



# MEETING MINUTES

DATE: Tuesday June 27, 2023

TIME: 5:00 pm – 6:00 pm

LOCATION: Online Meeting

## Client and Family Council Meeting

OBJECTIVE: Family, Client, Multi-Service Centre, and Stonebridge Collaboration

Chair Members:

Multi Service	Stonebridge	Family Member	Client
Diana H	Abby M	Mary-Lynne H	Jean C
Jessica C		Darlene C	Tina V
Leslie W			

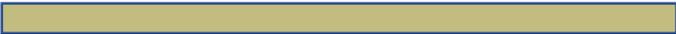
## Meeting Minutes

AGENDA ITEM	DISCUSSION	ACTION	NAME
Call to Order	Leslie called the meeting to order	5:pm	Chair
Adoption of Agenda	June 27, 2023 Agenda	Adopted	Darlene
Approval of Minutes	Minutes from last meeting, April 25, 2023,	Approved	Mary-Lynn
Carried Forward	MSC experience by Mary Lynn		
New Business	<ul style="list-style-type: none"> <li>Client Story from Abby Mallot</li> <li>“What is your favourite summertime activity, past or present?”</li> <li>Reports at Board Level</li> </ul>		Jessica Client and Family Members Diana Jessica Leslie

	<p>Round table discussion to get everyone talking to get to know each other a little better.</p> <p>At every meeting we aim to discuss fun facts or ice breaker to get a conversation going to promote some brainstorming ideas for the Client and Family Council. Question for this meeting is "What is your favourite summertime activity, past or present?"</p> <p><b><u>Client story - Stonebridge:</u></b></p> <p><i>We recently had a request for wheelchair transportation for a gentleman in his final stage of life. The family had many fond memories of attending Blue Jays games together and the client is still an avid Jays fan. His daughter reached out to us to see if we could assist in getting him and his family to one final ball game together. She had tried several other options but hadn't been able to find anyone willing or able to do it for a reasonable price. The quotes she received from other organizations were around \$1000. With our volunteer transportation service, we were able to set this up for less than \$200. Chris said that the daughter was in tears when she found out we could help them. Unfortunately, the night before the game, the client had a fall and couldn't attend. But even though the outcome wasn't ideal, we were able to provide some hope and happiness to this family and it demonstrates the capacity that our organization has to think and work outside the box, providing care to those who have unique situations or specific care requests and needs.</i></p> <p><b>What is your favourite Summertime activity? This could be from the past or present.</b></p> <p><i>I remember when I was approximately 5 years old, my family and I went to Bracebridge to visit Santa's Village. I remember cruising on the Muskoka River and riding on Rudolf's Roller Coaster and Santa's train. My memory of that time is vivid and I was young.</i></p> <p><i>My favourite summertime activity is going into my hot tub and enjoying my garden and flowers. Relaxing Zen time, watching the birds!</i></p> <p><i>I am a beach baby because I was born in July. I also love going to Niagara on the Lake for wine tasting. My mom and</i></p>		<p>Jessica</p> <p>Tina</p> <p>Darlene</p>
--	---	--	---

	<p><i>I would often go to the Niagara area and get fresh apricots, cherries, plums, and peaches. We would make juice and can the fruit.</i></p> <p><i>I with Darlene, I also love being outside in my garden. Unfortunately, I don't have a hot tub but I have lots of green space around me with birds and nature.</i></p> <p><i>My favorite summertime activity is cycling with the Silver Spokes cycling club out of Delhi. We cycle in a peloton formation approximately 50 km through Norfolk County farmland.</i></p> <p><b><u>Overview of Quality Satisfaction report, Incident Reports and QIP</u></b></p> <p>Every month I complete and MSC programs statistical report. The stats from each of our programs that home support is funded for (Foot Care, Housekeeping, MOWS, transportation, and Assisted Living) It is an expectation from our funder Ontario Southwest for us to meet the targets that they set for us to achieve every month. The targets generally do not change from year to year, unless we overachieve, which would result in MSC changing the number of clients we serve. In this monthly report we know how many clients we have and how many units of service. The variances in the report can be negative or positive depending on how we are achieving. The variances must fall within the funded parameters. The acceptable variance is +10% or -10%. The goal is to be sitting at zero.</p> <p>An example is our Meals on Wheels service – In one year our units of service to achieve is 10,000 meals to deliver, and the number of clients must be 125. Currently in May we served 126 clients, so we have already overachieved our target.</p> <p>In addition, we work with Year-to-Date Actual numbers, and we currently have 3,057 units of service. The target number for the month is 1,500 so that means we are 137% over our variance. This is amazing, but at the same time we must be watchful because we are only funded so many dollars for the program. Early on, the MSC chose not to ever put anyone on the Meals on Wheels wait list due to the necessity of senior's nutrition.</p>		<p>Mary Lynn</p> <p>Diana</p> <p>Leslie</p> <p>Diana</p>
--	--	--	--

	<p>We have been over-achieving in the MOW program over the past three years. In the future we may look at increasing our targets because we are able to serve that many with the current funding we have.</p> <p>I make comments on the report if the variance is down. For example, last month the Foot Care variance was compromised due to a Foot Care Aid being off due to illness.</p> <p>The monthly Program Stat report is a check and balance report to keep everyone abreast of what is going on, and if changes need to be made.</p> <p>The Quality Satisfaction and Safety Report is a Quarterly report. Every quarter the Quality Assurance Coordinator selects a group of clients from each of the Home Support group program (Housekeeping, Foot Care, Assisted Living, personal Care and Meals on Wheels). Volunteers conduct a telephone survey with each of the clients to determine their satisfaction level based on several different factors such as quality, responsiveness, care, respect, and communication.</p>  <p>Incident Reporting – When the Community workers are in the Clients home, they submit a report when an incident occurs, through an App on their cell phone. Incidents could be a medication error, client concern, harmful, no-harm, or unsafe environment. If the CW reports a client fall, they indicate if EMS was called, if the client was taken to Emergency or if the client was hospitalized. When the incident report is submitted, the home support coordinators will follow-up with the Community worker, then follows-up with the client and family and makes any notifications that need to be made. The home support coordinator with review with the client what potentially caused the incident to happen, what measures can be taken to prevent another incident to happen again. In terms of falls, if we are aware that a client is frequently falling, (3 or more times) we would make a recommendation of the <i>“Falls Prevention Program”</i> for them. The Home Support Manager (me) will review the incidents and sign off the reports. The Quality Assurance Coordinator (Leslie) will also review, document the incidents into a legal ledger and sign off that everything is completed according the MSC standards.</p>		Jessica
--	--	--	---------

	 <p>Every quarter, we select a group of clients from each of the Home Support program; housekeeping, footcare, assisted living, personal care, and meals on wheels. Volunteers and reception employees conduct surveys with each of the clients to determine their satisfaction level based on a number of different factors such as quality, responsiveness, care and respect and communication. Our volunteers did a great job contacting our clients. The results las quarter were favorable and either met or were close to Multis Service Centre’s target of 95% satisfaction across the various categories.</p>		<p>Leslie</p>
Adjournment	Thank you to all – Next Meeting is Tuesday August 29, 2023	Adjournment	5:46pm