

Wexford Family Liaison Council Meeting Notes—February 28, 2023

At our Family Liaison Council meeting on Tuesday, February 28, our invited guest was Grace Arnedo, Social Services Coordinator.

Grace led a discussion of the Resident's responses to our 2022 Satisfaction Survey (FYI, a copy of the document is attached). The Wexford will be addressing the areas that had a significant drop in 2022 vs 2021. Some of the points that we discussed were:

- ✓ Laundry Services – changes are planned regarding labelling and washing of resident's clothing. One goal of the changes is to address the issue of missing items.
- ✓ Staff treat me with respect – Staff have been reminded to always wear their name badge. There are a higher number of Agency staff in the building and residents are unable to know who they are
- ✓ Staff respect my privacy – Staff have been reminded to always knock on a resident's room before entering
- ✓ Meal time is pleasurable – Staff have been reminded to focus on feeding residents and not talking amongst themselves during meals
- ✓ Do you have a say in the care provided to you – this point needs to be explored further – is it because POA's are making decisions for the resident?
- ✓ Spiritual Care – this point may be low because it was difficult to have regular Religious/Spiritual activities during COVID
- ✓ Recreation – similar to Spiritual Care, this low result may be as a result of COVID. Also, residents want more evening and weekend activities

We will follow up on all the areas of concern in 2022 to ensure they are being addressed.

Grace Arnedo is now our Council Assistant also known as Staff Assistant. Council Assistants assist the Family Council and attend meetings to provide information, updates, and generally act as a Liaison between the administration and Family Council. We welcomed Grace to our team.

A family member expressed interest in collaborating with the Residents' Council. Following the meeting, I did some research on this topic and will contact Leanne to discuss further.

I am hopeful that in 2023, we can return to being a more active Family Council for our residents. I will be asking for your input on activities and events that we can plan to do.

I always welcome your comments and input to improve the information that I share with you.

Regards,

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