

# HASTINGS CENTENNIAL MANOR

## Family Council MEETING

**Date of Meeting:** April 26th, 2023  
**Present:** 6 Family Members (AH, SM, BC, L.Y, T.M and C.O)  
**Family Council Liaison:** N .M (Recreation and Volunteer Services Supervisor)  
**Guest Speaker:** K.P.(Administrator).

ITEM	ACTION PLAN	RESPONSIBILITY	DATE
WELCOME & INTRODUCTION TO FAMILY MEMBERS	<ul style="list-style-type: none"> <li>➤ Family members introduced themselves and shared a little about their loved one living here at Centennial Manor.</li> <li>➤ B.C has accepted the position of Chairperson for the Family Council – N.M to Assist until he feels comfortable in his new position.</li> </ul>	F.Y.I – All family Members	April 26 <sup>th</sup> , 2023
NEW FAMILY COUNCIL BINDER AND FORMS	<ul style="list-style-type: none"> <li>➤ N.M reviewed the binder for Family Council – reviewed the items included in the binder.</li> <li>➤ Reviewed the Request for service form – If Family Council would like an item looked at by a certain department they would complete the form and forward to N.M – The appropriate manager would then have 10 days to respond to this request. A copy of the completed form would be kept in the Family Council Binder and reviewed at the next meeting.</li> </ul>	Family Council Chair/N.M	April 26 <sup>th</sup> , 2023/Ongoing

ITEM	ACTION PLAN	RESPONSIBILITY	DATE
REVIEW OF 2023 BUDGET ITEMS AND PROJECTS  REVIEW OF 2023 BUDGET ITEMS AND PROJECTS - Continued	<ul style="list-style-type: none"> <li>➤ K.P reviewed 2023 approved projects which included the MOLTC hours of care and then the actual number we were able to achieve for staffing. She explained what departments were receiving an increase</li> <li>➤ K.P reviewed the updates from the MOLTC for the Fixing Long term care Act. Family members received a copy of the updates.</li> <li>➤ K.P asked family to let us know some ideas on how we can put things in place to enhance their time here when visiting there loved one, how we can get you involved in things happening here in the home.</li> </ul> <p><b>Some Great Suggestions :</b></p> <ul style="list-style-type: none"> <li>• Crafts set out for Family and Kids to access</li> <li>• Orientation on Touch to Play</li> </ul>	Kathy Plunkett/Family Members     Kathy Plunkett/Family Members	April 26 <sup>th</sup> , 2023     April 26 <sup>th</sup> , 2023
TEAM MEMBER APPRECIATION IDEAS	Tabled to next meeting in May	Family Council Chair	May 31 <sup>st</sup> , 2023
REVIEW OF MINISTRY INSPECTION REPORT	A Ministry Report was reviewed - Report issue date march 30 <sup>th</sup> , 2023. Inspection Type: Complaint and a Critical Incident No findings of Non-Compliance	N.M/Family Council	April 26 <sup>th</sup> , 2023

ITEM	ACTION PLAN	RESPONSIBILITY	DATE
GENERAL DISCUSSION ITEMS	<ul style="list-style-type: none"> <li>• Suggestion for Dietary to look at collecting on intake if a Resident is Left or right handed</li> <li>• Include in information booklet or post who to contact with certain situations listed as examples</li> <li>• Information follow up – Whiteboard use in the Resident Rooms. Ex. Given was team members not getting the message regarding incontinent products</li> </ul>	Family Council/Family Council Liaison	April 26 <sup>th</sup> , 2023
NEXT MEETING	NEXT FAMILY COUNCIL MEETING TO TAKE PLACE ON <b>MAY 31<sup>st</sup>, 2023 @ 1:30</b> IN THE VIDEO CONFERENCE ROOM.	All Family Members Welcome	May 31 <sup>st</sup> , 2023

## Regulation Changes: How these changes will impact residents



On April 11, 2023 some changes were made to the rules that long-term care homes have to follow. The changes relate to:

- The way residents safely receive medications.
- Ensuring that residents live comfortably in their home.
- Qualification requirements for some staff positions.



