



Family Council (FC) Minutes

Thursday March 18 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), Lisa Ford

A. Meeting called to order 7:00pm

B. Guest

Edy Gorvorchin, Manager of Recreation, Culture and Music Therapy

1. Discussion & Q&A with Edy

- PowerPoint Presentation – to be distributed at a later date
- Focus was on the outreach to ALL residents to create a baseline of at minimum, 5 recreational activities per month, at which level extra effort is made to create spending time with these “at risk” residents.
- The recreation calendar for both 1st and 2nd floor is on the website under “events”
<http://new.louisbrier.com/events-calendar/>

C. Approval of February 18, 2020 minutes – Approved by Lisa D. and Helen L.

It was noted that families did not receive the minutes. The reminder was not distributed to all family members. FC Exec. will follow up with Communications.

D. Executive Update

a. COVID Update

The outbreak at Cottonwood Care Home has the LTC community concerned. Their facility is about 65% vaccinated (LBHH is 75%) Cottonwood still had an outbreak
<https://bc.ctvnews.ca/covid-19-outbreak-grows-at-b-c-care-home-where-most-residents-have-been-vaccinated-1.5349072>

LBHH will continue to follow Public Health rules.

b. Considerations for Family Council Meeting Improvement

Family Council Executive wants to reach, attract and serve more LBHH families. Based on family feedback, we would like to share with you a “new look” for our FC meetings:

- i. We will keep to an hour as our agenda will reflect 7-8PM
- ii. We will keep our guests and attending families on time with time alert reminders.
- iii. If we don't complete what we had planned on the agenda, we will defer the item(s) to the next meeting or attach a report to the minutes
- iv. It was suggested to FC Executive that a shift of the "sharing of personal items" might be better served in another forum.
 - Personal sharing of items which are outside the scope of our meeting topics will be supported by a sub committee lead by a Facilitator - Charlotte Katzen has graciously offered to lead.
 - The objective of such a group meeting would be to meet as a subcommittee on a regular basis in order to identify issues that are directly related to daily resident care, which do not reflect the LB core Mission statement "resident and family centred care".
 - Emerging systemic issues would then be presented at FC meetings in the same format as reported by the other subcommittees.
 - FC Executive and Charlotte will formally establish the sub committee details (Terms of Reference and Code of Conduct) and present it at our next Family Council meeting. Meanwhile, we encourage anyone experiencing issues relating to resident care to copy Family Council on their communications with management and/or reach out to Family Council directly at lb.familycouncil@gmail.com
- v. LB staff from various departments have been asked to present the scope of their work at FC meetings. This way families gain a better understanding of the daily activities at LB, and if they have questions or concerns about how these activities/programs/care impact their loved ones, families will then be able to directly address it with the staff in charge. Kudos not just concerns are also well received by staff.

We encourage and welcome more families to join us...in meetings, on committees, during the campaign and other areas of volunteer opportunities

c. LBHH Committee Updates

1. Committee Matrix

Will be sent out by Megan and Carol to all families very soon. This matrix of LBHH committees will highlight the committees which invites family members to be part of. This is a great opportunity for family members with aligned skill sets and a deep interest to get involved and make a difference.

2. Accreditation Committee

a. Accreditation Fair: May 26th

- Goals is for staff to learn and adopt an accreditation mindset geared to applying policies and procedures for improved outcomes with resident care

Six week subjects:

- Why Accreditation?
- General intro for Accreditation
- Overview of the six standards
- How is Accreditation completed?
- When is Accreditation happening?
- What's already being done? And how will you participate in Accreditation?

b. Person Centered Care

- The Social Workers are trying to envision how to validate all the policies by creating a criteria matrix making sure it aligns with the Person Centred Care philosophy.

E. FC Committees Update

Highlights from Exec on the 3 committees formed (1 Exec member and assigned SLT) to advocate for improvement in each of the 3 priority areas as conveyed by families who filled out the Family Council Survey.

i. Nutrition (Dining Experience):

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

No update as The Food Advisory Committee had not met at the time of this meeting.

Please send photos with the date and time of meals you like and meals which you feel need improvement to foodservices@louisbrier.com

ii. Communication

Resident Centered Communication:

The Social workers are creating a plan for person centered care throughout our policies.

Communications and PR Committee

Have submitted their framework to the Board for their approval

The Operations side of communication will have to be dealt with by LBHH internally

iii. Spending Time: Thank you to Joy for working with Edy on tonight's presentation. Edy now knows of family concerns* regarding resident isolation and boredom as expressed by families.

*** Concerns summary:**

PROACTIVELY INTRODUCING ACTIVITIES & PROGRAMS

ANTICIPATING THE NEEDS OF RESIDENTS

THE LEISURE ASSESSMENT AND CARE PLAN

INDIVIDUALIZED SUPPORT TO RESIDENTS THROUGHOUT THE DAY

Recreation is only one part of the equation. Care Aids time and the clinical side of balancing VCH allotment of paid care vs. time required in another issue which plays into the concern of "spending time".

F. Gardens Committee (SCU, Shalom, 2nd floor balcony)

Nutrient rich soil has been provided for the garden committee, lead by Joy Salzberg and Lisa Ford, to revitalize the garden.

A notice will be in the April Shmooze seeking potted, planter and basket donations

Carol Bucknor has been thanked for her sourcing the soil.

G. FC Family Portal and Website redesign launch

1. **See Family Portal: Under Living at Louis Brier** <http://new.louisbrier.com/family-portal/>

Improvements still need to be made but, please test it out.

- FC zoom URL needs to be listed
- Linking of documents needs completing
- Let FC Exec know what you'd like to see under the Family Portal

Working on:

Recreation and Rehab events calendar

LBHH Staff Contact List

Food Truck schedule

2. **LBHH App is being tested for release soon**

3. **Please send your feedback about the website to info@louisbrier.com**

H. Companion Program Update

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

b. Keren will be our guest next meeting, April 22, to present on CAC launch, financial status, and priorities for CAC

I. Little Free Library

Jeff Weissler and Jay Hendrickson (Joy's Partner) have fixed the damaged door and window, temporarily, while they build a new one.

Joy is looking into use of LBHH parkade workshop to schedule time for the rebuild.

A huge thank you to Jeff and Jay for taking this project on!

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

March is Fraud Prevention Month

In Canada between March 6, 2020 and January 31, 2021, there have been 11,502 reports of COVID-19 fraud, 9,797 victims, and \$7 million lost to related scams. Seniors are easy targets.

Be aware of...

- Companies selling fraudulent or counterfeit vaccines.
- COVID-19 themed emails or texts that attempt to trick you.
- Unsolicited calls selling home vaccination kits and COVID-19 tests.
- Unsolicited calls, emails, and texts requesting urgent action or payment and/or offering medical advice, financial relief, or government assistance and compensation. Never respond to

or click on suspicious links/attachments or give out your personal/financial details.

- Watch out for fraudsters posing as the Public Health Agency of Canada, other government departments or financial advisors.

For information about what to do if you're a victim of fraud click [here](#). To report an incident of fraud, contact the Canadian Anti-Fraud Centre toll-free at 1-888-495-8501 or through the Fraud Reporting System.

ADVOCACY

- Council of Senior Citizens' Organizations of BC (COSCO) Webinar series – See attached

Next meeting date: Thursday, April 22, 7:00PM – Video Conference

Our Guest Presenter: Keren Gertsman, Family Member

Meeting was adjourned at 8:20 pm