

# Huronview Family Council Meeting

## January 26, 2016 Minutes

**Attendance:** Michael Boucher (Chair), Julie Boucher, Lucy Sage, Rhea Hamilton-Seeger, and Maggie Visscher and Tony Davison

**Guest:** Debra Corrie and Connie Townsend

**Regrets:** Sharon Keenan, Pauline Thompson

### 1. Review of minutes of November 10, 2015 meeting

Mike welcomed everyone to the meeting. We went around the table to introduce ourselves to a new member: Tony Davison. Mike informed us that Sympathy cards were sent out on behalf of the Family Council to Barb Dalrymple, Marg Angus, and Sharon Keenan on the loss of their mothers. Mike mentioned that he and Julie had also lost their family member at Huronview-Julie's mother. The Family Council members have experienced a lot of loss lately. Mike also mentioned that Barb and Marg and Sharon would not be attending the meetings anymore but that Sharon was still interested in receiving a copy of the Minutes.

The minutes as previously circulated were approved by consensus.

### 2. Business Arising

- **Uniforms colour-coded:** This will not be done here at Huronview as it is not addressed as such in our Homes dress code policy as well as the expense this would cause but we are getting new larger nametags on which the names will be larger.
- **Budget:** Connie went over budget information with us. The numbers are still in the draft stage and have not yet been approved. Usually the budget is approved at the end of March.

Wages continue to be approximately 80% of our budget. Wages are very difficult to decrease due to union contracts. The Homes also tries very hard not work short-staffed, especially in the nursing and dietary departments which relates to a substantial amount of overtime being paid out to staff.

The County of Huron financial contribution (or the County Levy portion) to Huronview is substantial but when compared to other municipal not-for-profit homes, we are approximately in the mid-range based on the amount of the County Levy.

Connie talked about different amounts we receive from the Province to provide for our residents, which total \$163.71 per day per resident.

We still have three Unions in our Homes. Our raw food budget continues to be a struggle to remain within budget. We are already seeing an increase in our grocery bills this year.

Some capital projects for this year include: on-going floor replacement, replacing pipes in the sprinkler system, general maintenance items, boiler rooms motor pumps, new lounge furniture, upgrade to our generator, new ceiling lift tracks (15 for Huronview), and a canopy for the sliding doors to the courtyard.

- **Annual Review:** We just had our annual inspection from the MOH which will be considered our inspection for 2015. We still anticipate another inspection during this calendar year. Connie discussed some of the results. Positive outcomes: we are a low-risk Home, there were no areas of great concern/ risk noted and there were no areas of resident abuse triggered. Areas of Concern: some Policies are not being followed as closely as they should be (food temps, skin assessments) and we need a formal Preventative Maintenance Program. The Report should be sent to Connie soon and will be reviewed at the next meeting.

### **3. Satisfaction Survey update: Debra Corrie**

We received 52 of the surveys back from family members (120 sent out) and 11 residents completed a survey.

Almost everyone said they would recommend this Home to friends and family and that the quality of care and services received here were excellent and/or good.

The Positive Comments from family members were things such as: clean, bright Home, friendly staff, nice gardens and sitting areas, freedom for residents to walk,

Positive Comments from residents were: wonderful, caring staff, cleanliness, good food, and musical activities, enjoy bus trips

Suggestions for improvement from family members: sitting room in B is cold, staff are very busy and residents have to wait for a long time for help, more programs in the evening so families can join in, never see the doctor or the dental hygienist, more staff needed, more staff at mealtimes, and hearing aids should be checked more often.

Suggestions for improvement from residents: more control of wandering residents, more visits from doctor, more PSWs, and the building is too hot in the fall.

At the next meeting Debra will distribute the usual detailed graphs/charts and further discussion will take place at that time.

### **4. Any other business**

No other business was raised.

### **5. Date of next meeting**

The next meeting will be scheduled for a Tuesday in April 2016. At that point, Mike will be handing the reins of Chairperson over to Cheryl Bertrand. Lucy will also be handing over her duties as Treasurer at this meeting.

### **7. Adjournment**

The meeting was adjourned at 2:50 pm.