

memo

## **FAMILY COUNCIL**

To: All Family Council Distribution List  
From: Lisa Dawson and Charlotte Katzen, Co-Chairs  
CC: Nicole Encarnacion and Alex Portnik  
Date: February 19, 2019  
Re: Update from Family Council

---

**Unfortunately, the February 21, 2019 meeting is cancelled** due to the influenza outbreak.

At our last meeting, it was voted on to change up our meeting date/time with the hopes to attract more attendees. Our next meeting will now be **Tuesday, March 19, from 1pm-3pm.**

In the interim, we provide you with the following updates in accordance with our prepared agenda.

- 1.** We will try to reschedule **Edy Govorchin, Manager of Recreation**, to bring us up to date on the state of recreation and programming for 2019.
- 2.** There will not be an **Information Desk/Awareness Initiative** in March but the February 14 information desk was a success. We have added 3 new names to our distribution list and we gave out a few more handouts. The hours 10-1 were not as busy with relative and friends visit, despite being Valentine's day, likely due to the weather.
- 3.** **The Employee Recognition Form** is now out and will be included in the next Snider Schmooze. Please recognize exceptional care using these forms so we can encourage the kinds of behavior that elevates quality care.
- 4.** **Council attended at the Strategy Transformation Team, Menu Planning Meeting, January 28, 2019.** This meeting was less of a menu planning meeting and more of a strategic planning meeting. focused on improving food services. In particular, the meeting targeted quality of food, waste (of all kinds) and need for improved staffing.

Family Council put forth their observations:

- Recognize what is being done well and capitalizing on those menu items and their variations for easy wins in menu planning (soups, Bariss's newer recipes, using real potatoes not dried flakes, fresh fruit, etc). Suggestion: create a list of those nutritious, tasty and easy to eat, items to be continued first.
- List what is not being done well. Either remove them from the menu, or generate standardized recipes with procedures that all in the kitchen can replicate and is affordable.
- List the Jewish traditional foods and make the same list. Traditional foods are part of culture and need to be served to their greatest standard possible.
- Meet the needs of all residents (including those who can feed themselves but can't or won't make the right decision on what to eat off their tray. Give them feeding support)
- Exam the pureed food menu for improved nutritional and taste quality.
- Improve consistency in menu items. Look to training, cross training, and standardizing the way each cook prepares food. Consider removal of those individuals if they won't follow protocol and do not meet the standards set. How many times does a cook have to be told they are not preparing food with quality results?
- Reduce Waste - waste of food being returned and tossed as garbage. This translates into waste of food dollars and staff time/\$ in preparation of food not consumed.
- Resurrect the Food Committee - family have disbanded the food committee due to lack of attention/action by LBHH to take their concerns and do something with them for improved food services.
- Consider outreach to 3rd party professional to assist LBHH with a set of basic best practices in senior's institutional food services.

**5. Council attended at the Accreditation Steering Committee, February 1, 2019.**

- a. Terms of Reference – to be presented at next meeting
- b. Meeting frequency – moving from quarterly to monthly
- c. Goal: Meet all 511 standards, set improvement, identify how to improve, take action and measure improvement. Prepare for next accreditation in 2022 (every 4 years). Move the instruction and information from one department to the entire organization; create a new and improved mindset of quality; ensure vigilant review of current practices so as to constantly improve.
- d. 5 main Standard areas at the highest level and those leading the charge:

GOVERNANCE - Carol

LEADERHIP - Loren

LONG TERM CARE - Alex

MEDICATION MANAGEMENT - Nicole

INFECTION PREVENTION AND CONTROL – Lunadel

e. Agenda:

REVIEW STATUS OF EVIDENCES SUBMITTED LAW SURVEY

REQUIRED ORGANIZATION PRACTICE (ROPS)

HIGH PRIORITIES

- STATUS OF COMPLIANCE
- ACTION PLANS
- TARGET DATES
- RESONSIBILITY
- SUPPORT NEEDED
- COMMITTEE PARTICIPATION
- WORKING GROUPS
- ORGANIZATION WIDE EVENT/INITIATIVE/CAMPAIGNS/EDUCATION

f. Changes to the requirements (v 14 January 2019)

- Changes in Fall prevention, Hospital Transfer, Medication Errors, Wound Control among other things

g. Quality indicators

- Mega data distilled into graphs provide (primarily) nursing indicators which are to be expanded to other areas in order to get a “look back” at data in order to create action plans for future improvement

h. Why was there such a cost to Accreditation and what is the future for accreditation?

- Most \$\$ was for payment of education by way of consultants and people’s time

E.g.: previously there was 50 hours allotted to training and over the course of accreditation, 6000 hours

- Shift coverage to allow employees to attend training

- Surveys to find gaps

- Discovery and correction of finding things in place but not implemented

E.g.: luminator

- payment to accreditation Canada

LBHH is hopeful that in 4 years' time, this cost will decrease for its next accreditation

**6. Dementia C.A.R.E. - GPA workshop**

PLEASE send your available dates to attend this important workshop by February 28 to: [lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com). We will send out a notice of the confirmed date once we tally the responses.

GPA Workshop dates							
4:00-6:30	Easter Monday	Tuesday	Wednesday	Thursday	Friday	Monday	Tuesday
	22-Apr	23-Apr	24-Apr	25-Apr	26-Apr	29-Apr	30-Apr

**7. Goal Planning 2019** – Follow up on goals will be discussed at the next meeting

**8. We are pleased to announce, Lisa Ford as our secretary.** She has been acting in this capacity and now assumes this role working with Tamara Guner, Treasurer, Lisa Dawson and Charlotte Katzen, Co-Chairs. Thank you, Lisa!