

**FAMILY AND FRIENDS COUNCIL  
JAN 3/2024: 4:30-6:30 PM  
GROVE CONFERENCE ROOM**

**Attendance: 9 in person and 4 virtual; Invitees: Leah Levesque and Carol Beattie**

1. **Minutes of Dec 6/23** approved as circulated.
2. Marilyn informed members that she has researched mobile Health and Wellness services for potential utilization by residents/families. The services include:
  - Ismile mobile dental services: Irene DeHaan (613-882-7029) who is presenting this evening;
  - Smiles by Stacia Foley: (613-898-9965);
  - Hearing: Davidson's in Arnprior may consider offering mobile services and Hearing Freedom Rosanne McNamee (613-692-7375) may present at March meeting;
  - Vision: Can Council of the Blind (613-567-0311)

\*\*Any services utilized will do so on an individual basis with the service provider: there will not be any formal agreements at this time.

Leah informed Council that Jen Powley is the new VP Seniors Care/LTC and Community Programs and will start on Jan 29/24.

2. **FFC website:** all agreed that the portal for all documentation to and from FFC will be of great value; LL to follow up with the Communications Lead with website changes by early February. The Staff Assistant to FFC, as per the LTCH Act, will be April \_\_\_\_\_ who also functions as Executive Assistant for Jen Powley. April will support FFC to post info on the FFC bulletin board, copy documentation for families who do not use the technology, schedule the FFC meetings, etc. Direction will be facilitated by Jen Powley.
3. **Old Business:**

Echo Show policy: Draft was distributed by LL and will be posted on the FFC website portal for review and comment of families. It is suggested that Residents' Council review and approve the policy.

**New Business:**

1. Resident/family Handbook: in progress. LL will post the revised sections on the portal. Peggy Wallace, Carol Barrie and June McManus offered to review the various sections to ensure family-centredness vs a provider focus.
2. Laundry Services: Laundry is being done at the hospital and delivered to the Grove 7 days/week. Housekeeping delivers the laundry to each resident's room. LL to check the issues re delivery on Oak.
3. Lifemark contract (Physio): the contract expires Aug 2024. LL met with the provider to ensure commitment to PT and PT aide hours and ensure a collaborative relationship with Recreation Therapy. Next step is the determination of the process for selection of the service provider. This review will likely take 4-5 months to complete.
4. Hobin Co. (Grove architect): Wendy from Hobin is willing to meet with a representative from each RHA to determine how to make the Home more home-like and resident-centred. Hobin Co. is covering the costs of this initiative. Laurie Kline,

Carol Barrie and Caroline Levi will be our representatives and will report back to the Council.

5. Use of Hair Salon space by stylists preferred by some residents: This possibility will be assessed by Jen Powley with a report at our Mar 6 meeting.
6. Grove Newsletter: The Groove: Taylor Holmes is the lead for this initiative; Groove will be published monthly; LL to check if Residents' Council would like to share their minutes via Groove.
7. Request that a PSW be assigned to the new resident on move-in day. LL will follow-up on this request. Orientation huddles are done on M/W/F for the info of staff. Residents and families may be included in issue-specific huddles, as appropriate.
8. Resident room checks by PSW's: Apparently this is not being done well; LL to investigate and report back.
9. Alarms outside each resident's room: LL to check re operational intent.
10. Nurse managers presence on RHA's: We request that nurse managers be more visible on the RHA's. LL to follow up with Jen Theron and Patricia Murphy.
11. LL suggested that FFC invite managers to attend our meetings on a rotational basis. Jen T and Patrician M will be invited to our March meeting (MC) and a schedule will be setup for attendance of the other managers. Jen Powley (new administrator who starts on Jan 29/24) will also be invited.
12. Priority issues identified at Dec '23 meeting: MC asked that members refer to the December minutes to review the 8 priorities. Since all cannot be addressed in a timely manner, reps of the RHA's will determine the top three priorities requiring action asap. Reps are Brenda Faulkner (Oak), Laurie Kline (Pine) and June McManus (Maple).

**Complimentary remarks/Minutes:**

1. MC stated that, in addition to our new admin being hired and starting this month, LL has made a significant difference in care quality and QOL through her collaborative approach and timely response to identified issues as well as important changes to structures which will, no doubt, facilitate the FFC mission.
2. MC thanked the members for their regular attendance and participation.
3. Minutes of this meeting will be shared via the portal and will be posted on the FFC bulletin board.

**Next Meeting:** Wed March 6/24 at 4:30 pm in the Conference room with a link for virtual attendance. Hearing Freedom company, Rosanne McNamee, may present.