



## Family Council (FC) Minutes

Thursday February 18 2021 @ 7 p.m.

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

**Virtual Attendance:** Lisa Dawson, Joy Lin Salzberg,, Helen LaBonte, Keren Gertsman, Tamara Melder, Charlotte Katzen, Marilyn Chandler, Jeff Weissler (Woggle), Laura Edwards, Lisa Ford

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

#### B. Guests

Sandra Fraser and Jenna McAlpine. Nutritionists

#### 1. Discussion & Q&A with Nutritionists

##### Primary focus of nutritionists:

- Increase the nutrient density of the foods they serve not the volume
- Maintain a regular eating schedule (challenging when delivery schedules are disrupted)
- Encourage social meals (difficult during COVID)
- Be aware of medication side effects interacting with food
- Personalization of meals and consistency in that offering
- Work with Marquis to develop menus which residents enjoy.
- 4 week menu enhanced by Jewish holiday meals and seasonal meals
- Welcome and seek out recipes resident like for the kitchen to try
- Welcome feedback of foods not enjoyed (tofu)

Sandra and Jenna will be coming out with a series of live educational presentations of topics of interest to families. If you have a topic that interests you, please email:

Sandra: [sfraser@louisbrier.com](mailto:sfraser@louisbrier.com)

Jenna: [jmccalpine@louisbrier.com](mailto:jmccalpine@louisbrier.com)

The series will be every second Wednesday, different times and recorded for families to view later.

Email: [foodservices@louisbrier.com](mailto:foodservices@louisbrier.com)

**C. Approval of January 21, 2020 minutes** – Approved by Lisa F. and Lisa D.

#### E. Executive Update

**a. COVID Update**

Vaccinations taking place tomorrow after a short delay due to east coast weather. Frequent LBHH notices keep us up to date.

**b. FC Survey results and top 3 priorities will be discussed in 3 sub committees:**

**i. Nutrition (Dining Experience):**

Helen, Tamara, Charlotte, Lisa working with the Food Advisory Committee

FC Exec sent a feedback email to Helena Sebescen, manager of food services for Marquis, regarding improvements noted and criticism of consistency is food quality, particularly pureed meals

**Please send photos with the date and time of meals you like and meals which you feel need improvement to [foodservices@louisbrier.com](mailto:foodservices@louisbrier.com)**

**ii. Resident Centered Communication:** Lisa working with Communications and PR Committee who are developing an internal and external stakeholder communication framework

**iii. Spending Time:** Joy working with Edy Govorchin (Recreation). Edy to present at March meeting on all that recreation has in place to meet the needs of our expressed concerns.

**c. Admission Handbook and Family Council Welcome Letter** – When website is launched end of February 2021

**d. FC Family Portal and Website redesign launch** – end of February 2021

**G. Companion Program Update**

a. Keren will continue work, with Lunadel and Myla, towards our goals of establishing a Companion Advisory Committee, developing the program, restructuring the fee schedule and ensuring improved fiscal responsibility.

b. Keren explained the answer to the question raised last meeting:

**Why are family members not allowed to be companions? What is the difference?**

- Management just needs to reduce the incidents of extra people in shared spaces. Families are to stay with the resident in their room for the duration of the visit.

- Companions are not restricted to the resident's room because they are given the same rights of access as a care aid in the building so that they can serve a similar purpose – and we are all grateful for this part!.

- Families as companions contravenes the intent of the companion program. With Vancouver Coastal Health allowing LBHH to retain companions (non VCH employees) in the building during this COVID-19 lock down, there was an understanding that this is a contained group of people (all were registered with VCH at the time of lock down).

- Lunadel informed Keren there is a surplus of companions. Apparently there are currently 10 to 14 vacant beds at LBHH as admission is only happening from Acute Care right now. We are not restricting the hiring of companions. LB is trying to keep them all engaged.

c. Work related to the Companion Advisory Committee will be starting soon and a salary review of companions as well

## H. 2022 FC Campaign – Laura Edwards, Campaign Lead

David continues to support a Family Council lead campaign as long as it does not conflict with The Foundation Bi-annual campaign. Now that The Foundation has hired an Executive Director, Ayelet, Cohen-Weil, they will be holding their campaign April/May.

**FC will hold our campaign January/February 2022 with a soft launch, December 2021. This follows the same campaign model as we did so successfully, starting December 2020.**

We will have more time to figure ways to best connect and engage with families as well as seek a donor match which made our first campaign so successful.

## I. Committees and updates

### Committee Matrix

- a. A committee matrix reflects 11 committees which invite a family member and/or family council executive and 5 committees with no family participation
- b. Some names of family individuals and staff may be outdated
- c. The welcome committee should include family members as welcoming new residents and families is part of our mandate
- d. Lisa to send the matrix to SLT for updating and confirmation of Chairs/Co-Chairs and Family designates
- e. The question was raised: “What is Family Council?”; “How is it perceived (as all families collectively or just those who show up at meetings?”; “How can we make it better known that all families are welcomed to Family Council by way of consent to receive our notices”.
- f. Is our welcome letter and consent implemented?
- g. Family Council Executive to meet and explore answers to these questions.

### Accreditation Committee

#### a. Focussed on the 5 standards

Governance

Leadership

Long Term Care

Medication Management

Infection Prevention and Control

#### b. Committee Matrix review

#### c. Measurement of improvement

### Communication Committee Update:

- a. A Communication Framework is being developed to guide improved and expanded communication internally and externally

## J. Financial report – (Helen)

a. Family Council account balance is \$240.90 (apparently \$30+ yet to deposit)

b. Family Council Campaign balance is \$1,457.87

Quarterly updates will be provided from now on. Next update is June.

## K. Little Free Library

A chartered project by residents, staff and VanCity a few years ago is now in disrepair, Restore or purchase new? A Little Free Library.

The current one sits at the entrance of Louis Brier. Cost to replace the Library itself: \$369.95 USD plus shipping.

Jeff has offered to assess damage and fix door for now. Consideration given to rebuilding if anyone knows of someone with the skills, time and desire.



## L. Individual sharing of personal items (If time allots and there is interest)

**PLEASE** let FC Executive know what kind of advocacy and resources you are interested in. Each month, we will feature current and relevant resources and advocacy news

### RESOURCE:

[February is Heart Month - BC Heart and Stroke Foundation](#) Your heart and brain are strongly linked: when something goes wrong with one, the other is affected. So, heart disease or a stroke can lead to dementia. We must investigate this connection to empower the healthcare

system to treat the whole person, not just conditions in isolation, and keep them healthier, longer.

#### **ADVOCACY**

**CANAGE:** Lead by Laura Tamblyn Watts, CEO, CanAge is an independent non-profit advocacy organization that educates, empowers, and mobilizes people on the issues that matter most to older Canadians. We believe every Canadian - regardless of age - deserves a vibrant, connected, and meaningful life with equitable access to the resources needed to thrive.

**Action for Reform of Residential Care (ARRC)** - letter to Adrian Dix, supporting the proposed multi-stakeholder Task Force to create a provincial action plan for Long-Term Care: **Improving Quality of Life in Long Term Care – A Way Forward**

**Next meeting date: Thursday, March 18, 7:00PM – Video Conference**

Our Guest Presenter: Edy Govorchin, Recreation Director

**Meeting was adjourned at 9:05 pm**