

Roger's House
Family Advisory Committee
February 2, 2008

Present: , Osama Abdali Francois Dumont Nancy Graham, Ruth Hartanto, Sylvie Lamoureux, Georgina Neville, , Mathoni Sanson, , Nora Ullyot

1. **Introductions:** Ruth discussed the mandate and background information of Roger's House and asked members to discuss their expectations for this committee. Members indicated they expect to have input in the functions of the house and were pleased to have the opportunity to 'give back'.

2. **Executive Director Report:** Nora reported on behalf of Lloyd.

A. Maison Mathieu Froment-Savoie, the palliative care hospice in Gatineau is moving to a larger facility that will include providing paediatric end of life and respite care. There will be a small fee for respite care but help to find financial assistance is available. Because working with children is relatively new to them, Roger's House has offered support and mentorship to their staff. The implication for Roger's House is that it is unlikely that will receive funding support for children from Quebec.

B. Roger's House has started the process of preparing for accreditation through the Hospice Association of Ontario (HAO). Their standards were developed with a focus on Volunteer Visiting Hospice and are not paediatric or residential hospice specific but will still apply to us. The goal is to be ready to apply for Level 1 accreditation before the end of 2008. Lloyd will be reporting regularly to the Board and inquired if the FAC would like staff or Ruth or Sylvie who sit on the Board to report back. It was decided that FAC Board members will report back to the committee.

3. **New Business:**

A. **Terms of Reference:** Sylvie reviewed the terms of reference and the reporting structure the FAC will have to the Board of Directors. It is important to the Board to receive and understand families' perspective, hear their voice. The FAC will offer an opportunity for networking and to learn from each other. Sylvie and Ruth are recruiting for one more family member.

- B. **Confidentiality Agreement:** FAC members were asked to sign a statement of confidentiality.
- C. **Vice Chair:** Ruth asked for interested members to who would like to be considered for a Vice-Chair position to e-mail her. The position will include chairing the meeting in the absence of the Chair, helping to set the agenda, and connecting with other groups.
Action: family members
- D. **Family Survey:** Nora reported on the results of the first Roger's House Family Satisfaction Survey, from July, 2007. The overall results of the survey were positive with 89.5% of respondents indicating they were satisfied or very satisfied with the care received. Nora presented the results of review of the areas where there was an opportunity for improvement. Most of these have been addressed and action has been taken. The FAC indicated it would like to give feedback in the areas where action is still required, including new signage and guidelines for use of the kitchen and revision of the intake form to include more information on the guest's play, leisure, and educational needs. Mathoni indicated he would give suggestions to enhance the environment for adolescents.

FAC members were asked to e-mail Nora if they have more questions regarding the survey. Nora reported that the intention is to survey families yearly and the FAC indicated they would like to review the questionnaire before it is sent out again. Nora will pass this on to Lloyd and Marion.

Action: Nora & Nancy

- E. **Quality Management:** Nancy reported that a private consultant, Ron Irwin has volunteered his time to work with staff on Quality Management (formal system of policies, procedures and review mechanisms to ensure the hospice is effective in realizing its goals and objectives, continuing to meet the training needs of new staff and satisfying the expectations of stakeholders.) Five processes have been identified: 1) intake, admissions, 2) treatment plan, 3) discharge or death and 4) family follow-up. The intake and admissions processes have been finalized and staff are currently working on treatment plan. Upon completion, yearly reviews of each process will be conducted to ensure all goals and objectives are still being met. Changes in process will be captured at this time.

Nancy will bring new process forward for feedback from family members before they are finalized.

- F. **Newsletter:** Ruth informed members that there is an opportunity for the FAC to have a regular article in the newsletter and asked for suggestions of topics/content. She also asked members to use any opportunities they have to talk to other families about the role and work of the FAC. There may be opportunities to form ad hoc committees where other families can give input.

Action: family members

- G. **Remembrance Mural:** Nora asked members for input in deciding on how to memorialize children who have passed away. It was felt it was important to have something where individual children could be named and it was suggested that mirrored or faceted stars could be engraved with children's names and placed in the playroom. It was not necessary to have a mural to go along with this. It was also suggested that parents be invited to create a scrapbook page as a remembrance of their child. This can be done for children who have passed away as well as children who come for respite. Nora will bring this back to a RH staff meeting.

Action: Nora

6. **Next Meeting:** The next meeting will be **Monday April 14th**. It was felt that the 6:00-8:00 time was good for everyone and the meal provided was wonderful.