

Minutes of the Shalom Village Family Council (FC)
 Thursday, May 16, 2024
 Held virtually online via Zoom

1. Meeting called to order at 6:34 pm.
Attending: 8 FC Members
2. Reminder of Confidentiality at FC Meetings.
3. Minutes of Thursday, April 18, 2024 approved with amendments.
 - Vanessa noted that she made 4 amendments to the Minutes for better clarification
4. Agenda for Thursday, May 16, 2024 approved.
5. Guest Speaker: Marianne Klien, Shalom Village CEO
 - Discussion Topic: Strategic Planning
 - Marianne presented Draft Strategic Plan → Not yet approved by the Board
 - In early 2022, Board started working on 5 broad strategic areas of focus for the short-term
 - Leadership Team at that time, refined these areas to focus on high level Strategic Direction Statements
 - The interim high level Strategic Direction Statements were approved by the Board in 2022
 - They served as Board and Senior Leadership action plans, objectives, initiatives, and other performance indicators that SV measured on a regular basis
 - Strategic Plan important to give SV direction and focus, helping to align initiatives and objectives in the organization, providing a road map and goals that SV sets collaboratively with input
 - Strategic Plan is what SV must achieve to reach and fulfill its mission and its vision as an organization
 - Strategic Plans are created every 3-5 years → Need time to implement a plan before a new one can be created
 - Current Strategic Plan ambitious but SV already through many of the items
 - One of first things Marianne did when she began at SV was a SWOT analysis: Strengths, Weaknesses, Opportunities, Threats → Accomplished by observing and asking a lot of questions to narrow down priority areas and frame the Goals
 - Only had 3 Goals under each Strategic Direction, wanted more but had to be realistic and strive for what SV could handle and what was attainable
 - SV committed to ensuring this Strategic Plan was sustainable and everyone had opportunity to provide input on, including FC
 - New Strategic Plan had 4 Strategic Directions → combined “Serving Our Community” with “Leading Together” because now felt “Serving Our Community” was done through “Leading Together”
 - Strategic Directions
 1. Excellence of Care & Experience
 2. Investing In Our People
 3. Financial Sustainability
 4. Serving Our Community By Leading Together
 - 1. Excellence of Care & Experience
 - Create culture of excellence throughout campus of SV
 - To have supports and services for individuals when they need them
 - Have care and experience of all Residents, families/caregivers, Staff, volunteers and community members, and stakeholders be a positive one
 - Goals:
 1. Improve quality of life of every person and community reserve through high quality, equitable, person-centred care, programs, and supports.
 2. Achieve operational excellence and meet all legislative requirements, including provincial benchmarks,

and implement best practices.

3. Continue to inspire, build and sustain vibrant Jewish Life by fostering diverse opportunities to connect and learn to create a culture where everyone feels they belong at SV.

- Want to accomplish these goals over next 2 years
- Goals are broad, so Leadership Team will use these goals to develop Operating Plan, which will be used to create SMART Goals that are measurable, and they will track and measure their outcome
- In process of getting Strategic Plan ready for approval, while working on the Operating Plan that goes along with it

2. Investing In Our People

- SV knows that Happy Staff = Happy Residents
- Individuals who are making a difference and feel that organization values them, make a huge difference in the care that is provided
- Fostering a healthy and supportive environment for everyone who lives, works, visits, volunteers at SV important

Goals:

1. Foster and develop high performing teams by investing in Staff and Volunteers through education and development with a focus on advancing skills, knowledge and competencies for excellence and bringing SV's AT HOME Values to life.
 2. Invest in foundations to foster resilient and effective teams and leadership.
 3. Strengthen Staff recruitment, retention and succession planning and ensure a sense of belonging amongst Staff and Volunteers.
- Important to have AT HOME Values as one of the goals in Strategic Plan because SV measuring all Team Members for whether they fulfill these on a daily basis
 - Need a foundation and have processes in place to support SV's Teams to grow, develop and have resources required to be effective at their job to provide exceptional care and services to those SV serves
 - Recruitment and retention of Staff in all of healthcare still going through a human resources crisis
 - Recruiting Staff who have the right knowledge, expertise, designation, and the heart to do this important, meaningful work is a priority for SV
 - Staff retention is equally important to SV and want to support current Teams to feel the work they do is very meaningful and provide them with a sense of belonging
 - Succession planning is another area → Want Leadership Team and Staff to grow, develop, and share their career aspirations

