

Roger's House
Family Advisory Committee Minutes
April 14, 2008

Present: Ruth Hartanto, Georgina Neville, Osama Abdali, Francois Dumont, Nancy Graham, Nora Ullyot

Regrets: Mathoni Sanson, Sylvie Lamoureux

1. Review of minutes: The February 2nd, 2008 minutes were reviewed and no corrections were noted.

2. Follow up items:

- **Vice Chair:** Georgina Neville has agreed to serve as Vice Chair. This will involve helping set the agenda and chairing the meeting in the absence of the Chair.
- **Remembrance Stars:** Nora reported that the contact she was given had initially felt he could design a star using mirrors but was not able to do it. He did make an example using Plexiglas, which was reflective but would not accommodate having a name engraved on it. It was suggested that we could look at using stained glass stars. Nora to try to source other companies.

Action: Nora

- **Signage:** Nora brought an updated version of signage for the kitchen. Nora will incorporate suggested changes from membership and follow up with getting a welcome sign painted.

Action: Nora

Nora also reported that she and Nancy are still working on incorporating information required to do developmental profiles into the 'Getting to Know You' form. It will be circulated for review when finished.

Action: Nora & Nancy

- **CFAN:** Ruth submitted an article describing Roger's House FAC to the The Canadian Family Advisory Network (CFAN) spring newsletter. Ruth has also contacted Ottawa Children's Treatment Centre and Rotary Home to inform them of the Family Advisory Committee. Ruth will continue to do outreach to similar groups as needed.

3. New Business:

- **Admissions Coordinator:** Nancy reported that she will be filling an admissions coordinator position on a 6 month trial to streamline the admission process. She will look at prioritizing admissions, the booking system as well as doing most of the paperwork. Once guidelines are established, there will be a gradual implementation process and families will need to be informed. Nancy will keep the FAC informed as the guidelines are established.
- **RN & PSW Positions:** Roger's House is recruiting for more RN positions as the acuity of the children and youth coming to the House is higher. PSW's are now doing some of the basic physical care that is within their scope of practice, which will free up nursing staff to do tasks that are specific to nursing.
- **Family Faculty:** A Family Faculty will be set up under auspices of FAC to formalize the key messages family members give when asked to speak on behalf of Roger's House. Speakers will be encouraged to tell their own

story as well as give a 'corporate' message. The target audience will include 1) general public, 2) staff, 3) decision makers/politicians – in the future.

It is important to keep cultural differences in mind and to perhaps try to identify cultural organizations for presentations.

The committee brainstormed possible messages for the general public and come up with the following:

- personal story is the main attraction/what Roger's House means to you
- statistics/length of stay/number of admissions/number of families served/geographical area
- type of admissions/respite experience/end of life experience
- what paediatric palliative care means/difference btw adult and paediatrics
- cost of service/funding system/Senators Foundation: who pays for what. Big needs vs actual needs
- Roger's House is an independent free standing institution, not part of CHEO but also acknowledging the unique relationship with CHEO
- multidisciplinary team
- Roger's Legacy
- construction story
- family centered care; impact on family and siblings
- bereavement program

Next meeting June 9th, 6:00-8:00, Roger's House