

Family Council Minutes
Tuesday, Feb 11, 2020 @ 7p.m.
Weinberg Classroom

Attendance: Lisa Dawson, Joan Strauss, Joy Lin Salzberg, Kitty Cates, Sarah Armstrong, Keren Gertsman, Laura Edwards, Jeff Weissler Charlotte Katzen.

Approval of January 21, 2020 Minutes: Moved by Charlotte seconded by Joy.

A. Annual Family Council Campaign

1. Laura Edwards Campaign Manager update:

The Campaign reached our goal of 18,000.dollars.

This was a great team effort and thanks expressed to everyone

A. ½ the job of the campaign team is fundraising and ½ is stewarding. Handwritten thank you notes, Schmooze articles, LB signage and social media will be ongoing even as projects are implemented.

B. We will continue to raise funds until the campaign closing date February 29th.

C. It was noted that we reached out to residents and their families and we are having an extremely successful campaign. The appeal to The Foundation, Weinberg and LB Boards was a sign of community support.

B. Guests Nicole Encarnacion and Alex Portnik Nurse Managers:

1. Physician Neighbourhood Model of Care

LB has experienced a shortage of GPs (General practitioners) & NPs (Nurse practitioners) recently. GPs are formally trained in medicine, meaning the treatment of disease through medication, medical procedure and sometimes surgery. Nurse practitioners, who also are registered nurses, are formally trained in caring for the sick, licensed to prescribe medication, as well as diagnose, treat and manage conditions. LB has responded with a VCH supported model where GPs and NPs serve equally as part of the medical neighbourhood supporting residents. This model dedicates GPs & NPs weekly to LB vs. travelling from their clinic sporadically to visit 1 patient. There are now 8 GPs & NPs dedicated to LB responsible for one wing (20-25 residents) each. These physicians are responsible for care conferences, weekly rounds, and need to be on call for emergencies. The Neighbourhood model will be rolled out over two years with a goal of 1 physician for 10-12 residents. At first, physicians will triage to get to know the most urgent residents first and will get to know each resident within 3 months. Feel free to ask to meet your assigned physician but realize they have limited time starting out.

2. Family is part of the team.

A list of FAQ's will be sent to Nurse Managers and answers will be forwarded to families as a follow up to this presentation.

3. End of Life Protocol:

End of Life Protocols are being developed by Chaplain Rob Menes and update will be provided as this important work proceeds.

4. Standardization:

The Clinical Nurse Leaders (CNL's) are developing standards of care for all situations and nursing procedures at the LB. It will be formatted in an easy to access booklet which can be quickly referred to and followed by all nursing and care aid staff.

This has been done for the emergency procedures and is now available in a simple easy to follow point form for all emergency codes.

5. Dementia Care Program:

75% of all Louis Brier Staff have been trained in the Gentle Persuasive Approach to dementia (GPA). This approach targets modification of resident behaviours first, in order to get the desired outcome. Companions have not yet received this education and members of Family Council suggested several ways this might be achieved and funded. Family Council Executive will work with Myla and Lunadel to figure out the best way to fund the 7.5 hour training \$25. materials.

6. Wound Management:

A complete skin check has been done on each resident and there are 118 skin concerns present. Care Aides assess skin according the skin care guide every shift. A new line of creams is being used exclusively with our residents. Please do not substitute. There is also a wound specialist available for consultation.

7. Follow up on recent Code Yellow person missing:

Reminder to check around you when entering and leaving the building for residents following you. Sign have been posted.

- C. Family Council Executive Update:** attached to the minutes
- D. Information Desk:** The Sunday Information desk will be suspended for the time being and implemented at a later date.
- E. Meet and Greet Feb.2:** moderately successful and did reach some new families.
- Thank you to Joy for donating funds to have Rachel bake cookies! There is a high turnover of families at the LB and it is hard to reach everyone. This event may be repeated later in the year.
- F. Family Support Group:** Led by Rob Menes, chaplain, every second Monday in the boardroom. Open forum to express concerns, ideas, suggestions. The next meeting is Feb 24th at 3 p.m. Everyone welcome.
- G. Committee Schedule:** a schedule of the committees has been distributed and FC members are urged to attend committee meetings and report back to Executive to share information.
- H. Companion Program:**
- 1. Companion Fund** - available through the LB Foundation for Residents who may not have funds or family connections to hire companions when necessary.
 - 2. Companion policy:** concerns expressed regarding the structure and funding of the LB companion program, the proper monitoring of the companions, and what training is available to them. A companion advisory committee is to be formed to meet with Lunadel Declan and Myla Carpio-Pelayo to discuss the companion program.

I. Resident Medication: Medication reviews are being conducted on all residents with the view of reducing the amount of medication residents receive especially anti psychotics. Please refer to the GP or NP assigned to residents if there are concerns about reducing medication.

J. Individual Sharing:

Family council members shared their concerns regarding the care of family members. Some items discussed were: a consistent lack of dining supervision on second floor dining room, care and feeding of residents, and leaving wheelchair residents in uncomfortable positions with heads down or tilted at odd angles for long periods of time.

A family member shared their difficulty in obtaining a wheelchair cab to take their father to the doctor. LB has cancelled their contract with one cab company and has engaged another with much better service as a result of her complaint. A request was made for the next FC meeting to be a forum for sharing of personal items and no speakers be booked for that day.

Next meeting Tuesday, March 17th 2020