

FAMILY COUNCIL (“FC”) Minutes

THURSDAY, May 16, 2019 @ 7:00 P.M.

WEINBERG CLASSROOM

Attendance: Neil Simces, Barb Jones, Jock Hobson, Joy Lin, Marilyn Chandler, Paula Terrio-Boyd, Jeff Weissler, Lisa Dawson (co-chair), Lisa Ford (secretary)

Approval of April 11, 2019 minutes

Approval by Lisa Ford and second by Lisa Dawson

1. Alex and Nicole regret not attending because of their dragon boating commitment

a. Nicole sent the following updates:

i. Topic: Medication Management

Discussion: Letter has gone out to families of residents at LBHH Hospital. From now on, residents on the second floor who want something specific that isn't covered by BCHA formulary or pharma care, will have to pay themselves or have their insurers pay.

Action/Follow up: Find out what happens when a family wants something that MSP doesn't cover; can it be covered by personal insurance? (Lisa D. to follow up with Nicole).

ii. Topic: Family Satisfaction Survey and Companion Satisfaction Survey

Discussion: PLEASE all families, take the time to participate

Action taken to send out surveys to all families on distribution list with a request to fill out.

iii. Topic: Sunday Concert Series

Discussion: Need volunteers to continue. Volunteers needed this Sunday. Volunteer documents are not required this Sunday but orientation is. Megan is in charge.

Action/Follow up: Lisa D. to find out and distribute information about the Sunday volunteer requirements. Megan is looking for ways to fast track FC members since we already volunteer.

b. Other updates from Admin

i. Topic: How Family Council can reach more families with our communications?

Discussion: LBHH maintains an address list for families or their Powers of Attorney. Their email list is out of date. Tina Yin sends out letters and bills by postal mail. FC wishes to create a communication that contains information about who we are, what we do, what

we have recently done and include a request for family and contact email so we can send valuable minutes of meetings and information

Action/Follow up: Lisa D. to develop a communication piece and work with Tina to see if we can send out to all families by snail mail.

2. **LBHH Management Discussion**

a. **Topics: Volunteering**

Discussion: Bring the idea of training to an SLT Meeting. There is a “Volunteer Vancouver” workshop available, to train, to support and teach how to recruit.

Action/Follow up: FC to see if we can find out about the new volunteer and her credentials

FC to look into why initiatives stop when someone leaves? Is there no action plan in place? Is there an operation’s manual for the position?

FC to bring the following ideas to the new Volunteer coordinator

Ideas:

- Create partnerships: with JCC, for example. Give free day passes to volunteers for volunteer days at Louis Brier.
- Paula offered to meet with the new head of volunteering to give advice on how to proceed.
- Joy offered to post volunteer opportunities at UBC – Lisa D. provided Joy with a flyer
- Reach out to the retired community via rec centres looking for those who might like to volunteer

b. **Topic: Admin Departures**

Information:

- i. Jessica Brue, head of the volunteer department is leaving. Her replacement will begin on June 10.
- ii. Melissa Moussa, Co-Lead Recreation Therapy has departed. Position is posted.
- iii. Megan Goudreau, Music therapist, is currently the acting head of recreation.
- iv. New dietician: Janna McAlpine.
- v. New Assistant Manager, Food Services, Gurdip Badhan.

3. **Accreditation Committee – Debrief on meeting April 30 – Lisa Ford**

a. **Topic: The committee’s work includes:**

- i. streamlining of initiatives
- ii. creating quality indicators to meet the goals for regular management and accreditation initiatives

b. Topic: Debrief of committee structure and openings for Family Council members:

- i. The Emergency Preparedness Committee requires a Family Council representative.
- ii. Neil Simces will represent Family Council on the Infection Control Committee.
- iii. A Companion Committee is in the planning stages, with a possible September start date.
- iv. Family Members are welcome to attend any open committee they are interest in, with arrangement through Lunadel Declan.

