

## **VICTORIA VILLAGE MANOR**

<b>MEETING: Family Council</b>
<b>DATE: Wednesday, March 9, 2016 @ 6:30pm</b>
<b>PLACE: Gathering Room, VVM</b>
<b>RECORDER: Tracey Baker</b>

<b>PRESENT:</b> John O'Halloran (Chair), Lorraine O'Halloran (Treasurer), Tracey Baker (Co-Secretary), Cheryl Norton (Co-Secretary), Mike O'Halloran, Robin O'Halloran, Wendy Massarotto (DRFS), Sharon Bate, Jackie Hardy-Corrigan, Peter Ferraro
<b>REGRETS:</b> Yvonne Parr (Vice-Chair), Brenda Duquette, Barb Legault,, Gary Norton, Joanne Baker-Forth,

<b>Issue</b>	<b>ACTION</b>	<b>PERSON RESPONSIBLE</b>	<b>TARGET DATE</b>
<b>1. Welcome</b>	The Chair welcomed everyone.	John	Ongoing
<b>2. Sign-in sheet and confidentiality</b>	All Family Council members signed the meeting sign-in/confidentiality sheet.	Tracey	Ongoing
<b>3. Declarations of any items to be added to the agenda</b>	1. Newsletter (John) 2. Resident cleanliness (Jackie) 3. Resident interaction (Jackie)	John	Ongoing
<b>4. Condolences</b>	Wendy reported 1 death since the meeting on February 10, 2016.	Wendy	Ongoing

<b>5. Approval of Minutes from the Jan. 13, 2016</b>	<p>Tracey noted a discrepancy in the Treasurer's Report from last meeting. Canadian Tire. The balance read "includes \$35.06 in cards but it should have been \$35.05 in cards.  <i>Motion to approve the Minutes as amended - Sharon</i>  <i>Seconded - Lorraine</i>                      <i>CARRIED</i></p>	All	Ongoing
<b>6. Treasurer's Report</b>	<p>Account Balance \$3441.56 (reduced by \$2.50 due to bank fees). Includes Staff Appreciation of \$699.03.  Canadian Tire: \$50.20 (\$35.05 in cards + \$15.15 in CTC cash).</p>	Lorraine	Ongoing
<b>7. Secretary's Report</b>	None	Tracey	Ongoing
<b>8. Standing Items</b>			
<b>a) VVM Report</b>	<p><b><u>Bus Update</u></b> – Jolene is the alternative test taker that will allow VVM to receive the CVOR # required to get the bus back on the road.</p> <p><b><u>Satisfaction Surveys</u></b> – VVM has confirmed that they will create and conduct their own survey. The objective is to make the questions more clear to ensure respondents can answer in a more meaningful way. Council members are asked to provide feedback on existing questions and offer any additional topics that should be covered.</p> <p>Sharon requested feedback on questions pertaining to the topic of meals and food.</p> <p>Lorraine requested that question #8 be removed.</p> <p><b>Please forward any thoughts to Wendy by email at <a href="mailto:W.Massarotto@victoriavillage.ca">W.Massarotto@victoriavillage.ca</a></b></p> <p><b><u>Long Term Care Funding</u></b> – The VVM Long Term Care home license has been renewed to June 30, 2035.</p> <p><b><u>Administration Action Memos</u></b> – Wendy clarified that when an issue is presented by Council that requires an Action Memo, Administration is required to respond in writing within 10 days. The response is posted on the bulletin board. Administration will report back at the next meeting however the official response will be provided within 10 days.</p>	Wendy	March

<b>9. Old Business</b>			
<b>a) Proposed changes to TOR/Code of Conduct</b>	<p>The final version of the Terms of Reference was reviewed. John noted that members are now required to sign the Code of conduct (Appendix B) each September. It was agreed that all current members will sign a copy for the balance of this year.</p> <p><i>Motion to accept the Terms of Reference – Lorraine.</i> <i>Accepted - Cheryl – CARRIED</i></p> <p><b>Action:</b> Members are requested to bring your own signed copy of the Code of Conduct (Appendix B in the Terms of Reference) to the next meeting.</p>	John  All	  April
<b>c) Laundry</b>	<p>Wendy referred back to prior comments regarding the process for Administration memos. She noted that the initial concerns expressed in the January meeting were addressed in an Action memo as required.</p> <p>It was reported during this meeting that the response was not considered adequate by the Council member.</p> <p><b>Action:</b> Wendy will respond with another Action Memo within 10 days, post it and also report back at the April meeting.</p>	Wendy	April
<b>10. New Business</b>			
<b>a)</b>	<p>John asked members if they have been receiving the monthly newsletter. Some have, others have not.</p> <p>Wendy will request that all members be added to the email list if necessary.</p>	John	
<b>b)</b>	<p>Jackie reported a concern that faces and hands are not being washed after a meal. Others agreed.</p> <p><b>Action:</b> Wendy to follow up with an Action memo and report back at the next meeting.</p>	Jackie	
<b>c)</b>	<p>Jackie shared a resident experience that she witnessed on the third floor with an outside party. Wendy advised that she was aware of the individuals of concern however had not been notified of the details.</p> <p>Wendy confirmed that she will address the situation to ensure it does not recur.</p>	Jackie	

There being no further business, the meeting was adjourned at 7:26pm.

Moved: Tracey  
CARRIED

Seconded: Cheryl

Next meeting - **Wednesday, April 13, 2016** at 6:30 PM in the Gathering Room.

There being no further business, the meeting was adjourned at 7:26pm.		
Moved: Tracey CARRIED		
Seconded: Cheryl		
Next meeting - <b>Wednesday, April 13, 2016</b> at 6:30 PM in the Gathering Room.		