

St. Jude's Anglican Home
Resident and Family Meeting
May 12th, 2018 at 2:00

Attendance: Residents, Families, Management (Sue, Heidi, Michele), Board (Sandey)

Topic	Discussion	Action/ Follow up
1. Introductions/ purpose	Michele: purpose to check in with families/residents about what some of the improvements St. Jude's is working on and hear if we are going in the right direction. Are we on course? What other concerns?	
2. BC Seniors Advocate Survey	In Dec. 2016 residents and families were surveyed. Results were circulated. Generally, the feedback was positive. Areas we have been working on: Sue – residents reporting loneliness, boredom and helplessness. Improving individualized approach from the Recreation Team. A more recent meeting was held with residents to further understand our lowest score questions. On privacy, residents told us they don't want all staff knowing their life story.	
3. Improving Food service	Recent resident meeting to find out about food resulted in Heidi working to improve our coffee, add cream/sugar/salt/pepper to dining tables, serve water, new recipes, add BBQ's. Improving dining room service by showing plates of food to	Second floor family would like these improvements expanded to second floor

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	help make selection. Also, our cooks' herb garden is being expanded and a resident has agreed to take care of it for them.	residents. Heidi responsible.
4. Family concern – physician (s)	Families would like a time to see their loved one's physician. Some families said the current system working well. Others said not.	Sue to follow up with doctor(s).
5. Family concern – staffing gap 6-7PM		Sue to follow up – look at break times and coverage.
6. Family concern – bathing 1 st fl	Family expressed concern about the bathing options (main floor). Only one of the tubs is working and the other isn't (its obsolete). Michele said this is on the Capital 'wish list' following other priorities: Roof, wood rot in front pillars, bathing room 2 nd floor, and building need to be painted. All of these projects are funded through donations. Michele thanked everyone who has supported projects like these to date. And a FYI, Vancouver Coastal Health covers staffing and expenses but not capital projects.	Michele to follow up – are both of the towel warmers working? (Note: the towel warmer was from our Jingle bell fundraiser.)

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7. Family concern – Audiologist		Sue to check about getting this service at St. Jude's
8. Family concern – would like more bus trips	Our bus hasn't been reliable so Mara has signed up residents with the HandyDart service and they have had a couple trips. One family said her mom doesn't like to go out if the bus doesn't stop anywhere.	Sue to follow with Mara.
9. Clinical Performance	Sue presented clinical quality indicators for St. Jude's as measured by the Canadian Institute for Health Information (CIHI). There has been significant improvement over the past year including the areas of pain, skin condition and reducing restraints. The focus now is to reduce anti-psychotics use where there is not a diagnosis of psychosis. Families are encouraged to access information on the CIHI website.	
10. Updates & invitations	The new flooring for second floor is installed and looks fantastic. Last year's Board fundraising committee did well raising \$101,000 surpassing their \$60,000 goal. St. Jude's ended the fiscal year in a good position. Michele invited everyone to	

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	<p>attend St. Jude's Annual General Meeting June 14th at 6PM followed by refreshments.</p> <p>This is St. Jude's 70th year and in honour of this occasion a party will be held at the Diocese on Nanton/Granville on Sunday, September 16th in the afternoon so SAVE THE DATE!</p> <p>Open invitation to families: if you see the plants need watering or other volunteering opportunities, please go ahead – it takes a village.</p>	
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