3. Financial Sustainability

- Still in draft and presently working on
- Create a shared culture and practice of prudent stewardship of resources and assets to maximize potential of care and services that SV can provide

Goals:

1. Strengthen capacity to implement financial and resource utilization and to maximize revenue opportunities that come to SV.
 2. Strengthen SV's culture of philanthropy throughout organization.
 3. Invest in physical infrastructure and strengthen technology.
- Working with Foundation Board to develop Goal #2
 - Being a registered charity, important that throughout all the different layers of the organization that all of the Teams know and understand what Goal #2 means → They can be engaged with philanthropy one way or another
 - Not just about asking for money but stewardship of donors and helping donors feel they make a difference in the lives SV cares for

- Goal #3 will help SV enable high quality care and experiences for those SV cares for

4. Serving Our Community By Leading Together

- Engaging and serving more people in the communities SV serves and optimizing healthy aging through visible, authentic, collaborating values-driven manner → Have all Teams behave in this way
- AT HOME Values extremely important to SV → Talk about it and train Staff right from Day 1 at orientation and continue to discuss it throughout the organization

Goals:

1. Together with SV's partners, create a clear and shared long-term vision of SV's Campus of Care.
 2. Develop and implement plan for SV redevelopment program.
 3. Build and sustain collaborative community relationships and partnerships enabling provision of high-quality, integrated health and well-being services for people SV serves.
- SV presently undertaking 2 different projects: Visioning Project & Environmental Scan
 - Visioning Project → SV doing extensive research and engagement regarding the future of SV
 - Will be starting engagement sessions in next month and a half or so → Facilitated and co-design session to seek feedback to help SV determine care and services and how to provide them from beginning
 - Engagement will include Residents, families/caregivers, Goldie's Day Program participants, Fitness Centre Members, Staff, and the Board
 - Will provide one-on-one engagement sessions for LTC Residents who require it
 - Looking at type of care and services SV currently offers and what can be offered in the future → This will help inform redevelopment
 - Will review, refine, and enhance Governance Structure and Policies of SV LTC and SV Home for the Aged
 - Goal #3 specific to SV's governance and Board of Directors, and Marianne will be working collaboratively with the Board
 - Consultants SV hired will help support engagement sessions and all information gleaned will be used to help inform
 - Environmental Scan → Doing extensive research to see what is out there in terms of care and services, what is up and coming, innovative, and what is available currently that would make a difference for SV
 - At the end, will have document that will include all of Environmental Scan research done

FC Feedback

Volunteers:

- FC Member mentioned that a Volunteer Coordinator had been hired and asked if there was a way of making process of becoming a Volunteer a little simpler or based on what the Volunteer will do
- Marianne was excited for the Volunteer Coordinator, Amy Klokoff, to start, have the program flourish, bring more people to SV, and enhance experience of current Volunteers
- SV must follow the Fixing Long-Term Care Act for Volunteers in LTC and because it was a higher standard, SV made it the exact same standard for all Staff and Volunteers, including other areas of organization such as Assisted Living
- Marianne understood that the requirements to become a Volunteer discouraged people → Seen it throughout her career
- SV trying to think of ways to support Volunteers → Know process is extensive and can be seen as daunting
- Volunteers very important to life at SV and want to increase the number of Volunteers → Trying to think of ways to make things more convenient, easy, fun, and pleasant for them
- FC Member suggested helping with cost of 2-step TB tests
- Marianne will have to discuss with medical team about reading the TB tests because need to have physician to oversee it, so up to them if they want to take that on
- FC Member noted that they had to get TB test in region they resided and often very expensive
- FC Member said Vulnerable Sector Check in some regions incurred a cost as well

