



# MEETING MINUTES

DATE: Tuesday December 20, 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	5:13pm	Chair
Adoption of Agenda	For December 20, 2022, Agenda	Adopted	Darlene Jean
Approval of Minutes	Minutes from November 1, 2022,	Approved	Jean
Carried Forward	<b>Ethical Dilemmas</b> – important to address within our programs. Our last meeting gave us an opportunity to bring it forward and receive different perspectives and feedback.		Diana
New Business	<ul style="list-style-type: none"> <li>• Accreditation Canada – Site visit</li> <li>• Holiday Care</li> <li>• Newsletter Content</li> </ul>		

	<p style="text-align: center;"><b>Accreditation Canada – Site visit</b></p> <p>The CFC will be involved in a focus group to talk about what we do within the council.</p> <p>Overview of the standards:</p> <ul style="list-style-type: none"> <li>• Strong emphasis on Client and Family input regarding all aspects of care for the client</li> <li>• People centered care with the voice of the client and family being heard throughout all processes in the home support program</li> </ul> <p>There will be over 54 standards within the home support section and required operational practices which include policies, strategies, and processes in place for these standards  Accreditation Canada will be very particular for what they are looking for:</p> <p><b>Safe and Affective Services:</b> it is broken down into sub settings: Access to services for current and potential clients which documents the client’s physical and emotional well-being. It looks at how the Assisted Living program is set up. This supports individual care plans in conjunction with the safety and risk assessments, emergency plans development per client. The care plans are developed with the client and in some cases the client’s family. Goals and service needs are identified – which is specifically client driven. We take into consideration the client’s wishes, and family involvement. The client is in the driver’s seat and so the question is asked, where does your family fit into the care plan. In some case we have clients’ that choose not to have their family involved. Each care plan is unique and individualized. When a new client is brought in, we assess the capacity of the client, in some cases as the client ages cognitive changes start occurring. As cognitive changes occur, we ask a family member to be involved. The care plan is a fluid document that supports the client as they age in place. It also looks at the client’s physical status or their psychosocial status or any changes.</p> <p>The goal is to have the client stay on the program if possible. The care plans are reviewed on a yearly basis, unless the client has been in the hospital, in which it will be reviewed to make necessary changes. The care plan can be changed at the request of the client at any point in time.</p> <p>Question to everyone is the care plan something of value to bring forward to clients and their families to let them know that why we do a care plan? Give the client/family the awareness of who they need to contact to have a care plan updated?</p> <p>Darlene summarized by saying that a supervisor would meet with the client and go through a check list of what the current plans</p>		<p style="text-align: center;">Diana</p>
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	<p>offers. It would be reviewed and asked the client what they are or not comfortable with.  The question remains do we need to do this more frequently? Maybe the client and the Client’s family need to meet to the Care plan every six months as opposed to yearly.</p> <p>Accreditation Canada will be looking at the processes of this topic and will be asking the questions about how the CFC has input on the processes of Assisted Living. Is communication open to discuss a better way of doing things...</p> <p>Abby’s input is that the care plan gets done every year and for some of our clients, they do get re-evaluated when there is a big status change in their health or medication. If a client’s health status doesn’t change then the care plan review is less frequent.</p> <p><b><u>People Centered Approach to Care</u></b> – engages with family and clients to develop, implement, and regularly review and update support by meeting the needs of the clients using the MSC services and programs – The role of the CFC in support of People Centered Approach is to discuss any issues that come up. I.e... Ethical Dilemmas. The input from the CFC allows MSC to move forward with strategies.</p> <p>Diana will include a copy of the standards for the CFC to review moving forward.</p> <p><b><u>Next Item of New Business – Holiday Care</u></b>  Holiday Care- what is important to the client?  There are holidays throughout the year. Is there something a CW could do more of in addition to Assisted care during a special occasion?  Is it important to the client to talk about holiday memories?</p> <p>Jean mentioned that if a client does not have family or loved ones around them, then it would be beneficial to have an extra social time. On the other hand, the PSW’s are stretched already travelling from one client to another. Christmas can be a very lonely time, Darlene mentioned that it would have to be looked at from a client-to-client situation. For clients that have family would get the allotted time for assisted living, and those who are all alone would have extra time for a long social visit.  Pat brings up a very good point regarding staffing issues. The MSC wants to promote a good work life balance and wants to ensure the support is provided to all the clients.</p> <p><b><u>Next Item of New Business – CFC Newsletter</u></b>  Does the CFC have any suggestions for the upcoming newsletter?  Next newsletter will be coming out in the next quarter (Spring)</p> <p>We would like to hear the voice of the clients.</p>		Abby
Adjournment	Thank you to all – Next Meeting is Tuesday February 28 2023	Adjournment	5:50pm

