

Family Advisory Committee
Minutes
September 10, 2007

Present: Ruth Hartanto, Sylvie Lamoureux, Lloyd Cowin, Nora Ullyot

1. Agenda was approved

2. Revised Terms of Reference were approved. Thanks to Sylvie for all the work on this document.

3. Follow up on Action from Aug. 30 meeting

- Review of family forum pamphlet: Not all the information on the pamphlet is applicable, but it can be used as a reference.
- Family representation: Nora has not received any names of families or a nursing representative. Nora will contact Roger's House staff again and have a list for the next meeting. The youth who was approached wanted some time to think about making the commitment and Nora will contact him again.

ACTION: Nora

4. Invitation message to families:

- There was a discussion about whether the FAC will advise through the Board or advise directly to the staff and volunteers. It was decided that at this time, the FAC will report directly through the Board.
- There was a discussion on how the Vice Chair, who is a family representative will be appointed. Either the Board will want input or once the FAC is established they may want to decide as a group. This will be brought to the next Board Meeting for a decision. The Terms of reference and Invitation will also be brought to the Board Meeting for review and feedback.

ACTION: Lloyd

5. FAC membership

- The FAC executive will develop a process for choosing family representation based on the criteria in the Terms of Reference. Nora will attach the information from the Institute of Family Centered Care on the qualities and skills of family advisors to her request for family names from staff.

Action: Nora

- The process for family contact will be a phone call followed up by the written invitation. Invitation will ask whether day or evening meetings are preferred.

Action: Sylvie

6. Family Satisfaction Survey

- There was a discussion about what the FAC will do with the results of the survey and whether there was an opportunity to liaise with the Quality Management team. Both groups are in the process of setting goals and objectives and possible linkages will be determined as they develop.

- Lloyd will bring the survey to next Board meeting and inform Board that FAC will look at the survey at their first meeting. Lloyd will distribute the updated survey before the board Meeting.

Action: Lloyd

7. Translation

- The mandate and invitation need to be translated. Sylvie will send an updated invitation to Lloyd for translation.

Action: Sylvie and Lloyd

Next Meeting: Wednesday September 19th 10:30 (after the Board Meeting)