- FC Member conveyed that there were some interesting training and learning opportunities for Volunteers
- Vanessa asked about having different types of Volunteers such as high school students coming to SV and doing “Adopt A Grandparent” or a one-off interactive type of thing → Will not be feeding or providing care
- Marianne explained that rules were the same if they were a student
- Doing intergenerational programming with B’nai Brith Youth Group for Apartments → Different because not Volunteers and not doing one-on-one sessions; Staff with them entire time monitoring activity

Staff Recruitment & Retention:

- FC Members thought Strategic Plan was very broad and general
- Strategic Plan broad and Operational Plan will narrow it down to make it more granular and more specific
- FC Member would like to know specifics of what happens when Staff did not want to buy in to Strategic Plan → Costs involved with recruitment and losing Staff
- Marianne revealed that the Strategic Plan was taken to Staff first, did engagement sessions with them, and they all did assignments → Staff helped SV validate every single goal
- She recognized that change was hard and will adopt an ad-hoc methodology for change, so it is very layered and staggered, not implemented all at once
- Strategic Plan will take between 18 months – 2 years
- Will bring Staff along during journey of Strategic Plan, cannot enforce change on people, but rather engage them and ask them if it makes sense to them, giving them the opportunity to learn and share their thoughts
- “Parking lot of ideas” → Marianne had a whiteboard for Staff to write their ideas, what was missing, what they wanted to see, what they were happy to see
- Marianne thoroughly enjoyed eliciting Staff’s thoughts and ideas on Strategic Plan
- She felt Staff were very engaged and wanted SV to continue to strive for excellence and have an amazing place to work, live, visit, and volunteer
- Will continue to engage with Staff throughout every level of process → At Team Meetings, leaders discuss goals and more granular goals to tie it back to overall Strategic Plan for SV
- FC Member relayed a bad experience with a Staff Member from a while ago, resulting in them choosing a different line and being moved to other building → Problem not fixed, just passed on to another part of SV
- Marianne said looking at situation, education and training should be the first course of action taken and did not agree with just moving Staff to another area as a solution

Jewish Life At SV:

- FC Member praised Andrea’s efforts and achievements and inquired if there was a plan to ensure the level of Jewish Life at SV continued and did not backslide to what it was once she was gone
- Balabusta role was not meant to be a permanent one → Andrea set up a lot of things for Jewish Life to continue such as creating guides and sharing information for other Team Members to take over
- Focus will be on bringing in Volunteers who can support Jewish Life
- Marianne conveyed that these things will be tried first and will continue to assess and evaluate
- FC Members stressed how nice it had been to see how people were celebrating being Jewish at SV over the last few months and wanted that to continue
- Vanessa commented that it was disheartening that progress was starting to be made right when Andrea’s was ending

Capital Projects:

- Marianne emphasized that Residents needed a place that was comfortable, healthy, and safe for them now
- Number of projects currently on the go and will soon start to see some improvements come to light
- Very important that physical plan looks, feels, and is safe, clean, and healthy for everyone and is being monitored
- Capital Plan recently approved at last Board Meeting in beginning of May and Leadership Team working on operationalizing some of the items

- SV must prioritize health & safety items first in terms of repairs

Technology:

- Will be working on security, firewalls, and safeguarding information

Keeping FC Informed

- Once Strategic Plan approved, hopefully at AGM in June, Marianne will come back to FC, likely quarterly, and provide updates on where SV was on Goals and have FC continue to provide input
- Strategic Plan will be posted on website once approved, likely after Sunday, June 16, 2024

Action Step:

- Marianne will take all FC suggestions back to appropriate Leadership Team Members

IF TIME PERMITS:

6. Business Arising from Thursday, April 18, 2024 Minutes:

a) Making Resident Hallways More “At Home” & Including Items For Dementia Residents – Ongoing

- Team exploring sensory and tactile items that may be placed on the walls in the hallways
- Infection control remains a challenge

b) Filling Leadership Team Positions – Ongoing

- Amy Klokoff, Volunteer Coordinator, start date was not available
- Joe Xamin, HR Manager, started Wednesday, May 1, 2024

c) Need Concise & Timely Communication: Outbreak Updates, Incident Notifications, Town Hall Recordings, etc.

