

Roger's House
Family Advisory Committee Minutes
January 12, 2009

Present: Ruth Hartanto, Georgina Neville, Jennifer Walker, Sharon Liff, Francois Dumont, Osama Abdali, Nancy Graham, Nora Ullyot
Guest: Chad Schella
Regrets: Mathoni Sanson

1. **Review of Minutes:** The November 3rd, 2008 minutes were reviewed and approved.

2. **Follow Up Items:**

- 'Ombudsman' role: Nancy reported that she approached Lloyd who felt that if families had unresolved concerns they should approach CCAC. FAC members were not clear on what the process would be so Nancy will speak to Lloyd again. Ruth will talk to CCAC. Nancy will contact Rotary Home and Canuck Place to see what system they have in place.

Action: Nancy & Ruth

- Communication Log: Nora brought a sample of a communication log to used by volunteers and child life to highlight activities children were involved with during their stay. These will be in the guest rooms on a clip board and will go home with the child at discharge.
- Prayer Markings: Nora presented examples of the prayer markings and an explanation of the symbols incorporated into the art work of Ahmad Humayun. Mr. Humayun is hoping to have them completed by May.

3. **New Business**

A) Speaking to the Media: Chad Schello, Roger's House Board member and Director of Players Services, Ottawa Senators, was invited to speak to the FAC about tips when speaking to the media.

- Chad spoke about his relationship with Roger Neilson and the importance of keeping Roger's legacy known
- Chad explained he is part of a Media Advisory Group that includes media leaders in the city (TV, radio, print) who disseminate information about Roger's House to the community. They feel there are still some misconceptions concerning who the House serves.
- Members were asked to let Chad know if they knew anyone from the Francophone media who could join the Media Advisory Group.
- The Media Advisory Group is looking to target certain interest groups-including physicians and nurses.
- Some non-traditional media uses will be explored to target new audiences, (ie You Tube, internet) to reach out to families throughout Ontario.

- The Roger's House website can also be adapted to include a families only site if this would be useful.
- Key messages that are important would include the linguist and cultural diversity and the scope of services offered. Each family's personal story is important.

Ruth will compile a list of names of family speakers and follow up with Chad.

Action: Ruth

B) Continuation of Survey: FAC Top Issues:

- 1) Family Handbook: Nancy is leading this. The handbook needs to be rewritten and it will come to FAC after the first draft is done.
- 2) Activities for respite stays: Different types of in house and community activities for children coming for respite care were identified, such as music circles, performers, Ray's Reptiles, swimming field trip with parents, theme weekends, family picnic, museum visits, skating, bowling, movies, experimental farm.
 - I. Logistics of how this might happen were discussed including looking at transportation, cost, liability, manpower,.
 - II. Nora and Nancy reported that they were hoping to coordinate 5-6 planned weekends including Winterlude, Tulip Festival and Canada Day as well as the existing Halloween, Christmas and Roger's House anniversary parties. This could include themed activities at Roger's House for respite guests while families go to outside activities and come back to the House for a common meal. A group at Roger's House is investigating partnering with hotels and restaurants and will follow up at the next meeting.

Action: Nora& Nancy
 - III. There could be an FAC sponsored event, ie picnic.
- 3) Coffee Time with parents and staff at Roger's House: This was deferred to the next meeting.

Next Meeting: Monday March 16th, 6:00