

Family Advisory Committee Minutes
 November 26, 2015, from 7pm-9pm, Conference Centre

Summary of Action Items:

- December FAC is a potluck dinner and members are encouraged to sign-up.

Item No.	Item	Person	Discussion/Action/Timeline
1.0	Introduction & Approval of Minutes	All	Louise Kublick introduced herself and expressed her excitement at working with the FAC. Inpatient Coffee night last week was a great success. December FAC is a potluck dinner and members are encouraged to sign-up.
2.0	Subcommittee Work	All	
3.0	Sr. Management Team Update	Julia Hanigsberg	<ul style="list-style-type: none"> Building Infinite Possibilities Presentation FAC was consulted on what HB should be looking for in the new leader of the Foundation Overview about Foundation's role within HB How we're funded – 8 percent from Donors Donors fund some of the things that are integral to quality of life at HB (not just the icing on the cake) such as Therapeutic Clowns, Equipment, FLP, Family Support Programs, participation & inclusion, Music and the Arts, Teaching & Learning Institute, Endowment Funding for Research, Bloom, 2014 Foundation's annual grant was over \$7 million A dollar breakdown is needed for FAC to contribute to the conversation on priorities for funding/spending Donors have options to donate toward specific areas or simply to HB's greatest priorities Does the Foundation have specific objectives beyond raising funds? Awareness Sandra (new Foundation CEO) will be doing a presentation and seeking our input/feedback Information and suggestions can be sent to Amir

4.0	connect2care Health Portal Update	Amir Karmali Paul Massaroni	<ul style="list-style-type: none"> • Project is coming to an end. It has been a great success. Success is largely due to Family engagement in the planning and rollout (over 100 families). Sessions and Users exceeds targets. • Timeline from grant application to current was reviewed • How do we make sure families continue to have a chance to enroll at various stages in their journey now that the initial push has ended? • Survey feedback from 96 respondents was reviewed • Saving HB money and families time – many phone calls have been avoided because of access to info. On the portal • Barriers to access were explored (mostly forgotten passwords/user names, lack of time) • FAC was asked: How do we promote 2-way messaging? • Request for forgotten password should be available via email rather than having to call in • Other thoughts & suggestions can be sent to Amir
5.0	Programs and Services Operating Plan	Diane Savage	<ul style="list-style-type: none"> • We can do a lot better describing our services, their purpose, etc. • FAC needs more detailed information about services so that we can contribute meaningfully in budget discussions • Participation & Inclusion Services was reviewed in depth
6.0	Complimentary & Alternative Healthcare Policy	Nick Joachimides Heidi Schwellnus	<ul style="list-style-type: none"> • Family initiated requests for on-site complementary therapies for inpatients (eg. Acupuncture, massage, reflexology) • Balance family requests and HIROC (Insurance) criteria • Families need to show credentials & in good standing within their college, and has malpractice insurance. Family must be present while service is being provided. • We don't want this process to be cumbersome/a barrier for families – we want these services to be able to take place fluidly • FAC were asked how to develop a process to make this process do-able • 2 families are being sought to sit on a working committee to develop this system. Anyone interested should contact Amir.
7.0	Youth Advisory Committee Update	Cristina	<ul style="list-style-type: none"> • Terms of Reference were reviewed at their most recent meeting • YAC Will be assisting at Respite and Recreation Fair on January 16, 2016
8.0	Board of Trustees Update	Harry Ort	<ul style="list-style-type: none"> • High Quality of Safe Care for all patients – what could go wrong that could prevent us from carrying this out? Enterprise-

			<p>wide Risk Management study is being undertaken.</p> <ul style="list-style-type: none">• FAC were asked if there is anything we worry about? Is there a Fire evacuation plan? Answer: there is annual training around contingencies
9.0	Meeting Adjourned	All	