



**Family Council (FC) Minutes**  
Thursday July 23, 2020 @ 7 p.m.  
[lb.familycouncil@gmail.com](mailto:lb.familycouncil@gmail.com)

**Virtual Attendance:** Lisa Dawson, Charlotte Katzen, Helen LaBonte, Keren Gertsman, Lisa Ford, Cesare Pinto, Kitty Cates and Jock Hobson

**Meeting called to order 7:03pm**

Thank you to everyone for carving out time for this meeting.  
We wish everyone, your families, your bubbles and your community well.  
FC welcomes families to participate in any way they can.

**A. Approved June 18 2020 Minutes:** Lisa Ford/Lisa Dawson

**B. Campaign Project Update**

~~REVISED: INCORRECT. We do not know who the generous donor is. Anonymous Donor to FC Campaign is The Jewish Foundation. This was noted in the AGM Report. Yes, it was The Foundation who donated the matching funds. Thank you to them!~~

**1. Wheelchair Washer**

-- Has been used, appreciated and well supported by Melissa and her team



## 2. Awnings

- Are in production for possible late August installation

## 3. Shalom Garden

- With additional but, not unexpected, summer use of Shalom Garden and the heat, there needs to be a plan for maintenance. This garden is the residents' sanctuary; their only place to go out during the pandemic.
- Engage more people to assist in keeping Shalom Garden clean, tidy and watered. Families are encouraged to ask their companion to help water, clean and organize; even ask residents to take part as an activity.
- SLT says they will remind housekeeping to check on the garden more often; Myla and Megan to engage companions and recreation to keep things tidy out there.

## C. Senior Leadership Update:

### OLD BUSINESS

#### 1. Companion Program Update

- Financial status:

Revenue:	\$88,094
Expenses:	\$88,363
Surplus/Deficit:	\$-269.

Keren Gertsman to meet with Ben re: to ultimately figure out why and if there is a way to improve the fiscal health of the program. Ultimately our goal has been to improve the fee

structure for those that employ their companion directly and do not require as much of the administrative process.

There are other items we'd like to plan for such as a companion advisory committee, improved companion education and communication of LBHH protocols and Family expectations - basically grow and improve the program.

## **2. Next Phase of COVID-19 restriction loosening phase 1**

### **a. Communications on the web site:**

FC has noted the several mixed messages on the website.

Visitation notice – now updated to reflect outdoor visitation

Location of Visitation scheduler – relocated under COVID news

Lack of current notice updates – Communications will re-check

Kudos to management for the video series

### **b. Email distribution:**

If you have not received the July 2 notice from the CEO and the Phase 1 Visitation notice, please contact Michael Galope [mgalope@louisbrier.com](mailto:mgalope@louisbrier.com) and Lunadel Daclan [ldaclan@louisbrier.com](mailto:ldaclan@louisbrier.com) or [info@louisbrier.com](mailto:info@louisbrier.com)

### **DO NOT COPY DAVID ON ANYTHING RELATED TO COVID!!**

- Contact the specific individuals at LBHH. **See new contact list attached.**

- Improvements coming to the current visitation as soon as funding comes through. No further resources can be deployed to assist this online, outdoor, visitation right now.

### **c. Wearing masks protocol is in force.**

- All staff are to wear masks when working with residents and when unable to keep the 6ft distance. Please report compromises to this protocol to Lunadel.

## **3. Advocacy**

- Good news is many healthcare and seniors' advocacy groups are sounding the alarm to government of the, now obvious, lack of funded healthcare providers for the increasing level of disabilities residents have entering LTCH.

- FC encouraged to take part.

### **a. Advocacy for improved government support:**

- David sent this link from Longwoods.com (Healthcare publishing, educating and recruitment). The point is staffing levels in LTCH facilities are too low (given time/motion studies in a recent report) This article claims, based on research, the minimum HPRD should be 4.1, with **at least** 0.75 registered nurse (RN) hours per resident per day. Our HPRD is closer to 3.36!

<https://mailchi.mp/longwoods.com/longwoods-eletter-july-21-2020-value-from-healthcare?e=7bf10f3954>

HEALTH MINISTER TERRY LAKE, REACTING TO THE OFFICE OF THE SENIORS ADVOCATE REPORT “CAREGIVERS IN DISTRESS. MORE RESPITE NEEDED,” SAID ON MONDAY THAT THE GOVERNMENT WILL EXAMINE THE REPORT CLOSELY TO DETERMINE WHAT IMPROVEMENTS IT CAN MAKE TO BETTER SUPPORT SENIORS.

