

## HASTINGS MANOR FAMILY COUNCIL MINUTES

**Date:** Tuesday May 2, 2017

**Time:** 6:30 P.M.

**Number in Attendance:** 17

**Introductions:** Each person introduced him/herself, and stated the floor that their loved one is on.

**FOLLOW UPS FROM LAST MEETING:** The chairperson met with the Administrator & also communicated with her via e-mails to discuss Members' concerns. The following are the Administrator's responses.

1. Cleaning the inside of air ducts: Housekeeping staff are scheduled project work to ensure the air vents are regularly cleaned; if the vent grate needs to be removed for cleaning maintenance staff are scheduled to assist. Preventative maintenance is scheduled to replace all of the air filters in the home on a regular basis. In 2010 a full Air Quality Inspection was completed in the home with no findings. There are no further concerns for the home at this time requiring any further action.
2. Contacting the Home in the evening: in April's minutes the extension was incorrect it should be extension #2383, not 2294.
3. Use of 3<sup>rd</sup> Elevator: the service elevator is used for the operations of the home and is kept open for dietary carts, laundry and maintenance, and is not for public use unless it is an emergency. The service elevator is also used for to move larger pieces of furniture for residents.
4. Food Allowance: Spring & summer and Fall & winter menu; invite dietitian to a meeting to discuss concerns of food choices
5. Staffing: full time PSWs work 7 ½ hour shifts, and every other weekend. 22 PSWs work 6 hour shifts and every other weekend. New PSWs wear a badge saying that they are new. The current PSW program is not standardized among the various educational institutions and there is not a regulating body for PSWs like there is for Registered Staff.
6. Activities Department: 4 full time, and 4-part time staff. Activation Coordinator is in charge of the programs and activities for the residents. 81% of the activities budget goes towards Salaries and Benefits for staff at the home. The Ministry per diem for activities is \$9.41 per resident per day.
7. Security & Use of Areas, Cupboards: Question was asked are there keys available to get into locked cupboards- keys are left at the front desk /reception area.
8. Monthly recognition to an outstanding RPN, PSW from each Villa: All employees of Hastings County follow a Code of Conduct and are not able to accept any type of gift or benefit from

residents and families. Nice compliments can be given verbally to staff or provided to the Managers / Supervisor or the Administrator who will forward them on to individual staff.

### **New Discussion**

1. Create a pamphlet on what is important to know for family members when entering a loved one into the home. If family members have any ideas, please give to Su, and she will give to the Administrator.

Our Family Council meeting paused at 6:45pm as the Administrator arrived to discuss the 2017 Budget.

6:45pm Administrator of Hastings Manor presented the Long -Term Care Budget 2017 and provided a handout of the presentation. The Administrator will provide further copies of the budget breaking down revenue sources for the committee.

Highlights of the budget:

1. Hastings County approved a 15.18% increase to Hastings Manor.
2. MOH announced increase to Raw Food effective July 1,2017 – It will rise to \$9.00 from \$8.33 per resident per day. This amount is for 3 meals & 3 snacks per day.
3. Replacement of flooring on villas 3,4,5 will happen in 2017. A proposal is going out the week May 8<sup>th</sup> to May 12<sup>th</sup>, 2017 for contractors. Furniture replacement, Painting, wall covering, handrail replacement will be scheduled 1 floor per year beginning on 2<sup>nd</sup> floor in 2017. Chiller repairs, and heat exchangers.
4. Equipment Replacements (Fridges, Stoves, washers/dryers etc.) have also been included in the 2017 budget.

### **Questions that the family council members asked the Administrator about budget:**

5. Who owns Hastings Manor Building?

Hastings Manor is owned and operated by the County of Hastings, in partnership with the Cities of Belleville and Quinte West.

6. When will the mortgage be paid off? 2023

7. Once building is paid for where will the money go? The monies will be re-invested in the home in capital projects / replacement of equipment and furnishings as needed.

Budget questions were done.

Family council members asked the Administrator other questions concerning the home.

How many staff members on each villa?

Each Villa has 1 RPN; 3 + PSWs ; 1 Housekeeper; 1 Dietary Aide; 1 Activities Aide covering 2 villas and 1 RN who covers 4 Villas on Days

Evenings has 1 RPN and 3 PSWs; some Activation hours spread throughout the home and 1 RN in charge of the home

Nights 2 FT and 1 6 Hour PSW per floor; 1 RPN per 2 floors and 1 RN for the home.

The Villas are also supported by the ADONs – each ADON has 2 floors they are responsible for.

The Administrator will provide a handout of contact names / numbers for RNs and extensions for RPNSs on the Villas.

Question: How important is the Family Council to the home?

Family Council role is to advocate for the residents in the home and ensure families aware of activities in the home; who to contact if they are not sure; welcome new families and provide support. The operations of the home are shared for information purposes with Family Council.

The link for Family Councils of Ontario is below and provides information on what other FC are doing in homes; provincial mandates and activities.

<https://www.fco.ngo>

Question: Could we have more entertainment on the floors as all residents can't get downstairs?

Question: Communication problem with staff, you tell one staff member and assume it will be related to all three shifts. It doesn't, so how do we fix that?

Response: Challenges with communication are ongoing. If a family members would like a change for their resident they should speak with the RPN or RN on the villa. The registered staff are responsible to ensure Care Plans are updated and information is communicated to PSWs. Families can also speak to the ADONs if they have further concerns.

The Administrator mentioned that the home will be introducing Music and Me for residents with behavioural issues.

The Administrator left at 8:15pm. We continued with our meeting.

Fundraiser Event:

Euchre Party Saturday May 6<sup>th</sup>, 2017, 2pm to 4pm

Leslie mentioned we have 21 confirmed to play,

Tournament will be held in the Multi Purpose Room

Money raised can go towards furnishings in the sunroom/ and outside, lifts, slings, special entertainment (ie Andy Forgie), Rehabilitation equipment, spongy mats for beside the beds and alarms for residents to go on wheelchairs.

Other activities going on at the home are Family Fun Day BBQ which will be held on Saturday June 10<sup>th</sup> from 10am till 3pm. Cost is \$5.00 a person.

**Conclusion of the meeting:**

The Chairperson will go over the minutes with the Administrator & discuss our concerns, comments & questions.

Meeting ended at 8:30pm

**Next Meeting:** Tuesday June 6<sup>th</sup>, 2017, at 6:30pm