



## Family Council (FC) Minutes

Thursday June 18, 2020 @ 7 p.m.

[lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com)

**Virtual Attendance:** Joy Lin Salzberg, Lisa Dawson, Charlotte Katzen, Helen LaBonte, Laura Edwards, Keren Gertsman, Lisa Ford, Sarah Armstrong, Lianne Cohen, Zafra Cooper, Michael Barkusky, Jeff Weissler, Cesare Pinto, Ellen Rappaport

**Meeting called to order 7:05pm**

**A. Approval of May 21 2020 Minutes:** Did not take place

**B. Introductions of those attending the meeting**

**C. Campaign Project Update**

**1. iPads and Tablets** – Family Council agreed to use up to \$1500 of campaign funds towards purchase of iPads and Tablets. We have spent approx. \$1300 on 3 iPads and 2 tablets

**2. Wheelchair Washer** – set up and schedule being set for use

**3. Awnings** – purchased and agreed, installation on hold until the vendor can comply with WorkSafe requirements.

**4. 2<sup>nd</sup> Floor Balcony Furniture and Plants:** Cannot clear balcony of present large furniture yet but SLT is given \$200 to purchase new LTCH standard smaller balcony furniture for replacement. We have new large flowers pots ready to be planted.

**5. Shalom Garden** – A big thank you goes to Joy and Charlotte for their work in the Shalom Garden. They have planted beautiful flowers in boxes which were built around the bases of three trees. Photos will appear in the next Schmooze. More revitalization to come. Contact Joy regarding volunteering to water.

We raised \$38,237.00. Good news is, even after the above noted campaign projects, we have \$2747.51 to use towards completing current projects and adding to the project list. For each expenditure, we get back 83% of the GST so this is where we have recouped some finances.

**Thank you to everyone who has donated their time and money to this campaign!!!!!!!!!!!!!!**

## **D. Senior Leadership Update:**

**The following items remain on the SLT agenda but, have been slowed in progress due to the resources required to manage the pandemic**

### **1. Companion Program**

– The Companion Advisory Committee, the proposed sliding scale of cost to families and a basic understanding of the financials are on the table for discussion.

### **2. Resident Handbook**

– The information book handed out upon admission will be digital online and extended in paper if need be. Format will improve, using pamphlets for specific items in order to help break up the large amount of information.

### **3. Lost Items**

– Development of guidelines around how LBHH and families can work together to help mitigate lost items.

### **4. Cluttered Lobby**

- Being looked at by Admin as to how best to communicate staff related memos/news without placing them in the lobby

### **5. Dining Room Supervision**

- The “who” and “how” of meal time supervision

### **6. Family Council Website Portal**

- In progress

**The following items were discussed with SLT.**

### **1. Visitation (or lack thereof)**

Discussed revolved around the Ministry mandate for strictness around visitation and the hardship/compassionate plea for new, approved, safe ways to directly visit (beyond the window and video conferencing).

### **Current Policy in force:**

a. On the VCH website there are a list of orders from the ministry <http://www.vch.ca/covid-19>

b. The most recent is [May 19, 2020](http://www.vch.ca/Documents/Order-of-the-medical-health-officer-COVID-19-Prevention-and-Control-in-Long-Term-Care-Homes.pdf) entitled "Prevention and Control in Long Term Care Homes" <http://www.vch.ca/Documents/Order-of-the-medical-health-officer-COVID-19-Prevention-and-Control-in-Long-Term-Care-Homes.pdf>

c. 4.1 [www.vch.ca/covid-19](http://www.vch.ca/covid-19)

**Comply with the LTCF COVID-19 Visitor Policy states:**

## **Visitation rules**

A Public Health Order restricts visitors to immediate family members and spiritual advisor of residents who are clinically assessed to be at end-of-life. A very limited number of exemptions will be granted in exceptional

cases. Families and visitors can ask for a review of a decision about what is considered an essential visit by contacting the [VCH Patient Care Quality Office](#).

### **Current Situation as expressed by family members:**

**1.** - It appears that the visitation rules as outlined by VCH, are not being applied consistently. Some family members have been allowed to visit, some without going through the application process, and others, who have compelling reasons to visit, are not allowed to even apply for an exception.

- We have heard of one resident who died as a possible result of a family member being denied visitation to help with feeding (as this family member fed the resident daily prior to COVID). We have another family member who feels the emotional and mental health of her husband has declined due to her absence and personal daily care; and she has indicated that she would rather die than go on without visitation.

- There appears to be a variation in interpretation of policy between the current Ministry policy, which affords exception as outlined and families being able to apply. The FC executive was told by SLT that the application takes a great amount of time to fill out and it takes a lot of staff resources. It appears that it's not necessarily the need but, rather, the discretion of the facility which moves the application process forward.

- How to ensure that families who have been the primary care givers prior to COVID have priority in submitting an application in order to continue their daily care giving? Let the licensing officer decide if these family members should continue their care.

- There are proven ways to set up outdoor visitation within the current safety rules. Nova Scotia, Saskatchewan, Manitoba and Ontario have opened long term care visitation with clear rules. Example: "In order to visit, a person must have tested negative for COVID-19 within two weeks of the visit, they must pass an "active screening questionnaire," and they must wash their hands upon arrival and departure, as well as wear a mask and maintain physical distance."

- Focus on reaching out to the Ministry and VCH and the Seniors Advocate. Family Council Exec has already reached out to VCH and SA with replies shared among families and SLT. Next step is to send an email to Bonnie Henry directly.

**2. Communication gap of the resident current health condition status between primary physician and physician in charge.** When the appointed neighbourhood physician is not on site, whomever is responsible as physician or nurse does not seem to be updated on the current status of residents according to some families. FC Exec has brought this forward to SLT. If this happens, the family must contact Carol and/or a CNL

**3. Degree of intervention when considering sending a resident to hospital.**

- At the beginning of the pandemic, residents were assigned levels which designated their likelihood of being sent to hospital or not. Hospitals wanted to keep beds free. Hospitals have their own health risk. SLT mentioned that those levels remain in place and are not temporary.

- **LBHH does not have IV equipment or trained staff to administer. Some** residents just need IV and this would prevent a number of residents from being sent to the hospital which can be very stressful for all. Families want to know from SLT why this cannot be advocated for.

#### **4. Phones at nurses station not being answered**

- The current protocol that if no one is at the nurse's station, the phone will default to a nurse with a portable phone, does not always work. SLT will be reminding their staff to attend to calls. Higher call volume as families are currently not able to visit in person.

**Meeting ended 8:45pm**

**G. Next FC video meeting date: Thursday, July 23 (NEW DATE), 2020 7:00PM ZOOM**