IN A STATEMENT, LAKE SAID: “THE MINISTRY SHARES THE SENIORS ADVOCATE’S COMMITMENT TO HIGH-QUALITY, PATIENT-CENTRED SENIOR’S CARE AND WE APPRECIATE HER WORK IN EXAMINING SYSTEMIC ISSUES FOR OLDER ADULTS AND THEIR CAREGIVERS.

#### **b. Advocacy for families to be redefined as essential caregivers**

- Lisa Ford has been looking into agencies who are advocating for family members to be redefined in order to better support resident care in future lockdowns. Lock down syndrome has advanced resident ailing (depression, boredom, recognition loss of loved ones). She will keep us posted on her communications and direction for FC involvement.

- In coming weeks, FC will be working towards an advocacy plan. Those interested will form a committee. This effort must be driven by families not just Exec Council and targeted at our Ministry of Health, VCH, MLA, MP etc.

#### **4. Resident Handbook Status Update**

Timeline for the following:

- Carol said there will be a paper version and an E-Version.
- 2 social workers (Sam and Rebecca) are working on it
- FC will be able to review draft before released

#### **5. Family Council Website Portal**

- Aim to launch September so should have draft in August for review

#### **6. Dining Room Supervision**

- Update on 1st floor – not started but the “Host” concept is being discussed in terms of “who” is in charge. Delay due to pandemic.

### **NEW BUSINESS:**

#### **1. Environmental Impact on Seniors with Dementia**

- Dr. Chaudry and the SFU environmental impact on seniors with dementia project: August 1- December, there will be an intern observing LBHH to provide feedback and suggestions for improvement in the environmental impact on dementia care residents.

## 2. Sunshine Committee

- Clearly a follow up from FC request for improved welcome
- Currently a resident to resident welcome. Plans may include families when families are allowed into visit.
- FC could consider raising funds for the next campaign rather than purchasing Dollar Store trinkets

## 3. Recognition Program/Difficult to participate

- Please consider nominating a healthcare hero, even if you have only virtually had interaction.
- Consider nominating Melissa Tadeson, Head of housekeeping/Laundry for her responsiveness, high expectations of herself and staff, follow up on all issues, meticulous concern for her area of charge.

## 4. Live Assist

- SLT is considering an automated screening and check in system. Considered an investment in tracking visitors, safely admitted visitors and forcing everyone to adhere to visitation protocols

## 5. Resident Personal Items

Other than side table and a closet, no additional furniture is supposed to be in the room. At the same time families wish to make the room feel “homey”. LBHH to provide families with what is workable if their current room furniture is not able to be easily cleaned and maintained.

## 6. Notice re: Partnership with Marquis Hospitality Services

- Will this augment existing management or will there be a loss of LBHH personnel as a result?

**(After this meeting we heard back from Emma:**

***We have outsourced the management positions for the departments affected by this (Food Services and Laundry/Housekeeping). All food services, laundry and housekeeping staff will remain employees of LBHH&WR.***

***Michael Lackner, who was the Food Services Manager, is no longer with the organization. Steve Clarke has joined us to run the Food Services department, and Melissa Tadeson will remain as Manager of Laundry/Housekeeping, but she is now an employee of Marquis Hospitality (Compass).***

***I hope this answers your question and provides some clarity.)***

## D. Personal Sharing

1. Part of sharing was in camera.

Other:

## **2. Keren Gertsman:**

Taking part in a steering committee as part of a joint UBC Nursing/LBHH/WR Project.

The project will study the unintended effects of rapid redesign and resource deployment in LTC during COVID-19.

This will include a survey.

Discussion about the survey and inclusion in cross section of families throughout the project.

- Ensure project includes families who have lost loved ones during COVID
- Ensure representation of families who have been affected by no visitation and by those who have always visited from afar
- Include residents without family

## **3. Notification to Family Council of Residents who pass.**

- Is it possible for an email to be sent to FC?

Generally, we would check the board and see who had passed and try to send an email to the family of that person with our condolences and note of support.

**Meeting was adjourned at 8:12pm**

**Next FC video meeting date: Thursday, August 20, 2020 7:00PM**