

11 June 2018

Hastings Manor Family Council
6:15pm Internet meeting room, Hastings Manor

Attendance: 8

Welcome and Introductions

Chairman's Announcements and Information:

1. Harold Curwain (Acting Chair) reviews questions, which were presented in advance to Debbie Rollins, with attendees. Gloria shared with us a problem on Maple Villa in regards to one resident monopolizing the TV and watching violent shows. Resident has their own TV in their room. Family members witnessed a show on the TV and there was a great deal of violence. Gloria was suggesting we send a letter to Debbie Rollins, Jennifer Leclair, Erin Chapman and cc Jim Pine. We discuss as a group and suggest we should speak with HM staff attending later this meeting. It is suggested we be cautious as we advocated for these TV's and now we are complaining that residents are watching stuff others may not like. We can't create TV police. Leslie suggests we ask HM staff to monitor and suggest that TV's in common room be family based or basic programs and that if a resident wishes something specific that may be controversial they go to end viewing rooms or their own room.
2. We advise FC that there are no FC meetings in July and August but will start up again in September. It is discussed as to when meetings should take place in September. i.e. shift to afternoons when evenings get darker earlier. Also more consistent dates are done. Same time and day each month. It was suggested after discussion that the second Wed of the month be chosen for consistency.
- HM Admin staff attends and introduce themselves. In attendance were Erin Chapman, Allana Coakley, Kristen Merritt and a new employee Ken Paradise who is the new HM Facilities Manager. He would go on to describe he has over 30 years experience in Acute Care Hospitals managing and operating facilities.
- Erin then reviews questions provided by Family Council 2 months prior.
- See attached written response scanned from HM Admin staff and Hastings Prince Edward Public Health.
- In addition Erin Chapman adds verbally the following accommodations they are changing and allowing residents and families during outbreaks:
 1. During an outbreak small group activities will be allowed of less than ten residents in non-affected villas.
 2. Family members may assist and feed their own family residents in affected villas.
 3. PSW's will not float to other villas during outbreaks.
- Harold asked what if any protocol does HM have in notifying family of issues involving their residents. Erin advised that there was no protocol and that each incident is assessed on its own. Harold gave an example: if a resident stops

eating when would the family be notified. Advised by Allana Coakley/Erin Chapman that if that were to happen a dietary note would be made on the file and steps would be taken to address the noneating issue. If it continues, family would be called and again each matter would be looked at individually.

- Erin advises HM has been given accreditation with commendation.
- HM Admin staff leave and we continue with meeting.
- Leslie advised that 7 pianos have been tuned. She adds that they should be tuned twice a year but we only have funding for once a year. It is discussed that we should contact Jennifer LeClair to ask what would be required of any volunteer who we were to get to come in and play. What would they have to go through? Would they have to get a vulnerable sector check etc? This could be costly. Other concerns would be do they have to come in certain times of the day, do they have to be scheduled or could they just come in when they have free time?
- Leslie advises that she has planted edible plants in the wheel chair planter box in back yard area of HM.
- Harold explained how he had sent a letter to Debbie Rollins with a CC to Jim Pine, on his own and not on behalf of Family Council, expressing disappointment that extra PAC (Positive Approach to Care) training spots were made available to HM staff but that they were never offered to staff. HM admin stated that staff already get a more advanced version of this training already. Harold advised that the point he was trying to make is the offer was there and should have been made. It was an opportunity for HM staff to see Family Council and HM admin working together. There was no down side to offering the spots to anyone who wished to attend. How positive would it be for HM Admin to see staff taking advantage on their own? And/or HM Admin who have identified staff who have shortcomings in this area being offered an opportunity to attend a refresher training at no cost?
- Leslie asked how many hours of training do PSW's require each year to maintain their position. Gloria said none, as they are not certified.

Next meeting to be determined and Su McGrath (chairman) will contact everyone.