

## FAMILY COUNCIL AGENDA

THURSDAY, April 11, 2019 @ 7:00 P.M.

### WEINBERG CLASSROOM

Attendance: Alex Portnik (nurse manager), Lisa Ford (secretary), Charlotte Katzen (co-chair), Marilyn Chandler, Joan Strauss, Tamara Guner (treasurer), Barb Jones, Jeff Weissler, Kitty Cates

1. **Approval of March 19, 2019 minutes:** passed.

2. **Updates from Nicole or Alex:**

**a. Life Labs:** A monthly meeting is being established in order to build a better relationship. LB showed them that their system was broken. The increased costs and trauma of their inefficiency did get their attention. Life Labs will now send taxis to expedite lab testing and look at other ways to meet our needs, precluding all the things they refuse to change (regular pick up and timing of service).

**b. Food services:** shadowing completed. Now the tracking is in place to identify what they do and how they do it, what are the needs and hopes for changing, quality control, expediting. With respect to food quality, the plan is to do less, yet do it better. Identifying experts in the field to help with this next change has begun. There is a focus on supplemental nourishment: how to make it less wasteful. Alex explained the difference between a “push” and “pull” system that allows for more resident choice and less waste. The entire kitchen and food delivery systems are currently being evaluated. One of the challenges is ensuring that residents nutritional requirements are being met. Alex also responded to some of the family council member concerns:

- There is a challenge of meeting the needs based on the funding. (per person, per day: \$6.80 from govt, \$3.00 from LB Foundation). \$12/person/day is what is spent at the moment, creating additional deficit.
- Kosher food requirement is universal for the facility. This creates its own challenges and costs.
- Supervision - members have witnessed a lack of supervision, such as watching residents bite into sandwiches that still have the wrapper on, residents with difficulty removing lids on hot beverages, creating a risk of burns. Alex described some of the challenges, such as keeping a full daily staff because of challenges for low-wage workers living in Vancouver.

**c. Recent changes to medication protocol**, specifically on the Hospital level: Alex explained the government regulations in place for how medications are paid differently for the residents on the Hospital wings and those in the Home wings. Louis Brier is updating the practices in order to use industry standard practices for containing costs. This has resulted in a change, for some residents, to generic drugs. A letter will be sent to residents and families to introduce and explain the changes.

**3. SLT meeting update.** Family Council reps had the second monthly meeting with management.

- A.** Update on the chaplaincy position - a candidate is being considered.
- B.** Current events: LEAN initiatives are ongoing. The nursing stations are now updated for “supply efficiency”. The revised strategic plan will launch in May. An electronic records management system and admissions system will be implemented.
- C.** Opportunities and improvements to the volunteer program are being investigated
- D.** Family Council Bulletin Board - SLT has offered a space in the entrance foyer.
- E.** The committee list was sent to Family Council.
- F.** Family Council reps presented our list of outstanding, ongoing, and unresolved concerns. These will be reviewed.
- G.** Hospital Patio - SLT will see if there are any avenues for funding, to spend on upgrades, in order to make this outdoor space more useable.

**4. Committees and opportunities to be involved** - family council members were sent a copy for review. Having Family Council members on committees is a way to observe decision making and advocate for a family-centred institution.

**5. Info desk** - the April event was very successful with the collection of eight new email addresses, as well as providing updates and introductions to many more family members. Next information desk will be decided at the meeting in May.

**6. Individual sharing of personal items:**

**a. Life Labs issue**...can we bring this up to another level of government or media, in order to make other people aware of the problem?

**b. Celebrations** - how does LB management acknowledge staff milestones? Reps will bring this to the SLT meeting.

**c. Appropriate places at Louis Brier to celebrate with family** - there is nothing in place at Louis Brier for support for families wanting to organize events. Coordination is needed to find space, furniture, and organize food. Reps will put this on the SLT meeting agenda.

**7. Next meeting date:** Thursday, May 16, 2019