

Roger's House Family Advisory Committee Meeting
Monday February 7th, 2011

Present: Ruth Hartanto, Georgina Neville, Francois Dumont, Jennifer Walker, Osama Abdali, Sharon Liff Neilson, Aicha Mansir, Barb Cummings, Nora Ullyot
Guests: Lloyd Cowin, Abeer Fatima

1. **Minutes of last meeting:** The minutes of November 8th, 2010 were reviewed and accepted.

2. **New Business:**
 - A. **Family Satisfaction Survey:** Lloyd presented the results of the latest satisfaction survey. (see attached). The biggest concern was the low response rate (29%). The satisfaction rate was high. FAC members suggested changing the way the questionnaire was disseminated by breaking it down to certain themes/issues and having families fill out surveys a few times a year while they are in house. The last survey was done by mail out with a link given to go on line. It was suggested that using families e-mail addresses and Survey Monkey might make it easier for families to respond.

It was also suggested that the suggestion box be moved to the fish tank area to make it more accessible to families. **Action: Lloyd**

 - B. **Medication on Admission:** Nancy informed members that parents are now required to have medication bottles relabeled by their own pharmacy to ensure they reflect the current doctor's prescribed orders. This was done with consultation with the pharmacist from CHEO who provides support to Roger's House to help reduce the possibility of medication errors. FAC members all agreed that this was important to implement.

This information was shared in the last newsletter. FAC recommended that a letter be sent to all families to reinforce the new practice. **Action: Nancy**

 - C. **Star Memorial Service and Balloon Release:** Nora asked FAC for their feedback on holding the Roger's House Star Memorial and the CHEO Balloon Release on the same day. This has happened once in the past. Members

recommended having both together with a caveat that the Balloon Release have a more specific time frame to allow families to get to Star Ceremony on time. Nora will follow up with Gerardo Quintanar, Spiritual Support at CHEO.

Action: Nora

D. 5th Anniversary Celebrations; Roger's House will be celebrating it's 5th anniversary in the spring. There will be events for staff, volunteers and families. Ruth asked families who have suggestions for the family celebration to e-mail her.

Action: Ruth

E. Family Faculty: Ruth asked if Roger's House would want a family member to present to new staff during their orientation. They have presented at professional education days. Nora will speak to Marion.

Action: Nora

**Next Meeting
April 4th, 2011
6:00-8:00**