

Roger's House Family Advisory Committee Meeting Monday June 27, 2016

Present: Nancy Graham, , Kimberley Jordan, Mindy McHardy (Acting Chair), Anne Jones, Sharon Liff, Alex Vanzyl, Jean Murray (recorder), Lise Beauchemin

Regrets: Andrea Gumpert, Osama Abdali, Beatriz Alvarez

1. Welcome, Approval of Agenda: Mindy welcomed everyone to the last meeting of the Roger's House FAC and the first meeting of the Roger Neilson House FAC. She reminded the Cttee of the recent announcement that while the Sens Foundation will continue to support all third party events raising funds for RNH, the CHEO Foundation will now contribute \$2.00 for every \$1.00 raised. The goal is to have the interest from the reserve fund be enough to cover RNH operating expenses. In addition the CHEO Foundation, which has an excellent record when it comes to investing, will be the holder of any legacies or bequests to RNH. Agenda accepted as prepared.

2. Approval of Minutes of last meeting: N/A as there was not a quorum for last meeting.

Follow Up items:

2.1 FAC Recruitment: Of the 9 interested parties who responded to the call for members, 4 completed applications and 3 have been interviewed. There are a range of ages and all 4 have children currently using services. The Leadership Team (and Mindy) will meet soon to decide who will be offered the opportunity to serve on the FAC. As it may not be best to have 4 members leave the Cttee at the same time, there is the option of expanding the size of the FAC. Reminder: new and retiring members will be paired and both will attend the first 3 meetings starting in Sept 2016 with handover occurring at the January 2017 meeting. The Chair will contact members in August to check if they wish to / are able to continue on the FAC. * Ongoing recruitment and efforts to insure that families are aware of the FAC will be important in the future.

2.2 Annual Work Plan Template: See New Business 3.2

2.3 Social media Policy: Nancy has copies for anyone who may wish one.

3. New Business:

3.1 Family Satisfaction Survey 2016: Summary of results.

- Distributed in January, 38 bereaved families and 84 other families completed surveys. This is a 38% response rate, a drop from last year.
- The satisfaction rate was very high for all areas asked about.

- Services used: 42 families answered this question. Although there was the option to choose more than 1 service, all choose only 1. 50% indicated they used respite.
- 37 families answered the remaining questions, while 5 skipped them.
- Suggestions for improvement and RNH actions:

- a) additional respite - Home Hospice service
 - b) evening support groups for parents - established spring 2016
 - c) communication between parents and nurses – to add more staff inservice
 - d) disappointment with new admission & discharge times – communicate the importance of safety for guests; policy being reexamined by Leadership team .
- The survey will be done on a yearly basis using Survey Monkey.

3.2 (i) Annual Work plan template

Work plan reviewed with decisions as follows;

September: Update FAC on RNH Website, including bios of members;
Revisit TOR; orient new members; complete confidentiality agreements

January/17: official goodbye to alumni

June: table annual report

3.2 (ii) 2016/17 FAC priorities: The following ideas were discussed (keeping in mind that the role of the FAC is advisory not advocacy):

- a) enhancement of accessibility of FAC meetings through clear invitations to family members to attend, teleconferencing, provision of child care
- b) establishment of communication strategies regarding the work of FAC; communicating in as many ways as possible – email, social media, FAC members attendance at support group meetings...
- c) establishment of communication strategies to insure all families are represented by FAC
- e) finding ways to enhance communication with families about upcoming events and to encourage participation.
- f) responding to RNH Strategic Plan

Mindy asked that FAC members email her if they have other ideas. **Action: all FAC members.**

These priorities will be shared with the leadership team. **Action: Nancy**

The leadership team and the FAC co chairs will review priorities / concerns over the summer. Priorities will be voted on at the FAC meeting in September.

Annual Report: to include: (i) Family Handbook revisions completed; (ii) TOR revised and finished in conjunction with Leadership team; (iii) Recruitment: completion of a FAC pamphlet which was highlighted in an email to families and was included in intake packages for new families, an article about the FAC in the RH spring newsletter, agreement on a thank you service award, application form and interview process finalized, four people interviewed.

4. Items for Follow Up:

As indicated on the 2015/2016 Work Plan

Next meeting: Monday September 12, 2016

NB meetings will be the second Monday of each month beginning with the September meeting.