

**Roger's House Family Advisory Committee Meeting
Monday January 4, 2016**

Present: Mindy McHardy (Acting Chair), Nancy Graham, Andrea Gumpert, Beatriz Alvarez, Kimberley Jordan, Aicha Mansir-Tounekti, Anne Jones, Osama Abdali, Sharon Liff, Marion Rattray, Jean Murray (recording secretary).

Guests: Helen Yoxon, Lynn Grandmaison-Dumond

Regrets: Jennifer Walker, Alex Vanzyl

- 1) Marion introduced Helen Yoxon who will be assuming the role of manager of Roger's House when Marion retires in February. Helen has extensive experience at CHEO and will be spending as much time as possible with Marion prior to taking over from her

2) Review of agenda and previous minutes:

There were no additions to the agenda. Moved by Andrea and seconded by Mindy the minutes of Nov. 2, 2015 were accepted as circulated.

Follow Up items: (i) Mindy reiterated that an agenda and minutes will be sent out in advance of meetings.

Please RSVP re attendance to Nancy.

(ii) Family Handbook: revision of the Handbook has been completed; it is being included in Intake Packages and has been uploaded to the website.

(iii) 2016 Family Satisfaction Survey: Nancy will look into the possibility of a copy of the survey being circulated to FAC members prior to the next meeting.

Action: Nancy

3) New Business

3.1 Role Enhancement of RPN's and PSW's:

Lynn gave a very comprehensive report on this initiative which was meant to enhance team functioning and job satisfaction. One of the core values or principles which guided the changes was that patient (guest) and family care always comes first. After sessions focused on honing the communication skills of all staff, PSW's were given training in new areas of responsibility such as feeding. In August 2015 six PSWs were certified; they will be required to recertify annually. Registered staff are responsible for delegating and assigning tasks and for teaching and supervising the PSWs. The changes will be evaluated in 6 months and again in 12 months.

3.2 FAC Membership List:

Mindy circulated the list and asked that all update/correct it as necessary.

3.4 FAC Terms of Reference & Membership:

Discussion of this topic focused on: (i) **length of term** – one suggestion was that a 3 year term with a maximum of 2 consecutive terms might be more useful than the present 2 year term. (ii) **recruitment** - members to have received services within past 3 years, rather than 2, might enlarge the pool of parents to draw from; inclusion of the FAC pamphlet in the Intake Package could raise awareness and interest in participating; a note could also be put in the survey. (iii) need for a transition plan as under the current Terms of Reference 5 members would have to leave the committee. (iv) roles for FAC alumni – these might include volunteering in other capacities; Peer to Peer support under the guidance of Social Work.

Action: Nancy and Marion will bring suggestions to the Management Team for review along with the latest Terms of Reference.

3.5 Confidentiality Agreements: Nancy circulated confidentiality packages to all members.

Action: All who have not already signed an agreement are to review the information and bring the signed agreement to the next meeting.

3.6 Workplan:

(a) Review of 2014 Family Satisfaction Survey to determine areas of concern for families and offer suggestions to address them. (i) Question # 7: Complimentary comments about improved quality of life are consistent with those in previous survey. (ii) End of Life: there was discussion about the suitability of the survey for bereaved families. It was suggested that, during a bereavement follow up telephone call, families be asked if they wished to receive a survey. (iii) some responses made it apparent that families do not always know that volunteers are not informed as to their child's diagnosis.

Discussion of questions 8 & 9 deferred to next meeting.

(b) Creation of FAC pamphlet for inclusion in Intake Package: deferred to next meeting.

3.7 Legend for Wall of Stars:

Marion reported that the frame is ready to be mounted on the wall. She said there is no need to be concerned about running out of space for stars as all walls in the playroom can be used.

4. Items for Follow Up:

(i) 2014 Family Satisfaction Survey, questions 8 & 9.

(ii) creation of FAC pamphlet

(iii) return of signed confidentiality agreements

(iv) review of next draft of FAC Terms of Reference and membership

Action: Mindy will review last years minutes and identify any outstanding items to be brought forward.

Next Meeting

6:00pm Monday March 7, 2016