Rosa Athanassoulis-Programs and Support Services Supervisor, Diane Huntley, Linda Sherman, Tanya Mullings, Olga Belanovskaya-Research Analyst

- **Welcome** – Susan Calder

- **Family Satisfaction Survey** – Olga Belanovskaya
 - there are 114 families at Simcoe Manor – this most recent satisfaction survey had 39% participation – of those surveys completed, 98% were satisfied, felt they experienced good treatment with courtesy and respect
 - members felt that some people might avoid the survey if they could be identified and might not want to jeopardize their loved ones as residents
 - toileting could be improved
 - high satisfaction with food services, maintenance of areas
 - low participation in town hall meetings
 - low Family Council participation – all people who indicated possible interest in Family Council were contacted and four continue on the mailing list
 - reflecting on survey – let Olga know if there are suggestions for possible new questions to appear on future surveys
 - is it possible to incorporate a personal survey on behalf of loved ones during the annual care conference(s)? – to record personal concerns/accolades?

- **End of life, palliative care** – Melody Irwin-Social Worker
 - deferred until February 7th meeting when Michelle Wilson will speak, re: palliative care and MAID

- **Ministry of Health Inspection Report findings** – Stacey MacKenzie, Director of Nursing Care
 - deferred until February 7th

- **Simcoe Village** - Peter Verduin-Supervisor, Senior Services
 - re: representation on Simcoe Manor Family Council?
 - deferred until February 7th

- **Approve Minutes from meeting of December 6, 2023** – Susan Calder
 - minutes approved by Diane Huntley and seconded by Linda Sherman

- **Treasurer's Report** – Linda Sherman

- account moved to TD bank in Alliston, thank you to Linda for co-ordinating the change in account location – Linda and Susan now have appropriate account cards and access
 - account balance is \$741.15
 - Family Council member(s) will attend next Residents' Council meeting to inquire about their goals for supports
 - possibly deliver flowers to residents at a special occasion, e.g., Valentine's Day
- **Home Quality and Resident Safety Committee** – Susan Calder, from meeting of December 20/23
 - meeting occurs in two parts, last half of meeting is closed to staff only – I attended first portion of meeting – these are my impressions from the meeting
 - November report card – 0 high risk incidents, 1 internal concern, 5 accolades from families/residents
 - 18 active volunteers
 - Ministry of Long Term Care – action plans are resolved – Ministry does proactive (i.e., reviewing policies and procedures) and reactive inspections
 - Ministry of Labour inspections relate to staff and/or County action plans, not residents
 - Public Health did not make any onsite visits
 - practice of all safety codes has been completed
 - education – 6 new hires, only 1 agency employee in November
 - IPAC – no new outbreaks – residents have received Covid and flu vaccines
 - weekly meetings regarding new construction occur for staff
 - **RTA/PTA Physical Activity Programs** – Rosa Athanassoulis
 - RTA (Recreation Therapy Assistant) PTA (Physiotherapy Assistant)
 - there has been a change in hours for service delivery of physiotherapy
 - PTA service has been reduced – an RTA has been added for each unit – will assume simple physio exercises through 1:1 intervention, e.g., walking, meditation, yoga
 - **Lifemark – The Pillars of the Physiotherapy Program** –
 - Megan Mabby will be invited to speak in order to explain the work of physiotherapists and assistants
 - **Review website** – Rosa Athanassoulis
 - eliminate photos of Family Council members
 - post agendas for each meeting ahead of time, and on bulletin boards in Simcoe Manor
 - website needs better ease of navigation, e.g., to arrive at the Family Council site and also to arrive at the site for donations to Simcoe Manor
 - **Review of Terms of Reference** – Susan Calder
 - members reviewed Terms of Reference, made no changes/amendments, approved Terms of Reference for January 10, 2024

- **Home Updates** – Rosa Athanassoulis, Programs and Support Services Supervisor
 - Rosa will create name cards/tags for Family Council
 - Lucynt Table is working and being used
 - Monsignor Ronan school – intergenerational involvement of grade 8 students – undertaking various projects/activities as part of their grade 8 program
 - family member is engaging in card writing with residents
- **New Business** – Susan Calder
 - Please contact Susan through the Family Council email for issues that can be discussed at the next meeting.

Meeting adjourned at 4:50 P.M. by Debbie King

***Next Meeting,
Wednesday, February 7, 2024
3 P.M.
Tea Room at Simcoe Manor
Microsoft Teams***