- Vanessa mentioned that no notices had been sent out about recent new hires since the one regarding Katelyn Burns, Office Manager, being hired
- For Staff, emails will be sent to them about any new Leadership Team hires, as they all had SV work emails
- Some Staff may not be checking emails on a regular basis, making them unaware of new hires
- Vanessa proposed communicating new Leadership Team hires during Staff daily huddles

Action Step:

- Olivia will take back to Team about ways to communicate new Leadership Team hires

d) FC Section In Next SV Newsletter and 50th Anniversary Commemorative Book

- Deferred

e) Guest Speakers For FC Meetings: Leadership Team Members, Frontline Staff, Alzheimer’s Society, etc.

- Discussions on possible Guest Speakers took place but no decision was made

Action Step:

- FC Members to email Vanessa with Guest Speaker suggestions and a decision will then be made

f) Frontline Staff Attending Resident Care Conferences

- Effective immediately, Nurses and PSWs will be invited to attend Resident Care Conferences

g) Ramps For Balconies & Sliding Doors Attached to Dining Rooms In SVToo

- Doing a lot of repairs to balconies
- Clarification needed on which balconies still needed repairing and if SVToo 2nd Floor Dining Room was done, when ramp would be installed
- FC Member asked if there was a way to make accessing SVToo courtyard easier without putting Resident safety at risk
- Needed a notice to be placed in Nurse’s Station for All Nurses that they have the key to the Dining Room sliding doors

Action Steps:

- Olivia to speak to Angela about repairs to balconies and installing ramp to SVToo 2nd Floor balcony
- Olivia to ask Cindy and Angela about possibly making it easier to access SVToo courtyard
- Olivia will discuss with Team about putting a notice in Nurse's Station that Nurses had key to Dining Room doors

h) Parking

- Will be repairing large area of front parking lot this year
- Team still exploring options on how to address repaving of parking lot and repainting parking spots

i) Having Challah Available More Often

- Deferred

j) Notice For Synagogue: Open To All Faiths & When Allowed To Use It

- Deferred

k) Website: Activity Calendars, Monthly Meal Plan – Ongoing

- Deferred

l) Rewriting Welcome Package for New Residents Of LTC – Update

- Olivia said SV would love to include FC in the Welcome Package
- FC Member confirmed that FC had something in the old Welcome Package

Action Step:

- FC Member to email Vanessa and Olivia with FC document that was in old Welcome Package

m) Promoting FC

- FC Member noted that Family Information Boards looked beautiful except for SVO 1st Floor, which was cluttered and full of Health & Safety and Ministry information → Needed information separated

n) Steps of Service Checklist In Dining Rooms For Shabbat & Jewish Holidays

- Deferred

o) Holding A White Wine Tasting

- Deferred

p) Heat In Winter & Cooler Months Set to 22°C-23°C Max. – Ongoing

- FC Member mentioned how SV had very warm temperatures all year long in both buildings
- Marianne disclosed that a number of capital projects approved by the Board were presently on the go that will impact the temperature → SV doing everything it can to sort out this temperature issue
- Massive project taking place in background in mechanical rooms to help with temperatures and will be completed later this year → Parts needed to be ordered

q) Purchasing Locks For Shekter Memorial Garden To Memorialize Those Who Passed At SV

- Deferred

r) Staff Morale

- Deferred

s) Access to SVToo Building After Being Screened

- Memo sent out this week asking people not to prop doors open for safety and security reasons
- Researching options to make it easier for everyone to take Residents outside → Perhaps with a code
- FC Members highlighted the difficulties faced when re-entering SVToo and having to go all the way around with only 1 available elevator

