

FAMILY COUNCIL (“FC”) Minutes

THURSDAY, June 20, 2019 @ 7:00 P.M.

WEINBERG CLASSROOM

Attendance: Neil Simces, Barb Jones, Jock Hobson, Marilyn Chandler, Paula Terrio-Boyd, Joan Strauss, Anne Graham, Helen Labonte, Lisa Dawson (co-chair), Charlotte Katzen (co-chair)

Approval of May 16, 2019 minutes

Approval by Jock Hobson and second by Lisa Dawson

1. Companion Program

Updates from Lunadel Daclan, Manager Quality & Risk and Companion Program, Infection Control Practitioner and Myla Carpio-Pelayo, Companion Coordinator

a. Companion Program Policy and Procedures are undergoing an update to improve the following:

- i. Include the distinction between companions who arrive with the resident and continue to be employed and managed directly by the family vs. the family members who find they would like a companion and seek the services of the Companion Coordinator
- ii. Adjust the Fee Schedule accordingly to reflect the level of Administrative involvement
- iii. Create a job description
- iv. Improve the recruitment process which includes the current requirement for all companions to have background checks and TB shot
- v. Create a companion handbook
- vi. Create a companion advisory committee to advocate further improvement of the program.

2. Update on questions from last meeting

a. Topic: Medication Management

Find out what happens when a family wants something that MSP doesn't cover; can it be covered by personal insurance?

Answer: If the family would like to use the brand name versus the generic one, the rule is that the resident/family should pay the difference. If the resident has extended medical plan, the drug claim will go the extended medical plan first and the remaining difference, if any, will be billed to the resident/family for medications not on the formulary. If Medical Pharmacies have the extended medical plan in their billing system, it will be done on-line unless the insurance would like to submit manually, meaning the resident has to pay and after they need to mail the invoice to the insurance.

The extended medical plans have also the deductible rule, the same as Pharmacare.

b. Topic: Sunday Concert Series

Find out and distribute information about the Sunday volunteer requirements. Julie Cameron is the new volunteer coordinator and this Sunday June 23, Sunday concert will be held on the 2nd floor as there is no place on the 1st floor. Just show up at 12:30.

3. LBHH New Management

FC Co-Chairs are sending welcome emails to each new management. We include an invitation to a monthly meeting once they have settled in and are comfortable.

New Head of Volunteer Department

Julie Cameron, started June 10th. Julie comes to us from the Alzheimer's Society where she has worked for 8 years.

New Co-Lead Recreation Therapy LBHH has been interviewed and are waiting on confirmation for name and start date to share out.

Rob Menes, New Chaplain position starts August 6

Rob has worked as the Executive Director at the Congregation Beth Shalom, in Pittsburg, PA for the last four years, and prior to that as a Cantor for 15 years at the Temple Beth Shalom in Las Vegas, Nevada, and the Congregation Beth Shalom, Overland Park, Kansas.

His education includes a Bachelor's Degree in Physics/Mathematics, Master's Degree in Agricultural Engineering, and Master of Sacred Music, Hazzanut from the Jewish Theological Seminary of America.

Sheila Kern, New Executive Director, Louis Brier Foundation

Comes to us, most recently, from Diabetes, Canada – Regional Director, BC and Yukon and Senior Director, Development and Communications – Ronald McDonald House

4. Accreditation Committee – Update on meeting June 18

- a. Committees seeking FC attendance – Emergency Preparedness needs a Family member
- b. Companion and LBHH Satisfaction Feedback surveys – FC to follow up with Lunadel on what happens to the information, what it will be used for and if FC can receive a copy of the summaries.
- c. Quality indicators and measurement of success are being created by the AC to help determine gaps in where they are and where they should be and what it takes to get there.

5. Senior Leadership Team (SLT) – Update on meeting June 11

a. Response from SLT to Observations from FC (WISH LIST) was less than ideal but, we covered most of the items highlighted below. Other areas will be taken up directly with the appropriate department.

1. Food and Dining Room Experience – Michael Lackner and Gurdip Badhan

2. Jewish culture, heritage and traditions

3. Companion Policy and Program

- 4. Recreation and Programming – Julie Cameron
- 5. Resident Care (Employee Training and Recognition) – Nicole and Alex

- b. Discussed Volunteer Coordinator's line of reporting needs for change in order for this role to properly serve all departments and not report into just one of them.
- c. The strategic plan - how does it play or take action into quality care of residents? Obviously, the definition does not include "resident care" or "quality of life"
- d. End of Life - who is responsible? Currently, the RN is in charge of end of life but this is only clinical. Will the new Chaplain have more liaise with families regarding resident wishes, privacy issues, spiritual wishes etc.? Currently Social Worker but, Kristine Zoe too busy to take this on. Donations for garden, 2nd floor patio etc. - Follow up with Sheila Kern, Exec Dir of the Foundation
- e. Lisa Ford Idea for Advocacy or Ombudsman Office as first line of triage for family and resident questions and concerns was put forward. Currently social worker but, Kristina Zoe too busy to take this on.

6. Information Desk/Awareness Initiative

Action/Follow up: Upcoming dates set: (more volunteers are needed)

June 23, 10am to 12pm

7. Alex and Nicole

Topic: Care Conferences

Discussion: Care conferences have been delayed by six months. What is the max length this delay can continue? Time lag is not acceptable with all the med needs, etc. Also, not all the team is present when there is a meeting.

Nicole and Alex to investigate what can be done.

Topic: On Duty Person in charge after hours

Discussion: Perceived lack of someone available after hours to attend to resident issues.

This is especially noticeable on weekends. One person on duty for all of Weinberg and LB is not enough.

Nicole and Alex to investigate if we can have one RN assigned over the weekend after hours at least. Create guidelines for what is expected of the nurse in charge. Consider balance between "task" and "care". Check what the demand or incident rate has been over the past few months on the afterhours nurse in charge.

Topic: Hydration

Discussion: Need consistency, checklist or some check and balance as to how to ensure residents have access to and then, do hydrate.

Topic: Garden/Court Yards

Discussion: Beautification of this space during the time of year it can be used should include greater effort. Kudos to Lisa Ford for her work creating a garden cleanup of SCU garden. Nicole says there are greater plans to redo the LB courtyard. Charlotte suggests donation by local

business. It is now more important that restoration work has expropriated the interior of the 1st floor.

Topic: Role of Social Worker

Discussion: Work load assessment needs to be done. Kristina does not answer email or is able to fulfill her duties which have expanded and demands of aging resident grown. We used to have one (3/4 time) for each floor. Nicole and Alex to look into Kristina's workload causing delay in responsiveness.

8. In Camera Meeting

9. Meeting adjourned 9:15pm

Next meeting date: Thursday, September 19, 2019