### Medication Management and Drug Administration

- When you are admitted, or re-admitted to your home, having the reason why you are taking medications and any drug allergies or interactions you may have must be written in your care plan where known.
- You must be offered the COVID-19 vaccine, just like the flu shot, and you may receive it from a regulated health professional, like a pharmacist or a nurse.
- A qualified personal support worker may administer your medications as long as they are trained and certain rules are followed, like nursing supervision.



### Resident Experience

- Homes are responsible for having working air conditioning in every resident bedroom and designated cooling areas between May 15 and September 15. Failing to do so means they may have to pay a penalty.
- If you fall, a post-fall assessment must *always* be completed.
- Making sure you are assessed by a Registered Dietitian if you have a skin condition that requires or may respond to nutritional supports.
- Making it clear that when you are in a private or semi-private room temporarily, you can only be asked to sign an agreement to pay a preferred rate if you decline an offer of a basic room.



### Staffing Qualifications

- More flexibility for homes to hire and retain qualified candidates as staff to, for example, provide food services.

## Centennial Manor Levels of Care

	Front Line		Allied Health	
Target Dates	CM	Ministry	CM	Ministry
2021-2022	3	3	33.31	33 min
2022-2023	3.155	3.15	36.03	36 min
2023-2024		3.42		36 min
2024-2025		4		36 min

Improvements	2022-2023	2021-2022
Front Line	PSW <ul style="list-style-type: none"> <li>• 2 FT Night</li> </ul> RPN <ul style="list-style-type: none"> <li>• PT hours increase 780</li> </ul>	PSW <ul style="list-style-type: none"> <li>• 9 pt positions made FT</li> <li>• 1 FT Night</li> </ul> RPN <ul style="list-style-type: none"> <li>• 2 FT positions</li> </ul>
Allied Health	Recreation <ul style="list-style-type: none"> <li>• 2 FT – 2 PT to 2 FT</li> </ul> Nursing Admin <ul style="list-style-type: none"> <li>• 1 FT ADON - PT to FT (ADON &amp; Quality)</li> </ul>	Recreation <ul style="list-style-type: none"> <li>• PT hours increased 1787.76 hours</li> </ul>
BSO	RPN <ul style="list-style-type: none"> <li>• 60 hour</li> </ul> PSW <ul style="list-style-type: none"> <li>• 60 hour</li> </ul>	
Health and Wellness	21 hours biweekly	
Other Departments	Dietary <ul style="list-style-type: none"> <li>• PT 40 hour to 50 hour</li> </ul> Housekeeping and Laundry <ul style="list-style-type: none"> <li>• PT 50 to 60 hour</li> <li>• 60 hour</li> </ul> Ward Clerks <ul style="list-style-type: none"> <li>• reassigned hours to create PT</li> </ul>	Maintenance <ul style="list-style-type: none"> <li>• PT hours increased</li> </ul>
Infection Control /ADON/ESS		1 FT

## What's Happening in 2023 at Centennial Manor

### Centennial Manor 2023 Projects

- 15 Resident rooms flooring replacement
- 2 new portable lifts
- Resident shower room renovations
- Replace handrails on RHAs
- Resident Park Enhancement
- Kitchen 1server counter replacement
- A/C upgrades to Main Kitchen and Team Member Lunch Room
- 4 storage units – sea cans
- Balcony floor replacements – Thanet and Hybla
- LED lighting – improve energy efficiencies

### Grants

- Legion Grant – 2 vital spots machine
- New Horizons Grant – Culture, Diversity and Inclusion – CM Auxiliary received a grant of \$ 12 000
- CHOICES – Shower Trolley

### Culture Change

- Continue or journey from being an institutional model to a social model of care
- Committees look at evidence informed practices ie. palliative, skin & wound, medication
- Continued collaboration with community partners: BFHT, QHCNH, CLRI, BSO
- Ongoing education to team members to build skill sets