

FAMILY COUNCIL Minutes
THURSDAY, March 19, 2019 @ 2:00 P.M.
WEINBERG CLASSROOM

George Baldwin, Kitty Cates, Jack Hobson, Neil Simces, Jeff Weisler, Joy Lin Salzberg, Helen LeBonte, Cathy Gordon, Melissa Rempel, Barbara Curwen, Barbara Jones

Lisa Ford, secretary, Charlotte Katzen, co-chair

Alex Portnick, Nurse Manager, Clinical Care Coordinator and Educator
Melissa Rempel, Manager of Recreation

Ron Rozen, Chair of Louis Brier Board of Directors

1. Approval of January 17, 2019 minutes. Approved.
2. Introduction of guests attending meeting.
3. Updates from Alex:
 - Life Labs - concern was raised by families with regard to resident safety, physical and emotional well being
 - Response: now the technician will have a 6:30am start, and the rotation of the visit within LB facility will change to accommodate residents. Certain tests, such as fasting, need to be completed in a certain time frame, and should be done early in the day. Life Labs has a monopoly, so it is difficult to get better service. With regards to the LifeLabs staff: management is trying to get them replaced by better dementia-friendly staff. Lifelabs personnel have made mistakes, not shown up, lost samples. LifeLabs promising to do better. Louis Brier management is now investigating other ways to get samples tested to meet LB resident needs, especially in emergency situations. What about having a Louis Brier care staff person to lead the LifeLab technician on their rounds? This is not feasible for all residents, as the visits occur during shift change. It may be possible to identify ahead of time, the Louis Brier staff person, or possibly a family member, who will be with resident, if needed. It can be a frightening experience to have a masked stranger waking up resident from sleep. Alex will see what the protocol is for informing residents.
4. Update from Melissa Rempel, Manager of Recreation - mmoussa@louisbrier.com
 - The Recreation department members are engaging in the Dementia Care Initiative, with GPA workshops training, LB workshops and looking at innovation and trends.
 - Kelly is the temporary replacement for Ginger, focussing on restorative work in special care unit. Recreation staff are also focussing on using the specialties of staff to adapt programming.
 - Jessica is new volunteer coordinator, she has brought in a lot of volunteer groups, asked units where volunteers are needed. Sunday concerts: Monica, recreation staff member at Weinberg, is supervising, nursing staff to be doing portering. There are fewer volunteers for portering for Sunday concerts. Sunday concerts - maintenance does set up, nurse and care staff do portering, Monica supervises, 1:45-2:45pm. Care staff has been complaining. Alex said the care staff should not say "no" to assisting residents who want to attend.
 - Recreation staff will look into programme timing, for residents to have time to attend all available programmes. Recreation staffing has been reduced by one employee.
 - Melissa will discuss with volunteer department about getting volunteers from public schools, in addition to their efforts to get volunteers from the local Jewish schools.

- The Recreation staff would like to keep open communication with Family Council Please approach them at any time.
- There was some discussion about how Family Council members who are already doing things, can be recognized by the volunteer programme.- Perhaps an orientation, or a standardized protocol, can be created to support Family Council members volunteer efforts.
- Other discussion: how are boredom, loneliness, powerlessness, etc., of residents being met by the solution of having some spontaneous activity and agency for residents, making Louis Brier more family like, attracting knowledge philanthropy. (Charlotte brought stuffed animal for a resident when she saw there was a need) Now that there is the increased problem behaviour, witnessed in the common areas as more agitation, and frightening to witnesses, in fact dangerous behaviour, what is the response by Louis Brier management for increased supervision in common areas. There are needs that require people to help, perhaps this can be accomplished with volunteers, but is also more pressing since the loss of the recreation personnel. Alex explained that Louis Brier staff works with the mental health team. Residents are sometimes sent to hospital to address behaviour and then get sent back. With the changes in the kind of resident we get, because they are older and have more complex needs, this is a heightened concern. This will be addressed with the new building. Louis Brier has the standard funding and we know that it is not enough, even with the LB Foundation money.

5. Meeting with Senior Leadership Team, March 5 – Charlotte Katzen and Lisa Ford

This committee was established in order for Family Council to communicate directly with the Senior Management Team. Family Council representatives will present the big picture and systemic items (items frequently brought up by families and staff). We will monitor the effectiveness of this committee.

6. Information Desk/Awareness Initiative – Set date for April 7: 11:30-3:30. Volunteers, so far, Kitty 11:30-1:30, Neil 11:30-3:30. A reminder to have available: copies of agenda and minutes of past Family Council meetings.

7. Dementia C.A.R.E. – April 16 and 23 - GPA workshop update. Around 20 people signed up.

8. Goal Planning 2019 – There is a spreadsheet with the ongoing areas of concern.

9. Individual sharing of personal items

A family member was told that the Valentine's Day celebration disappeared because it doesn't fit Jewish doctrine. Other concerns include the loss of activities related to Christmas.

10. Ron Rosen:

- the money that Adrian Dix announced last week had already been allocated and is already in place: 3 extra staff at night, on a few units a few extra care aids.
- Louis Brier has a dedicated board of 16 people, caring and concerned, and trying to bridge the gap between how we expect to treat our seniors and what we are funded for. Lucky that the LB Foundation gave us \$750,00 to \$1.2 million to supplement services.
- 5. Year strategic plan - Family council will ask David for the summary.

- What the “swing room: is for: we are the only jewish long term facility west of Winnepeg. Their is an understanding with VCH that priority is given to Jewish seniors. The relationship, legal understanding, was forgotten for a while. Now it is being re-established. For now, there will be a swing room, for the Jewish senior who is in a hospital, the jewish person will go to the swing room until a room is available.
- The donors are concerned that Louis Brier is not a Jewish home. LB is the only Home with a synagogue, kosher food, celebration of jewish holidays.
- There is still a search to find a chaplain who is Jewish, with appropriate knowledge and training, willing to work at Louis Brier for the compensation package available. There may be consideration for someone part time, in the mean time
- Louis Brier is running a deficit, in order to meet the needs of the facility. For example, for the roof repair it was necessary to borrow money (no capital money from VCH).
- redevelopment will proceed on present Louis Brier site, with towers, and the use of the land to generate income. There will be one tower for Louis Brier, and rental housing built after that to generate income to support Louis Brier Home and Hospital. 4-5 years from now we will decant (residents temporarily housed elsewhere). Staffing needs to be negotiated.
- Can we get involved with LB Foundation? Should the Foundation be making requests to families of residents at Louis Brier?
- Each board member has an orientation to LB
- With respect to non-Jewish, and other secular activities, the board allows these simple activities. The board is inclusive and they want to respect the cultures, religion, and traditions of the residents. This should be brought up with senior management, in order to update and ensure this intent is followed.
- Ron will come again. He always commits to one visit a year, and will attend more often, if needed.

11. Next meeting date: Thursday, April 11, 7pm