- Marianne informed that screening at Front Entrance will continue for security reasons and Staff had been instructed if they did not see a sticker or SV name tag to ask people who they were, who they were there visiting, and if they could help them → A reminder to wear sticker or SV name tag
- Needed everyone committed to entering through Front Entrance to screen and then gain access to SVToo building or it will be taken away
- FC Member said the message of putting the onus on Visitors to enter through the Front Entrance and screen first before entering the SVToo building or it would be locked again was very important

t) Offering Masks To Residents On MilliMobile For Outings

- Deferred

7. New Business:

a) Work On Terms of Reference

- Deferred

b) Updates

- June is Seniors Month
- To support caregivers, SV, in partnership with Ontario Caregiver Association, will have a 2-hr presentation on “What You Need to Know to Be A Successful Caregiver” on Wednesday, June 19, 2024 from 2:00 pm – 4:00 pm in Ruth Sherman Centre
- Anyone interested to email Olivia
- FC Members asked if there would be an online option → No online option now but Olivia will ask Maddie

Action Step:

- Olivia will speak to Maddie about an online option for the presentation

c) Saturday Activities

- Vanessa mentioned how Saturdays were extremely boring for Residents with not many activities going on and a lack of Recreation Staff → 1 person per building
- Used to have exercises, Torah reading, trivia, and music that was approved by Rabbi and was taken away during the pandemic and did not return
- FC Members expressed that Residents dreaded Saturdays because they had nothing to do, feeling like they could only sit in their rooms
- Marianne had not heard too much of this but will speak to the Team and the Rabbi to see if anything could be done and understand why things changed → Volunteers could definitely help
- She agreed that boredom was a terrible thing and Residents should be engaged and have meaningful activities or have the resources to do it on their own if they are able to

Action Step:

- Marianne to discuss with the Team and the Rabbi

d) Exit Code Changed

- Vanessa wondered how suddenly changing the exit code would affect those Residents capable of going out by themselves → Would it be confusing to them because code had been the same for years?
- Marianne agreed it could be confusing and offered that the Team will have to support and help those Residents, Staff will do trial runs, put code on piece of paper for them, and watch the Residents put code in
- Codes were not meant to remain the same for a very long time due to security concerns

e) Instruction Sheet Specific To Each Resident’s Lift & Transfer Needs In Resident’s Rooms For New Staff

- Olivia said a final decision had not yet been made and will be further discussed
- More in-service training to Staff on the Care Plan and Cardex and encouraging Staff to use them more

f) Meaning of Colours & How People With Dementia Perceive Them

- Butterfly Model Home → Emotion-based approach to care for people with dementia
- Impact of colours on people living with dementia (taken from antheMEMORYcare.com/blog based on a study by Margaret Calkins, published in the Journal of Dementia Care):
 - Blue → Restful, calming effect, used in rooms where quiet is encouraged like bedrooms, can lower blood pressure, cooler blues can make room appear larger
 - Green → Sense of life, growth, and new beginnings; has ability to lower activity of Central Nervous System creating a sense of calmness; can be stabilizing, nurturing, healing, and revitalizing; cooler greens can make room appear larger
 - Red → Stimulates brain activity, in some cases can increase amount of adrenaline into the bloodstream, use in areas of activity, increases perceived temperature of room, increases appetite
 - Orange → Have increased association with nature, triggers alertness, stimulating but less so than red, deeper oranges are warming
 - Pink → Uplifting effect, decreases aggressive behaviour
 - Lime-Green → Increases visual attention
- Calkins acknowledged that there may be certain personal and cultural variances between colour interpretations
- Other Colour Information:
 - Purple → Can inspire and be thought-provoking, exciting and intriguing
 - Yellow → Warming, cheering, and stimulating; triggers alertness; can cause anxiety, agitation and anger
- Bright Colours → Helps with visual blindness because dementia affects how people see and recognize colours
- Lighter Colours → Hard for people with dementia to recognize lighter colours, i.e. beige interpreted as white