4. Topic: Debrief of Senior Leadership Team Meeting – May 7, 2019 – Lisa D./Lisa F.

- a. Chaplaincy - meeting Friday, May 24. Neil Simces and Lisa Dawson plan to attend
- b. Gift shop - management is looking into restructuring the gift shop to improve sales.
- c. LEAN strategy - Food services study is nearing completion; technology upgrades are currently being studied.
- d. Ron Rosen comment at the March Family Council meeting was discussed and senior management asked Family Council to follow up with members, to determine the impact and direction for proceeding.
- e. New bulletin board to be put up in lobby and to replace the other bulletin boards.
- f. Family Council presented our “wish list” of Family Council key areas for improvements.
- g. Technology considered to improve cross over of resident information between lines of staff (careful on confidential details) to improve resident care.

5. Topic: Debrief: New Food and Dining Room Experience Committee - May 16, 2019 - Lisa Dawson

- a. Attendance: Janna, Gurdip, Megan, Loren, Lisa D.
Missing: another FC member, Michael and residents
- b. Standing agenda will include:
 - i. Review of menus
 - ii. Food Tasting and Feedback
 - iii. Holiday food and menu considerations
 - iv. General Suggestions
 - v. Action items

c. TOR now complete – distribute with these minutes (Lisa D. send with minutes)

d. The meeting time will change in order to accommodate residents

e. Review of menus in place: summer menu has been mapped, food tasting and feedback, Michael will create food tastings, with announcement to family members and staff to attend, and with questions and a process for immediate feedback

f. Plan to create a photos of menu items so kitchen staff can better standardize meals to their best before leaving the kitchen.

g. **Follow up question:** has the committee followed up with local caterers and experts for consultation? Lisa D. to follow up

6. Topic: Information Desk/Awareness Initiative

Discussion: the FC distribution list list has doubled since starting this initiative. Our goal is to have family members and friends representing 150 residents on the mailing list by the end of the year. Reminder that voting members pay \$10 and there. Is a maximum number of voting members at 10% of resident population.

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

May 26, 10am to 2pm, (Joy, Lisa D. volunteered)

June 23, 10am to 2pm

7. Topic: Dementia C.A.R.E.

a. 3rd GPA workshop scheduled: Tuesday, May 21, 5:30-8:00pm

b. Handouts from previous workshops: 7 A's of Dementia, 8 A's of Dementia, Getting to Know Me, Alzheimer's Disease and other Dementias.

8. Individual sharing of personal items (approx. 15 minutes total for various items)

a. Ron Rosen's statement at the March meeting - "why don't you move your father somewhere else if you're upset?"

Though Barbara Jones, to whom this statement was directed, has not expressed concern over this comment, there is general concern about the perceived lack of concern or care by the way it was communicated. FC desires a positive, helpful and respectful tone at our meetings in order to focus on the resident care

Action/Follow up: Further conversation with SLT will be had regarding such action

b. Topic: Management

i. Discussion: In general, there is a concern that the staff does not feel valued. The staff are saying this to family members. They report being treated and spoken to disrespectfully. A Staff feedback survey is going out end of May. Hopefully, many will take the time to articulate their concerns.

More can be done by management to show their appreciation. For example, at Sunrise there is "Sunrise Day" where *everyone* is invited. Lisa F. is initiating a BBQ for SCU.

Action/Follow up: More ideas like this will be shared with SLT by FC

ii. Discussion: In the last 2 months. Management has not been around: Carol, Nicole, David, Alex. Who on staff is responsible for all 24 hours, to be present in the event of emergency? Where is this information posted or location after hours?

Action/Follow up: FC to speak with SLT re: improved communication regarding absence and replacement

c. Topic: Diffusing family upset when issues arise with resident care.

Discussion: Who is the "go to" person or "Manager on Duty" at LBHH? There is not an office or accountable individual to assist families with unmet needs "in the moment" when direct communication with nursing or admin staff is not working.

Action/Follow up: FC will bring the idea up to SLT that the Manager on Duty (on person) or a department (Volunteer? Chaplain?) can be the "go to" for this kind of situation. The individual(s) need to be trained in dealing with the emotional aspect of the situation.

d. Topic: The Board

Discussion: How is the board selected and how does it affect management?

Action/Follow up: FC to find out

e. Topic: Care Conferences

Discussion: Care conferences have been delayed by six months. A year and a half between reviews for residents the hospital level, in particular, is not acceptable with all the med needs, etc.

Action/Follow up: FC to investigate

9. Next meeting date: Thursday, June 20, 2019