



MEETING MINUTES

DATE: Tuesday, August 30, 2022

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	Pat C

Leslie W – Minute Taker

Meeting Minutes

AGENDA ITEM	DISCUSSION	ACTION	NAME
Call to Order	Diana called the meeting to order	5:20pm	Chair
Adoption of Agenda	For August 30, 2022, meeting	Adopted	Team
Approval of Minutes	No minutes to approve due to technical difficulties from last meeting	n/a	Leslie
Carried Forward	On going meetings will be on Microsoft TEAMS moving forward	n/a	n/a
New Business	<ul style="list-style-type: none"> • Introductions of all members • Client Bill of Rights – The new bill coming into effect, there are expectations the Ministry has set to agencies regarding what needs to be included in the Bill of Rights. The Ministry provided a template... Diana changed it <i>from Patient Bill of Rights to ...</i> "Client Bill of Rights" Bill of Rights was read out loud by Diana • Diana asked members if there were any comments or concerns – Pat commented that PSW's should not address their clients as "Dear" by rather by the client's first name • Diana will bring forward how clients would like to be addressed • The Bill of Rights will be on the MSC Website 	Adopted	Diana

	<ul style="list-style-type: none"> • Moving forward the Bill of Rights will be made available to our clients on a yearly basis • Mary-Lynn asked if clients need to “sign off” The Bill of Rights, Diana said they did not, but something we could consider. • Code of Conduct was sent electronically to everyone. Details were read aloud to all members Diana asked if there were concerns – Pat was concerned that she does not have internet - Diana assured her that we will be support her. Both Mary-Lynn and Pat joined the meeting by cell phone. Mary-Lynn mentioned there was a spelling error <u>Individual confidentiality</u> on the first page. Diana will update • Terms of Reference. Diana read T of R aloud for members. She said we are an advocacy council and an advisory resource to both MSC and Stonebridge services and programs they deliver. Family and Client recommendations are supported. • We need to have 6 to 10 members consisting of two senior managers, 2 clients and 2 family members, plus 1 minute taker. • Family/Client council is voluntary consisting of two Co-chairs (one being a client or family member and one Director of home support) • Minute Taker is the Quality Assurance Coordinator • One member of Home Support management is required on Council. • In lack of consensus, the co-chairs will utilize a conflict resolution approach. Diana will show members the Conflict Resolution Tool used in these circumstances. • Meetings will be bi-monthly on the last Tuesday of the Month. • Diana will put out the Call for Agenda items in the month the next meeting takes place in. • All in favour of the latest Terms of Reference • Darlene mentioned that the location needs to be changed to the Livingstone Centre • Infection Control Diana stated that we have procedures in place for the home support program. Throughout the pandemic we have worked with Southwest public health to keep up with the changes. Diana feels now that we have hit a plateau, and it is a challenge because we have been told by Southwest Health, they no longer give their opinion only guidance. We have a Covid Safety Plan and Policy in place. There have been many stages – we are at level six. Public Health Ontario’s Dr. Moore will be making an announcement, and we will stay tune to see if we implement any changes to our infection control practices. 	<p>Diana will update Code of Conduct</p> <p>Adopted</p>	
--	--	---	--

	<ul style="list-style-type: none"> • Client Satisfaction Surveys - Clients surveys are done over the phone and each program is targeted with specific questions every Quarter. Leslie reported Communication has greatly improved due to intake delivery changes. Foot Care is overseen by one coordinator and Stonebridge has an intake coordinator. By assigning designated staff, everyone has taken ownership of their duties. Housekeeping felt the impact of Covid/Child Care protocols in the 1st Quarter. Human Resources is actively recruiting and has seen success with new housekeeping hires. Meals on Wheels HOT meals is being streamlined. The hospital process is making deliveries more efficient. The overall satisfaction with the FROZEN meals is up, continuing to the program. Transportation is working efficiently, the use of the paid driver for client requests has increased satisfaction. • Questions to council: <ol style="list-style-type: none"> 1. With the changes in Health Care, is it helpful as a client or a care giver to know the challenges being faced ie. The shortages of PSW's, Home Care directives, COVID information. 2. Should program criteria and perimeters be reviewed by council i.e. what we can do, what we can't do? Mary-Lynne said because the Health Care system has changed so much, it is helpful to make people aware. If we are short staffed, then absolutely let client know! It is a scary time, and there is not a lot of support. She commented that the government is looking at nurses to come into our hospitals internationally. Diana will bring forward more discussions about this at the next meeting. She spoke of the LEGHO (Let's Go Home) program that supports transition clients from hospital to home with the goal of avoiding these clients from returning to hospital and re-admitted. <p style="text-align: center;">Darlene asked if the PSW's are capped 1% under the Ford Government? Diana will find out.</p> 	<p>Leslie</p> <p>Diana</p>	
Adjournment	Thank you to all – Next Meeting is: October 25, 2022	Adjournment	6:20pm