

**Roger's House Family Advisory Committee Meeting  
Monday April 4th, 2011**

**Present:** Ruth Hartanto, Georgina Neville, Francois Dumont, Jennifer Walker, Osama Abdali, Barb Cummings Nora Ullyot  
**Regrets:** Sharon Liff Neilson, Aicha Mansir

1. **Approval of Minutes:** The minutes of April 4th, 2011 were reviewed and accepted.
  
2. **Follow Up Items:**
  - 1) **Family Satisfaction Survey:** As a follow up to the last meeting the satisfaction survey was broken into 4 theme/concern areas. (See attached) FAC members decided that the first theme surveyed would be 'Care'. The survey will be left at the sitting area at the fish tank. The suggestion box has been moved there for this purpose. Signage for families is needed as well as a reminder to ask staff to encourage families to fill out the survey.  
**Action: Nora, Barb**
  - 2) **FAC Bulletin Board:** Nora will follow up to have an FAC bulletin board placed at the fish tank. Ruth will write something for the next newsletter highlighting the survey and information board for families.  
**Action: Nora, Ruth**
  - 3) **Star Memorial:** Nora spoke with Spiritual Support and they were receptive to the suggestions offered to stream line the balloon release. Both events will be held on June 12<sup>th</sup>.

**New Business:**

- 1) **Family Anniversary Celebration:** The family anniversary party is scheduled for Sunday May 15<sup>th</sup>, 1:00-3:00. Nora suggested that there be several types of busker interactive entertainment and not one event. It was decided that safety for young children could be an issue if we have a tent outside the front door. Weather permitting we will use the playground, patio and downstairs of the house. Nora will follow up on suggestions for entertainment. The current newsletter will have an article on the events for the 5<sup>th</sup> anniversary celebrations but FAC also recommended that individual invitations be sent. Nora will see if a special e-mail account can be set up to receive the responses.

**Action: Nora**

2) **ED Report:** Ruth presented Lloyd's report to the March Board of Trustees. (see attached).

- 4) **Board Retreat:** Jennifer also attended the meeting. It included a presentation on the different aspects of integration for families who receive service from Roger's House, OCTC and Rotary Home. 22 Roger's House families were interviewed. Highlights of findings included
- high number of agencies and individual providers that families deal with
  - need for parents to assume a case manager role
  - importance of continuity of care across agencies and inter-agency communication.

Ruth will follow up with Lloyd to see what role Roger's House can take in looking at a model of continuity of care and if families what families can expect from having taken part in the survey.

**Action: Ruth**

A second presentation from the Palliative Care Council of the Champlain LHIN focused more on adult palliative care and the Board wants to ensure that paediatric palliative care needs will be met.

**Next Meeting**  
**June 6<sup>th</sup>, 2011**  
**6:00-8:00**

## **ATTACHMENT**

### **Themes:**

#### **Facilities**

1. Your experiences with Roger's House volunteers?
2. Food
3. Safety
4. Atmosphere
5. Cleanliness
6. The Roger's House Family Handbook

#### **Communication**

1. Communication between health care team members?
2. How well the team listened to and answered your questions?
3. How well the team listened to and answered your child's questions?
4. Education and training you received about how to care for your child
5. Roger's House team kept you informed about your child/youth's condition

#### **Sensitivity**

1. The team's sensitivity to the personal difficulties caused by your child/youth's health problem
2. How well the team has been sensitive to your child's needs?
3. How well the team has been sensitive to your needs?
4. Roger's House's response to your concerns/complaints
5. Roger's House team addressed emotional needs of your family/child

### **Availability**

1. Your family felt they could call Roger's House for assistance and information at any time
2. Availability of Roger's House team to your family when needed
3. Availability of entire Roger's House team for your family/child
4. Ease of changing the care schedule and plan (if necessary)
5. Activities available for your child/family

### **Care**

1. The group decision making process within Roger's House?
2. The overall care your child has received?
3. The choices of care available to your child?
4. The amount of pain and symptom relief your child received?
5. The speed at which your child's pain and symptoms were relieved?