Action Step:

- Olivia to send Vanessa some links to Meanings of Colours for her to share with FC

g) Change In Policy For Resident Activity

- Residents no longer allowed to fold towels and bibs (aprons) → Only Staff permitted to do so now
- This had created some grief with Residents who enjoyed performing this activity
- Conflict among Staff brewing because piles of towels and bibs not being folded by Day Shift and leaving it for Night Shift

Action Step:

- Olivia to discuss with Team

h) Operating Hours & Staff's Working Hours For Bubbi's Café

- FC Member revealed that Bubbi's Café stated it was to be open until 4:00 pm yet it was often closing early, even 3:15 pm was too late to order something
- Change in policy → Used to be allowed to sign in ½ hr early to get set up and ½ hr later to close, now Staff must sign in exactly when restaurant opened and sign out exactly when restaurant closed
- Vanessa voiced that this policy was not logical and was ridiculous → Staff could not prepare the restaurant to open when it was already open and could not close the restaurant when it was still open
- Vanessa explained that she had worked in the restaurant industry most of her life and Staff were always allowed at least ½ hr before and after their shifts to open and close
- By law, restaurants must serve beverages and food at the time they open and up until the time they close
- FC Members strongly felt this new policy was unfair to Staff and unfair to the patrons of Bubbi's Café

Action Step:

- Olivia to take back to Team to discuss

i) Balabusta As A Permanent Role

- FC Member expressed that how well Seder was run this year truly summed up the amazing work Andrea did for SV
- Andrea helped many Residents and families/caregivers on her own time by reaching out to community members to assist in various ways
- Andrea held Challah Baking Activities and wrote *Shabbat Schmooze* newsletters
- What Andrea did for SV could not be measured and because funding and grants were no longer available, she and her role were ending → This broke many FC Members' hearts
- FC Members whole heartedly believed the Balabusta role should be a permanent one
- Vanessa added that spreading the work amongst already overworked Leadership Team Members was not a viable solution and everyone at SV had already experienced the end result of doing this
- Vanessa shared that she was worried the past was going to repeat itself like it did with the Volunteer Coordinator and how the Leadership Team at that time believed the role could be spread to other people and later found themselves urgently needing someone to fill that role again
- FC Member suggested writing something to properly relay the immense contribution and impact Andrea had on everyone and Jewish Life at SV and give to Marianne and Andrea

Action Step:

- FC Member to write something about Andrea and Balabusta role and Vanessa to help fine tune it

j) FC Board Representative's Updates

- Board was starting to convene and pursue available funding from the Provincial Government for revitalization and rebuild of SV
- Provincial Government pushed timeline for retrofitting out, so SV had more time and flexibility
- Board will be tackling this over the summer and should hear more about it in the fall
- Quality indicators looking much better → Numbers quite encouraging so far
- Board Quality Committee will be posting documents on website once they were approved → Hopefully, will be posted on FC Boards too

k) Sharing Ministry Report

- Vanessa asked about Cindy coming to FC to share the Ministry Report → Cindy offered to come to FC to discuss it at last month's FC Meeting and the Ministry had asked Vanessa if it had been shared with FC
- Olivia did not think the report was available yet

Action Step:

- Olivia to find out if Ministry Report was available or not

8. Permanent Agenda Items**a) Residents With Behavioural Issues: How To Keep Other Residents And Visitors Safe – Ongoing****b) Palliative Hearts****c) Sensory Blankets/Shawls****d) Spa Room Renovations To Make More Inviting To Residents – Alzheimer Society Recommendation**

- Team exploring painting the Spa Rooms and finding alternative storage spaces in SV

e) Having A SV Cat**f) Future of Shalom Village**

- Section in Strategic Plan discussed developing and implementing plan for redevelopment for SV
- Visioning Sessions on Care & Services taking place first to envision types of care and services people want to have and then figure out how to build it, i.e. start on physical redevelopment of SV

