

14 Nov 2018

**Hastings Manor Family Council
6:15pm Main Activity Hall, Hastings Manor**

Attendance: 11

Welcome and Introductions

Chairman's Announcements and Information:

1. Start off by doing introductions of everyone.
2. Review questions submitted to HM Admin from October meeting and the answers provided.
3. Harold reviewed the Schlegel Village workshop day he attended on Wednesday November 7 2018. It was sponsored by Hastings County and took place at Eldorado Hall north of Madoc. Lunch was provided. A Schlegel Guide book is available to view for anyone who wishes to do so. The guide book outlines the steps of the Schlegel Village concept that Hastings Manor will be putting into place.
4. Harold reviews survey details comparing 2015 survey, which was provided by Dicia, with the present one.
5. Brief discussion on still trying to look for volunteers to play pianos. Asking for members to ask around.
6. Discuss Brian Pollard survey comments and our attendance at the Ontario Long Term Care Family Councils' Network Association (OLTFCNA) meeting in Toronto.

Hastings Manor Admin Staff arrive (Debbie Rollins and Jennifer LeClair)

7. Review questions submitted to HM Admin from October meeting and the answers provided. Debbie advises this is the route they are taking and that it will take time.
8. Debbie Rollins does a presentation on Schlegel concept for FC.
 - The change to a new process started in 2016.
 - May 31st 2018 both County homes had a meeting about what their homes were doing well/not so well. It was an eye opener for Admin but sobering and was the start of their transition to the new program.
 - The transition will see those who are willing to make the change move forward and those who cannot make the change will be required to seek other employment.
 - There are 8 team members from each home to become team leaders. They come from all areas of the home.
 - Steps are being put in place to gather information from staff members and families on best practices. This will be done through Conversation Cafes and Town Hall meetings.

- Transition will be from an institution model to more home like. Staff to be crossed trained in some other duties so as to assist one another when needed. In addition, work hours are being changed to allow staff more time off and allow them to deal with issues more effectively. Union is on board and supportive. This also should improve morale and reduce sick time.
 - Debbie Rollins asks Harold what he thinks of process so far and Harold advises that he likes and supports the concept. He is still having a hard time understanding how they are going to do this with no increase in staff but is supportive. He also advises that there needs to be checks and balances to show and confirm the home is transitioning correctly. Advises that he spoke with a staff member of Schlegel Villages at the workshop and they have such a system available but it is an additional cost. He asks Debbie if the home is going to purchase this and is advised that it has not been decided on.
 - FC says they support this and wish to be a part of the process. We also wish to view the Schlegel villages that are presently doing this process. Possibly one that has been established for awhile and one just starting out. Debbie advises they are going to do that and that FC can attend as well.
9. Discussed the lack of attendance of veterans in the home at the Remembrance Day ceremony. Mentioned a better way to have veterans present so they can be acknowledged. The event wasn't adequately organized and had insufficient staff. A representative from the Military attended to present pins to HM veterans but when their names were called out, the residents were not present to receive their pins. Efforts need to be made so that in the future those veterans in HM are prioritized to be down in the hall ready and prior to the ceremony starting.
 10. Reviewed Centennial Manor's FC chair's answers to questions put to him. FC advised we answered the same questions and sent those to Centennial Manor FC. Will continue to keep lines of communication open with them.
 11. FC chair talks about Family Council of Ontario Association as coming across as being somewhat ineffective. Hastings Manor has been registered. There is only one other LTC home in our southeast area that is registered. We are presently choosing to stay in touch with Ontario Long Term Care Family Councils' Network Association (OLTCFCNA) as they appear to be more helpful and informative.
 12. FC members present decide that a December meeting is not feasible so our next meeting will be on January 16, 2019.