

**Roger's House Family Advisory Committee Meeting
Monday March 21, 2016**

Present: Mindy McHardy (Acting Chair), Nancy Graham, Andrea Gumpert, Alex Vanzyl, Kimberley Jordan, Aicha Mansir-Tounekti, Anne Jones, Helen Yoxon, Jean Murray (recording secretary).

Regrets: Beatriz Alvarez, Osama Abdali, Sharon Liff, Jennifer Walker

1) Welcome, Approval of Agenda: Mindy introduced Alex to Helen and thanked Andrea for representing families at the Telethon. One item, the newsletter, was added to the agenda under New Business #3.

2) Approval of Minutes of last meeting: Moved by Kimberley and seconded by Andrea the minutes of Jan. 4, 2016 were accepted as circulated.

Follow Up items:

(i) Terms of Reference: Mindy clarified the reasons for membership being for 3 terms of 2 years each. Moved by Andrea, seconded by Alex the Terms of Reference were accepted as circulated.

(ii) Confidentiality Agreements: these were signed by most of those present.

(iii) Social media Policy: Nancy explained that this is almost complete and will be shared with the Cttee when it is finished. It is based on CHEO's policy and relates to staff, FAC members and others posting on Facebook, Instagram and Twitter.

(iv) Satisfaction Surveys: Mindy said that given the fact that the 2016 Family Satisfaction survey is now being analyzed, the Cttee will not continue to review the results of the 2014 survey which was almost completed at the last meeting. She expressed some concern about the appropriateness of the survey for Rogers House even though the current survey is a tested and validated instrument which allows for comparison with other facilities. She said that when a family has accessed more than 1 service, it is difficult for them to report on their experience with each service. **Action:** Nancy will ask Lise to come to the FAC meeting to report on the completed analysis of the 2016 survey. **Mindy** to add survey to work plan.

(v) Follow up from 2014 – 15: **(a) Star Wall:** discussions are ongoing with respect to placement of future stars as well as how best to facilitate people locating present stars. Helen is looking into having the names and location framed. **Nancy** will let the FAC know the final decision. **(b) Revised Family Handbook:** this has been posted on the RH website. The participation of the FAC in the revision of the handbook is to be highlighted in an email to families (see New Business item 3: FAC recruitment.) It was suggested that the joint authorship be acknowledged in the next revision. **Action:** Nancy will revise

the email; **Mindy** will solicit feedback from members re the revised item before the next meeting.

3) New Business:

3.1 Annual Work Plan template

Mindy has written an article about the FAC which will be in the spring newsletter. The work plan will be reviewed again at May meeting.

3.2 FAC pamphlet for RH Intake Package

There was brief discussion of the pamphlet. **Action: Nancy** will redraft. **Mindy** will ask Cttee members by email to comment on items between meetings.

3.3 FAC recruitment

a) Current member's terms have been reviewed. There are 5 people who are due to retire at the end of 2016; Osama has served longest and would be first to retire. He has offered to assist with ushering in / mentoring a new member.

b) Succession Plan: Dependent upon the number of people who are interested in joining, members who are to retire would be informed in June while all members would be asked at the Sept meeting about their interest in / ability to remain on the Cttee. Goal would be to have both new and retiring members attend the Sept meeting and new members attend the November meeting on their own.

c) Thank you for service award: All agreed that a certificate of recognition, based on the certificate given to volunteers, and a RH pin would be appropriate. **Action: Nancy**

d) Recruitment Methodology: Possible ways to raise awareness about the FAC and to encourage family members to join the Cttee were discussed. These include: inclusion of the FAC pamphlet in the Intake Package, an email to families accompanying the revised Family Handbook, notices in social media and in the newsletter, having an FAC member speak at a Staff Education Day, at the Bereavement group and at the Palliative Care Parent Support group.

e) Interview Booklet: this is intended as a guide for the interview process only; it is not to be followed verbatim. **Action:** all to review and send feedback to **Kimberley** who will let Nancy / Mindy know how much time she needs to present at the next meeting.

4. Items for Follow Up:

As indicated on the 2015/2016 Work Plan

Next Meeting

6:00pm Monday May 9, 2016

***** Note the change from May 2 *****