

Livingston County Center for Nursing and Rehabilitation
Family Forum (Family Council) Meeting Minutes

August 7th, 2019
Administrative Conference Room

Cheryl Parker opened the meeting with family introductions of Family Council members and employees in attendance.

Mr. Woodruff reviewed the purpose of the Family Forum (Family Council) and discussed the goal to further improve engagement from other resident / patient family / representatives in 2019 in this forum. The attendees were in agreement.

Minutes of the April 3rd, 2019 Family Forum (Family Council) Meeting were distributed. Cheryl reminded everyone that the minutes are posted in the small elevators and available at the reception desk.

Light refreshments were served.

New Business:

Introduction of new staff members.

- Eric Townsend –Deputy Director of LTC
- Lauren Putney- Staffing Services Specialist

Old Business: No old business was conducted.

OPEN FORUM:

Discussions:

- Upcoming class for CNA's will be held in October. This will be open to more members of the community due to changes in the income restrictions.
- Concerns on shortages of staff. We are using more Agency Staffing as we are experiencing less full-time employees as people want part-time or per diem.
- We are getting more aggressive with advertising in Social Media as an employment tool.
- Possibly being creative with scheduling to reduce the number of hours that are mandated.
- Staff were surveyed about 3 months ago regarding what type of shifts they were looking for.
- Suggestions made for Facebook, Indeed and Instagram as a means of Media Communication was discussed.
- Reaffirmed that Agency Staffing gets Orientation/Onboarding education.
- A Resident and a family member voiced a few concerns that will be reviewed and addressed individually with the families.
- A revised water pass policy for the residents is in the works and will be starting soon.
- It was mentioned that regular staff is not meeting with Agency Staff to hand off information on Residents. Director of Nursing will look into this.
- Staffing Services Specialist is working on full-time recruitment and less Agency as the long term solution.
- Comments were made that living and dining room floors were sticky. Mr. Woodruff addressed this as it has to do with the products that are being used. Eric Townsend is working with the Environmental staff to correct this concern.

Management Reports:

Kathy Crye - Director of Nursing Services

Kathy addressed all comments or concerns throughout the meeting mentioned above.

Mike DeCarlo – Dining Services Director

- Reviewed Summer and Carnival Menu's
- Neighborhood pantries should be stocked with Graham crackers, cookies: Mike is going to validate.

Barb Rauber-Director of Fiscal Services

- Business Office Hours (8:00am-4:00pm)
- Reception Hours (6:00am-9:00pm)-available to put money in/out of residents accounts
- Barb will look into a Resident Fund Monthly Statement and give to appropriate departments.

Kim Kavanagh-Activities

- Family Events can be done here (Courtyards, Garden of Life etc). Make reservations at reception desk.
- Annual Carnival is August 21st, 2019 from 10:00am-2:00pm weather permitting. Families are invited for all the fun!
- Bingo Bucks (cashing in)- it was mentioned that Activities has access to get into the room to see the prizes.

Stephen Woodruff – Director of Long Term Care

- Reviewed the results of the recent NYS DOH survey results that occurred July 2019.
- Reviewed mentioned survey deficiencies as it relates to: Baseline Care Plans, Infection Control, Tube Feed Procedure, and Psychotic Meds. Life Safety Code deficiencies related to the penetration in walls and Patient Care Electronic Devices (lift) were also discussed.
- Dialysis is temporarily closed due to Noyes losing staff. There is a 12-week training period so we are looking to re-open possibly Nov-Dec.
- Reviewed the “Coffee Coupon” that Social Work is now handing out during the Admission process to the family. This is a Complimentary Coupon to take a break on us during this stressful situation.
- We will be sharing the details of the Emergency Preparedness Program with residents and families.
- In October we will also be having Active Shooter Training.
- As reassurance we have Officers on Campus at all times and a Sherriff is here in the building from 5:00pm-9:30pm.

Minutes of all the Family Forum (Family Council) meetings can be accessed at the link below:

<https://www.livingstoncounty.us/AgendaCenter>

At this time the next meeting was set for November 13th, 2019 at 1:30 pm in the Administrative Conference room.

Meeting was adjourned at 3:45 pm.

Respectfully submitted,

Bonnie Morris
Social Work Secretary