

Roger's House
Family Advisory Committee Minutes
September 15/08

Present: Ruth Hartanto (Chair), Georgina Neville, Francois Dumont, Osama Abdali, Jennifer Walker (new member), Sharon Liff (new member), Mathoni Sanson, Nancy Graham
Guests: Lloyd Cowin (for presentation), Anne Connelly (MHealthAdmin. Student, observing)
Regrets: Sylvie Lamoureux (has resigned from Board and committee), Nora Ulliyot

1. Review of the Minutes: The June 19th minutes were reviewed and approved.
2. Follow Up Items:
 - **Public Messages:** Osama provided a fact sheet regarding the construction story for feedback. All other committee members will complete fact sheets for provision at the next meeting (Nancy will do Roger's legacy and Pediatric Palliative Care; Nora will do Family Centred Care, the Bereavement Program and the Multidisciplinary Team; Ruth has information from Chad Schella to be included as well).
 - **Key messages from FAC:** These will be presented to the Board at an upcoming Board meeting. Once finally approved, they should be presented to RH staff by a parent representative of FAC, be available to new staff in the orientation binder and be shared with the Volunteer Coordinator to extract messages relevant to volunteers.
 - **Prayer Markings:** Direction for Muslim families has not yet been posted. Nancy will check with Nora about the status of this.
3. New Business:
 - **Report from the Executive Director:** Lloyd Cowin presented the results of the Family Satisfaction Survey. There was a 41% return rate and comments were quite favorable. Roger's House plans to follow up with families about the survey through the newsletter. FAC recommended that target dates for improvement be included in these communications. The role of FAC at this point is to review the survey and address comments of an unfavorable nature.

- **Equipment and design information:** Information pertaining to equipment and design at Roger's House should be made available to families. Families may want to purchase similar equipment or make similar adaptations at home.
- **Admissions Coordinator:** Nancy reported on the utilization of Roger's House over the summer months and the increased use of transition and pain and symptom management admissions. She plans to review utilization of Roger's House on a family by family basis and to propose a prioritization formula that includes factors such date of booking, urgency of the admission and number of days already utilized. As the House becomes busier an organized approach is necessary to ensure that all families have fair and timely access to the services we have to offer. The proposed formula will be shared first with Management for approval, then to the Board of Directors and to FAC.

**Next Meeting
November 3/08, 6-8 pm
Roger's House**