

Chair, L. Mycyk

1. WELCOME & INTRODUCTIONS

Lynne Mycyk, Manager, Office of the Resident & Family Experience, Safety, Social Work & Spiritual Care, has been in her role at Sunnybrook since May 2022. Lynne comes to the Veterans Centre with clinical experience, and has worked in roles in quality improvement, patient experience and patient engagement. Lynne can be reached via email at Lynne.Mycyk@sunnybrook.ca, or by phone at 416.480.6107.

2. NEW BUSINESS

2.1 Remembrance Day Feedback:

For many family members and residents, 2022 was the first time attending Remembrance Day services at the Veterans Centre. Feedback from the group was provided as follows:

- Beautifully done.
- Photographs with quotes about experiences were meaningful.
- Seeing all the flags planted around the campus was very moving.
- Would also like to have an explanation as to what the indigenous flags mean.
- Enjoyed hearing Stan Dinney reading “In Flanders Fields”.

The 2022 service is available for viewing on the Sunnybrook website via <https://sunnybrook.ca/content/?page=remembrance-day>.

2.2 Upcoming Project Opportunities:

Resident & Family Information Guide / Welcome Book: The book is normally given out electronically by social workers prior to admission, and is available on the Sunnybrook website at <https://sunnybrook.ca/content/?page=veterans-centre-community>. The feedback of all members is necessary, in order for us to help make sure the content of this resource is actually what you need as family members. In addition to some information being outdated, there was an overwhelming amount of content. We would like to ensure the information is consistent to all family members.

One member felt that a welcome package specific to the unit would be most helpful, along with unit based calendars.

Peer / Mentor Program: A mentor program (current residents helping new residents navigate) was suggested. Many years ago, this type of program did take place. R. Ratcliffe agreed that it was a good idea, but not feasible as finding fellow residents to volunteer is extremely difficult. L. Mycyk felt this may be an area that could be supported by FAC members.

Veterans Centre Website: Needs to be easier for families to navigate. Members felt there used to be more relevant information on the Veterans Centre webpage.

Committee Involvement: Family representative needed for councils i.e. Remembrance Day committee.

Inviting Speakers: Guest speakers depending on what the council would like to learn / hear about. In previous years, representatives from Food Services (quarterly), Environmental Services, Audiology, Infection Prevention & Control (and many others), would attend FAC meetings, as requested by members. L. Mycyk is open to any ideas that council members feel we need to work on.

R. Ratcliffe informed the group that the Food Services director attends the Veterans Centre Residents Council (VCRC), and that kitchen tours available for those who are interested. The current provider (Aramark) took over Compass a number of years ago. Food Services provides food to all of Sunnybrook, including acute care patients, retail foods in both the VC and in acute care.

R. Ratcliffe invited members of FAC to attend VCRC meetings, as observers only.

2.3 Family Advisory Council - Roles & Time Commitment:

Membership “term” will be from September to June. Previously, this council met monthly (excluding December, July and August). L. Mycyk will act as co-chair, but would eventually like to see this role filled by a family member, followed by a second family co-chair. There will always be a VCRC representative, with FAC support provided by L. Mycyk and J. MacNaughton.

2.4 Terms of Reference - Review & Update:

Through discussion, the FAC Terms of Reference were updated, and are attached for review.

3. ADJOURNMENT

NEXT MEETING

DATE: January 16, 2023

TIME: 10:30am – 12:00pm

LOCATION: KGE35

HOW TO TELECONFERENCE TO FAC MEETINGS

At 10:30am on the day of the meeting dial **(416) 933-3840**.

When prompted enter conference **ID 6785468** to be automatically connected.