

**Roger's House Family Advisory Committee Meeting
Monday June 6, 2011**

Present: Ruth Hartanto, Georgina Neville, Sharon Liff Neilson, Jennifer Walker, Osama Abdali, Nora Ullyot

Regrets: Aicha Mansir, Francois Dumont, Barb Cummings

Follow Up Items:

- 1) **Family Satisfaction Survey:** Barb has been monitoring the survey responses. There response has been low, with 5 responses so far. Barb has put this on the agenda for the nurses meeting and will follow up with suggestions to try to improve the response rate.

Action: Barb

- 2) **FAC Bulletin Board:** The bulletin board is up at the fish tank. Ruth will write something for the next newsletter highlighting the survey and information board for families. Nora and Ruth will coordinate putting up material for families.

Action: Nora, Ruth

- 3) **Star Memorial:** The Star Memorial ceremony has been postponed until September 18th. There were a lot of events happening in June for families and there were some challenges in coordinating this event with the balloon release. Families who would have been expecting the release in the Spring were notified.

Action: Nora

New Business:

- 1) **Cable TV channels:** The current channels provided were reviewed and CTV News Network was added. Parents assessed the current service for meeting patient age and parent preferences in both English and French felt that there was still enough variety in the service to maintain the current channels.
- 2) **ED Report:** Ruth presented Lloyd's report to the Board of Trustees. (see attached).
- 3) **Bereavement Committee:** Nora informed FAC members that there would be a display outlining the role of the CHEO/Roger's House Bereavement Committee at CHEO on June 9th. This will allow staff at CHEO to see the type of follow up that is offered to families and to gain information about the bereavement support groups. The committee will also be looking for a family member to replace the current parent who is part of the bereavement support group and is moving away.

4) **Activity Logs:** Nora reported that there was a lot of inconsistency in volunteers and staff completing the daily logs of patient activities during their stay. Various methods to have this filled out, including having the sheets in the child's room or in the volunteer office have had mixed results. The Committee felt that this is an important communication piece so we will trial using books parents provide and leave in the volunteer office. The FAC parents and 2-3 others suggested by Nora will be trialed in the fall. Parents will be responsible to drop off and pick up the books and volunteers and the child life student will be encouraged to fill them out. Signage to highlight this will be put up in the volunteer office.

Action: Nora

5) **Membership 2011-2012:** Ruth will contact current FAC members to see if they want to remain on the committee for the next year, Sept. 2011-June 2012.

Action: Ruth

**Next Meeting
September 12th, 2011
6:00-8:00**