



Family Council (FC) Minutes

Thursday January 21 2021 @ 7 p.m.

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,

A. Meeting called to order 7:02pm

B. Guest Presenter

Megan Goudreau, Manager – Quality Risk Management (QRM); interim Volunteer Coordinator; Student Placement Coordinator

1. Presentation on the role of QRM at Louis Brier – see PowerPoint attached

i. QRM:

- Reports to the Board outlining a quality improvement plan
- Develops quality indicators to measure success
- Works with the Pint Click Program to gather data. Data drives improvement.
- Asks, Inquires and Observes
- Mediates (Megan has her BC mediation certificate)
- Acts as a bridge between 2 sides of issues when they arise

ii. Complaints Process – see attached

Contact Megan directly for on site issues where an email and feedback forms will not suffice. Call and leave a message: Megan Goudreau - 604-261-9376 ext 4241

Email: feedback@louisbrier.com

iii. **Volunteer Coordinator position is open.** It has been updated to include Students from the government supported HPAC

C. Approval of December 19, 2020 minutes – approved by Lisa and Helen

E. Executive Update

a. COVID Update

Vaccinations are subject to vaccine availability. 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 to work with the Food Advisory Committee, get to know Helena S (the new Marquis onsite Food Services Manager)
- ii. Resident Centered Communication: Lisa to work with David
- iii. Spending Time: Joy to begin by working with Edy (Recreation)

c. Admission Handbook and Family Council Welcome Letter – February 2021

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

e. HPAC: The Health Career Access Program provides a path for applicants with no health care experience to get hired and receive on-the-job training. Through the Health Career Access Program, the Province will pay for the post-secondary education. LBHH has 20+ students helping/shadowing care aids providing assistance.

f. Simulation Lab: Has been established in the basement. Diamond Foundation and anonymous donor have enabled a “Sim Lab”, complete with replication of a resident, observation and control room. Great for training staff on resident care.

F. Executive Changes

a. Charlotte Katzen has stepped aside as Advisor. We wish to thank her for having the courage to help found the Family Council and the passion to advocate for quality care and life of residents. As well, we recognize Charlotte’s value in staying connected with our LB community and look forward to her continued involvement in the Food Advisory Committee and Campaign Committee. Huge thanks to Charlotte for helping to build our Family Council to what it is today!

b. Joan Strauss has stepped down as Secretary and Helen continues to be an “interim” Treasurer.

c. We ask all family members and resident caregivers to consider connecting with Family Council. Volunteer once or regularly. Make a direct difference in quality of resident well being. From being a committee member to taking one of the many Executive positions, every ounce of your support helps and is appreciated!

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. David supports setting a meeting time the first week in February.

b. Keren to follow up with QRM why a care giving family member has not been accepted as a companion.

H. 2021 FC Campaign – Laura Edwards, Campaign Lead

a. General introduction to Campaign Plan 2021 by PowerPoint – see attached

b. Discussion and Vote on a General Project List – unanimously in favour

c. Laura offers her years of fundraising expertise to coach and train those on the committee on how to ask and how to steward

I. Financial report – (Helen)

a. Family Council account balance at Jan 15/2020 is \$240.90 (apparently \$30+ yet to deposit)

b. Family Council Campaign balance at Jan 15/2020 is \$1,457.87

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

a. Food Committee Meeting, January 19, 2021

Charlotte reported on positive impression with new food services manager, Helena Sebescen who treats resident “as if” they were her family (Example: would my family eat this/enjoy that?)

See Minutes attached

See menu 4 week rotating menu attached.

b. Accreditation Steering Committee

Lisa reported an updated committee matrix will be available for next meeting. Families are asked to participate in most of the committees and so we will be asking for volunteers.

Also, a new sub committee has been formed to define and institute person centered care.

b. January is Alzheimer’s Awareness Month

i. **Link to Alzheimer Society’s Webinar on Coping with Change.** Part of a series which can be reached here: The recording of this webinar: alzbc.org/webinars

ALZBC has previous recordings already posted here: <https://alzheimer.ca/bc/en/help-support/programs-services/webinars/recorded-videos>

ii. Now through February: Come Alive project:

The Come Alive Ideas for Connecting booklet (attached) came out of a collaboration between VCH And Emily Carr. The document has ideas of creative ways to stay connected with people in long-term care

To learn more about the Come Alive project, please click here:

<https://research.ecuad.ca/healthdesignlab/2020/11/25/ideas-for-connecting/>

If you are interested in participating in a focus group, please contact Avery Milne at amilne@alzheimerbc.org.

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

Our Guest Presenter: Sandra Fraser and Jenna McAlpine, Clinical Dieticians

Meeting was adjourned at 8:45 pm