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# CNH FAMILY COUNCIL NEWSLETTER

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The Collingwood Nursing Home (CNH) Family Council was formed in February, 2022. There are currently 3 members who also form the Board of Directors:

Leanne Duke, Chairman: email: leanneduke2022@gmail.com

Yvonne Hobbs, President: email: Yvonne.hobbs@outlook.com

Angela Marritt, Secretary: email: amarritt3785@rogers.com

The Council has been focused on getting established and defining the roles of the Family Council. We focused on writing our Family Council Information Booklet and reviewing it with the Management of CNH. At the same time, we prepared for our first quarterly meeting June 14<sup>th</sup> with Peter Zober, Licensee and Administrator for CNH and Bev Cloutier, Activity Director and Family Council Staff Assistant. The meeting was communicative and collaborative as we establish ourselves as partners with the Management and our families. The 3 key areas of discussion are outlined below.

## **Family Council Informational Booklet**

The booklet has been finalized and is ready for distribution to our family members, caregivers, POAs, substitute decision makers and any other persons of importance. It outlines who we are, Goals, Membership Rules, Code of Conduct, Family Council meetings, Annual Reviews and general information. The Booklet will be included in the Admissions Package going forward as well as posted on the bulletin board at CNH or on the website ([www.collingwoodnursinghome.ca](http://www.collingwoodnursinghome.ca)). Please contact Bev Cloutier for a printed copy of the booklet or you can contact any of the Family Council via email and we will send you a softcopy.

## **Laundry**

Laundry is a consistent concern among all at CNH and we discussed the challenges both from the residents, family members and CNH Administration. There are a few things that family members can do to help with the laundry challenges; ensure that the clothes that are being laundered are wash and wear, inform the Charge Nurse as soon as possible when there are issues with either missing or damaged clothing. If there is no update or response; contact Michelle, ward clerk for laundry concerns immediately.

Labelling was another area that was discussed; family members can check that the labels on the clothing are correct and secure. Only labels installed by CNH are acceptable. If you see that labels are falling off or missing, inform the Charge Nurse as soon as possible when there are issues with either missing or damaged clothing. If there is no update or response; contact Michelle, ward clerk for laundry concerns immediately.

### **Parking Lot**

The current physical state of the driveway leading into the parking lot is a concern due to water drainage issues and subsequent pooling of water that occurs primarily between the Spring, Fall & Winter seasons. Peter explained that there are a few contributing factors to this problem; run off from escarpment is overflowing from clogged ditches, neighbour's snow removal being pushed on CNH property and clogged ditches from the surrounding housing construction. Follow up discussions are required with this concern as the Family Council feels that this may be a health and safety concern that can be highlighted with the town of Collingwood. The Family Council have reached out to the Town of Collingwood to follow up on the parking lot issues.

### **Communication**

Both Administration and Family Council discussed the importance of ongoing communication. The Family Council discussed how the website might be used for general information. We also asked to be included on all communication from CNH so that we can assist with disseminating important points for the family members, caregivers and POAs.

All agreed on the importance of 2 way communication and partnering to support each other as we go forward.

Please feel free to contact any of the family council as per email addresses above if you have any questions. More importantly, we encourage you to join the Family Council in any way that works best for you.