



## Family Council (FC) Minutes

Thursday October 22, 2020 @ 7 p.m.

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

**Virtual Attendance:** Lisa Dawson, Joy Lin Salzberg,, Helen LaBonte, Keren Gertsman, Ellen Rappaport, Charlotte Katzen, Lisa Ford, Marilyn Chandler, Cloe Kelly, Laura Edwards

### A. Meeting called to order 7:05pm

- Welcome and Thank You to everyone attending, making time in your busy day to meet.
- Introductions
- Ron Rosen, Head of the LBHH Board of Directors, joining us at 7:30pm.
- Tips regarding Zoom meeting and meeting etiquette
- Approval of September 24, 2020 minutes with correction of Marquis email address: [foodservices@louisbrier.com](mailto:foodservices@louisbrier.com)

### B. Executive Update

#### 1. COVID Update

Infection Prevention and Control (IPAC) and Quality & Risk Management (QRM) – these roles are not funded by VCH and have been funded by The Foundation

**Govt funds received by LBHH and must be allocated towards people/positions:**

- IPAC and QRM
- Screeners
- Visitation Assistants
- Reception

We are not funded by VCH for PPE. Prices for PPE have escalated. If families can obtain PPE (masks, for example) at low cost, please let SLT know.

LBHH operating costs have escalated (2 dryers needed to be replaced; pipes burst due to tree roots growing into them; and sick & OT cost have reached an all time high.

#### 2. End of Life/Admission Handbook/Family List:

Rebecca Webb and Sam Lerner, Social workers, will meet with FC Executive for further details on these items. Goal is to complete by the end of November.

### **3. 2020 Campaign projects:**

Complete all but awnings and balcony furniture.

A huge thank you to Joy, her Partner and Charlotte for planting 450 bulbs in Shalom Garden and to Lisa Ford for the revitalization of SCU Garden

Tilt Wheel Chair pad is not removable so cannot be cleaned in wheelchair washer.

### **4. Message to our Companions:**

Please kindly advise your companion(s) not to share an ‘information’ they acquire about other residents’ health matters. Check with a management member of LBHH to confirm hearsay.

DONOT share other resident information with anyone. This is in violation of the confidentiality agreement between the resident and LBHH.

### **5. Family Feedback:**

In the absence of being on site, please send your feedback, ideas, concerns in writing and to LBHH (See contact list attached) so they can act on your request, observation or concern.

Marquis evaluation process relies on our (family, resident, companion, and staff) feedback, input and suggestions. Marquis evaluation will be based on scores to reflect constant improvement on the items in the service level agreement. Email feedback re: laundry, housekeeping and food services to: [foodservices@louisbrier.com](mailto:foodservices@louisbrier.com)

Food committee still meets and will meet again in November.

### **6. Question from families about their request for improved communication between family and medical staff:**

**Answer:** CNLs are communicating when there is a change in medication or medical status.

Families need to be advised in a timely manner.

Physicians aren't visiting on site at the moment but don't worry in regards to any lack of care if you haven't been seeing or hearing from the physicians.

Want clinical updates? Call a CNL or nurse's station-they are happy to provide updates.

## **C. Ron Rosen, Head of the Board of Directors for LBHH**

### **Background:**

The Board does not work in the day to day operations at LBHH. The Board mainly focuses on Strategic Development at the LBHH.

### **Q&As:**

**I. The Board works mostly with the Strategic Direction of LBHH. Can you share what you feel is the most important short term goal and what is the most important long term goal for LBHH?**

### **Short Term:**

**1. Fighting COVID. Keeping Residents and Staff safe.**

Infection Control, Quality Control were David's contribution to LBHH. These roles are not covered by VCH yet, have distinguished LBHH as a leader in navigating the pandemic because we have Lunadel and Megan on board.

## **2. Also improving the structure of HR.**

Identified by David, and now embraced by Loren. Improving the employee performance evaluation will include an element of living the strategic plan, bringing it to life in everything our team does.

### **Long Term:**

**1. Redevelopment.** Working with Concert Properties & VCH to create a new LBHH out of our 4.3 acres by "going up" (higher density) on 1.5 acres and developing a mixed use community with the remaining property.

## **2. Also, ongoing efforts to reduce the gap between where we are and where we'd like to be.**

Reduce inefficiencies, decrease expenses, improve quality, improve profitability.

### **II What is the most pressing issue the Board is dealing with?**

1. Balancing our financial position while still trying to improve/maintain the resident experience
2. Ron shared the 10 goals of the LBHH Board

### **III How can Family Council become the best volunteer partner for LBHH?**

1. Communication – keep channels open, respectful and positive
2. Support Management
3. Point of clarification was made as to FC outreach/membership. All families and immediate representatives of residents are members of Family Council. FC distribution is to all resident contacts. Though not everyone attends FC meetings, all resident contacts are sent invitations.

### **D. Campaign 2021**

- The Foundation is still not sure if they are campaigning at all this year.
- Family Council relies on The Foundation to process our donations at this time.
- What's next? If we are able to confirm an agreed upon process from LBHH management and the Foundation for a campaign, then we will call for volunteers, create a campaign team and begin our outreach.
- If there is no campaign, then we will still continue our stewardship and outreach to families.

### **E. REMINDER: UBC Nursing Initiative - Tuesday, November 17 at 5:00PM.**

<https://mailchi.mp/e68589c5b91d/save-the-date-covid-19-research-study-ubc-lbhh?e=190cee88a2>

### **F. Companion Program**

Keren is meeting with Ben, Lunadel, and Myla to:

- Finalize the Companion Advisory Committee
- Work with Lunadel and Myla to create a plan to grow the companion program
- Work with SLT to support Myla's growth in her skill set to take on more than scheduling

Myla is on a leave for 6 weeks. Please contact Hayley Hervias, [hhervias@louisbrier.com](mailto:hhervias@louisbrier.com) in her absence.

**G. Family Council Interest Survey/Family Outreach**

We have 16 responses so far.

FC to send out a reminder AND extend the deadline to October 31

**Next meeting date: Thursday, November 19, 7:00PM – Video Conference with**

Loren Tisdelle, HR Director

Discussion on how LBHH is bringing the Strategic Plan to life

**Meeting was adjourned at 8:33pm**