



MEETING MINUTES

DATE: Tuesday November 1, 2022, 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	5:04pm	Chair
Adoption of Agenda	For November 1, 2022, meeting with one amendment of new business – Challenges of scheduling and Male PSW's	Adopted	Mary Lynn
Approval of Minutes	Minutes from August 30, 2022,	Approved	Mary Lynn
Carried Forward	Professional Boundaries – Client/PSW Code of Conduct	Email sent to internal staff and CW's addressing Protocols	Jessica
	Revised Bill of Rights	Posted in the HS Suite	Abby
New Business	<ul style="list-style-type: none"> Client and Family Portal is in the process of adding clients into AlayaCare to view balancing owing, past and present CW Visits and Care Team members. Unable to show a sample by share-screen, however an attachment is included in the minutes to view 	Sample of Screenshot	Leslie

	<ul style="list-style-type: none"> <p>Accreditation is one year away; it approaches quickly and there are many steps to prepare for. We are an accredited organization through Accreditation Canada. This is an on-going process to assess health care service organizations against standards of excellence to identify what is being done well and what needs to be improved. We are assessed against world class standards which enable organizations to provide the highest quality care while minimizing risks. This takes place every 4 years. Next October will have “Accessors” come visit the MSC to look at our practices and compare them to the standards for home care. Services that will be assessed are home support, governance, medication management, and infection control practices. Accreditation will remain on the agenda and CFC members and will be updated moving forward. The accessors will meet a focus group of the members of the Client Family Council. This standard falls under the category of person-centered care. They will be made aware that our council is an advocacy, and that we do not make decisions that change the organizations, but we bring forward suggestions and advocate on behalf of our clients. Our last Accreditation 3years ago we were granted “Exemplary Standing”</p> <p>LEGOHO – Let’s Go Home This is a free program that a Funder Ontario Health has funded on going. It comes off an older program that was done a year ago as a pilot called “Bundled Care”. The LEGOHO program ensures successful discharge from hospital to home and provides patients with access to a menu of services for a short time. The goal is to support the patient to return home and work with them for 4 to 6 weeks with the use of services to assisted them to remain independent. Oxford County has created a full-time position for a “Community/Services Care Planner”. This person will be the main contact for the client. Services provided will be Meals on Wheels, Housekeeping, Transportation and Care giver support (Respite). All clients that do take on LEGOHO will be referred to the new paramedicine program In Oxford County. The Ems will come and do wellness checks by providing, vital signs, medication monitoring, and risk assessment. To be eligible to be in the program, you must be accepting of two services as well as the paramedicine and a Community Service Planner being apart of the LEGOHO services. This is based funding which means we will be participants in LEGOHO on-going permanently. Mary Lynn commented that this program needs to be promoted better to make people aware. Diane said there will be a presentation to Tillsonburg Hospital and to the Home and Community Care Coordinators, and Discharge planners to talk about LEGOHO. Darlene asked about specific hours. Referrals can only be done during</p> 	<p>Diana</p>
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	<p>business hours. The amount of time the CW takes to get the client settled is approximately 3 hours. LEGOHO goes live in the beginning of December in Oxford County. Our role moving forward is that the MSC provides the services, and not the follow-up. The Community Service Planner will conduct the follow-up.</p> <p>Darlene made a great suggestion when making the presentation at the hospital; to leave a marketing package of easy access phone numbers, the name of the program, what it offers and contact personal, all-in bullet form on one page to keep at their desk. Diana will contact our marketing coordinator to make this happen.</p> <ul style="list-style-type: none">• Ethical Dilemmas and Challenges. The MSC is facing challenges in PSW recruitment. We have an opportunity to hire male PSWs. The challenge comes if we hire three male PSW's to be able to give them a full schedule due to clients stating they would prefer not to have a male PSW. Mary Lynn shared that her mother felt apprehensive at first, but she quickly realized that male PSW's receive the same schooling and they are professionals that want to help. Darlene commented that her mother's comfort level isn't the same with a male PSW but she is getting there. The issue is the years of a specific mind set of having a male come into our home is not the norm. Jessica commented that more and more male applicants are applying for a PSW position and very few females are applying. The dilemma is do we turn away a male applicant or do we risk taking them on and having clients cancelling that male visit. The problem is clients see the male PSW's name on the white board and they are cancelling that appointment or calling in to ask for another PSW. The home support team can't send someone else because it's disrupting the entire schedule. Clients are choosing no service for bedtime or morning showers, and it's a problem. Jean commented that while she was in the hospital, she witnessed a Male PSW getting rudely treated by three ward patients. A nurse came in and asked her if she would allow the male PSW to give her a bath, and she said yes. She admitted that she has cancelled an appointment knowing it was the male PSW but has since reconsidered. She is willing to try and appreciates the service. If she feels uncomfortable, she will let home support know. Jessica commented that is all we ask, is for clients to try. Jessica spoke at Fanshawe college last week to a group of PSW students and a good portion were men. Pat honestly said she would accept a male PSW as the last resort. She feels that this is a very complicated issue that we are bringing to the table. Pat was raised in an era where men do not sponge bath and give personal care in the home. It just wasn't done. She concluded by saying that she would prefer not to have a male PSW but would if no other care was available		
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	<ul style="list-style-type: none"> Change and Shift in the Workforce Diana commented, this is what the future holds, will we have the workforce to support it. No easy answer. Client centered care is the bottom line. She will be conducting an ethical framework and will see what comes out of it. She appreciates the candor and open and transparent discussion. 		
Adjournment	Thank you to all – Next Meeting is: TBD	Adjournment	6:10pm