- Many LTC Homes need to be redeveloped and Ministry looking at that because some LTC Homes are closing
- Also see Section 5.

g) Gentle Persuasion Approach (GPA) Is NOT Gentle Nagging – Ongoing

9. Business Deferred

a) Snow & Ice Removal

b) Lights In SVToo Basement Hallway Extremely Bright

c) Food & Dining Room Experience

d) Headshots of Staff With First Names of Those Working On Floor and Designated Wing In Each Building

e) Evening Hours At Bubbi's Café For LTC Residents

f) LTC Operational Quality Committee

g) Resident & Family Satisfaction Surveys

- 127 beds in LTC, approximately 100 families
- Olivia shared results of Family Satisfaction Survey:
 - Only 9 family members/caregivers responded to survey
 - Overall, results were mainly positive
- Some Notable Less Positive Results:
 - Q. 23: Staff help my family access other health professionals if needed. – 61%
 - Q. 15: The Doctor is available when my family or I need them by phone or in person. – 64%
 - Q. 33: The overall quality of food and drink is good. – 64%
 - Q. 9: Staff encourage my family to do things that they are able to do themselves. – 67%
 - Q. 3: My family member has choices regarding my care (eg. Time to wake up, time to go to bed, what to wear etc.). – 68%
- Some Notable Positive Results:
 - Q. 17: I have a role in decision making regarding my family member's care. – 94%
 - Q. 26: I feel my family member's belongings are safe in the home. – 93%
 - Q. 31: My family member gets enough to eat or drink. – 91%
 - Q. 38: How satisfied are you with the management of outbreaks? – 90%

Action Plan For Results:

- GPA Training, Other Types of Training, Education, Monitoring, Staff Engaging With Residents
- Started implementing some of the Action Plan suggestions already
- A lot of new hires, so training important to provide them the tools needed to provide excellent care to Residents
- Focused on taking a person-centred approach and allowing Residents to direct their care by taking items back to Residents' Council and getting their feedback

FC Recommendations For Having More Families/Caregivers Complete Family Satisfaction Survey

- FC Member noted a problem with the link → How people could still complete the survey after the deadline
- Board Quality Committee discussed how next time, they wanted to ensure there were different opportunities for families/caregivers to respond to the survey: paper surveys and notices put up around SV
- FC Member relayed that the notice with the link posted in the elevator was written in a very small font
- FC Member suggested possibly using a QR Code
- FC Member wondered if there was a way to have at least building specific surveys because there were different doctors and different Recreation Staff for each building
- Olivia explained that SV focused on how experiences and care should be at the same level throughout SV

- Family & Resident Satisfaction Surveys very regulated by Ministry
- Vanessa reminded that the surveys were put out quickly because Bernadette was leaving, so mistakes were made that everyone could learn from → Need more reminder emails sent out and having Resident Satisfaction Survey link be a “Read Only” for families/caregivers
- Vanessa asked Olivia to email her the Results & Action Plans of the Family & Resident Satisfaction Surveys
- 32 Residents responded to Resident Satisfaction Survey
- FC Member recommended that like other LTC Homes, FC could sit at a desk at the Front Entrance and hand surveys out to families/caregivers → Inform them survey was anonymous, FC did not work for SV, and only wanted their opinions heard
- FC Member advised having the surveys in a flyer holder, so people could grab one on their way in or out
- Vanessa offered that email reminders about how the surveys would be happening again soon could go out

Action Steps:

- Olivia to send Vanessa a copy of both surveys’ results and Action Plans
- Olivia to take back all of FC’s suggestions for the Family Satisfaction Survey to the Team

h) Change Picture In The FC Website Tab

i) New Call Bell System

j) Showcase Video “A Life Well Loved” – Show Virtually at a FC Meeting?

k) Newcomer’s Tea or Lunch for New Residents’ Family/Friends to Meet FC Members & Discuss What FC Is All About

10. Adjournment

- Meeting adjourned at 9:15 pm

Next FC Meeting will be held virtually on Thursday, June 20, 2024, via Zoom