



Family Council (FC) Minutes

Thursday August 20, 2020 @ 7 p.m.

lb.familycouncil@gmail.com

Virtual Attendance: Lisa Dawson, Joy Lin Salzberg,, Helen LaBonte, Keren Gertsman, Ruth Pinto, Kitty Cates and Jock Hobson, Laura Edwards, Susan Smith, Neil Simces

Meeting called to order 7:04pm

Thank you to everyone for coming out to attend this meeting.

FC welcomes families to participate in any way you are able

A. Approved revised July 23 2020 Minutes: Lisa Dawson/Joy Lin Salzberg

B. Campaign Project Update

1. Awnings

- Are in production. No word on installation

2. Shalom Garden.

- The request to engage more people to assist in keeping Shalom Garden clean, tidy and watered seems to be going well but more help is welcome. Laura volunteered to assist and will connect with Joy.

- Families are encouraged to ask their companion to help water, clean and organize; even ask residents to take part as an activity.

- Families with seasonal Autumn flowers who would like to donate for the visitation tables outside or for the Shalom Garden/2nd floor balcony, please contact Family Council

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C. Senior Leadership Update:

August SLT meeting was postponed to September.

Standing SLT agenda items, listed below, were not discussed in this meeting:

1. Companion Program Update

2. Next Phase of COVID-19 restriction

- What we do know is LBHH is planning for some sort of Fall indoor visitation.

- We do know that additional government funding will help to make a difference to staffing for screening and scheduling of visitation to, hopefully, increase visitation.

3. Resident Handbook Status Update
4. Family Council Website Portal
5. Dining Room Supervision and Committee meeting resurrection

D. Advocacy

- a. Advocacy for improved government support
- b. Advocacy for families to be redefined as essential caregivers
- c. Advocacy for Family Councils to become recognized/legislated (similar to Ontario)
- d. Advocacy for person centered care; creating action around the intersection of clinical AND social considerations in decision making.
- e. Advocacy for visitation (where there is no COVID LBHH) such that any single, screened family/representative visitor, may visit in accordance to same protocol used for companions, staff and volunteers.

A summary of our recent connections with CanAge, Family Councils of Ontario (FCO), BCCPA (BC Care Providers Association), EngAge BC, VCH, and Vancouver Island Family Council Alliance will be sent out before the next meeting.

E. Campaign

Discussion regarding 2021 campaign

Considerations:

1. It was suggested to strike a new campaign committee and put a call out for campaign volunteers to possibly begin work in September - more discussion needed
2. Family Council needs to be creative in ideas to reach ALL families, resident representatives and the immediate LBHH community
3. Family Council will need to resurrect the campaign wish list to determine the highest impact/highest priority items for the campaign initiatives
4. Family Council needs to find out if there will be a replacement for Sheila Kern, Executive Director of The Foundation, without whose help, we will really need to ensure support of Kim Jampole, acting Executive Director
5. Family Council needs to follow-up with Michael Galope regarding the set-up of a Family Council portal which would have the capability of posting and sending out Family Council notices.
6. Family Council would like the support of SLT in order that Family Council notices are sent out via their master family list

F. Family Council outreach to families and membership:

1. Family Council would like to discuss the idea/possibility of having families and representatives of new residents, automatically, become members of Family Council upon their arrival to LBHH. How?
 - A member suggested charging an automatic \$10 FC fee for all new residents

- Consent from families upon arrival to LBHH to receive FC notices to their email address (they can always opt out)
- In order for Family Council to represent all families, all families would need to have the opportunity to join.
- It would be helpful, when a family has departed LBHH, that FC be notified in order to update the FC email list and send condolences

G. Improve the process of communication of how families express their concerns with the care team at LBHH.

1. Collective, ongoing concerns need to have a process by which they are reviewed, investigated and acted upon promptly and with respectful empathy. What is the current LBHH process for complaints, suggested solutions, dispute resolution and investigation? FC to find out from SLT.
3. The expectation is that certain issues will be brought forward/addressed and some of them could be used as a learning tool for both, family and staff as to what works and what does not.

H. Personal Sharing

1. In camera meeting

2. Notice re: Partnership with Marquis Hospitality Services (MHS)

David offered a representative from Compass (parent company of MHS) to attend our next FC meeting

There was an interest in asking the Compass Rep to attend.

it was suggested it would be a good idea to ask families, via a short questionnaire, prior to the next FC meeting, if they had any questions for the Compass Rep

- Questions with a similar thread would then be sent to the rep to respond prior to the meeting
- The actual presentation/discussion time should be focussed on the top 2-3 areas of interest

Some questions expressed already:

Why Marquis? Why now?

What is the process for evaluation of success?

What is the process for collecting feedback from residents?

3. Families feel in the dark regarding the clinical care of their loved ones and what to do about it.

Brainstorm:

- Have the nurse or physician call each family monthly
- Have Alex and Nicole go back to providing an update to Family Council monthly
- Have families be more proactive and ..
 - Send emails to the appropriate contact with questions and concerns in a timely manner,
 - Call the nursing station after 7 (later in the evening) with the nurse on duty has more

time

- Make your call as urgent as necessary to ensure action.

Meeting was adjourned at 9:12pm

Next FC video meeting date: Thursday, September 24, 2020 7:00PM