



Family Council (FC) Minutes

Thursday September 23rd
lb.familycouncil@gmail.com

Virtual Attendance: Lisa Dawson, Co-Chair, Joy Lin Salzberg, Co-Chair, Marilyn Chandler, Charlotte Katzen, Susan Smith, Laura Johnson, Wendy Beattie

A. Meeting called to order 7:02 pm

B. Presented by Naz (Farinaz) Havaei, PhD, RN, MERM, Assistant Professor School of Nursing, UBC and Sabina Staempfli, RN, MN, PhD Student UBC School of Nursing
PAPER: Unintended consequences of pandemic management strategies on residents and family in one Long-Term Care home in British Columbia and document: Long Term Care Pandemic Response Policy Recommendations

Copy of the audio file: Attached separately

See attached document: Long Term Care Pandemic Response Policy Recommendations

C. Approval of May 21, 2021 minutes and June 24th minutes

Marilyn Chandler moved the approval and Joy Salzberg seconded

D. Executive Updates:

a. Senior Leadership Meeting cancelled this month

Staff Update:

Emma's last day is October 15. She will be on maternity leave. Lisa Ecclestone is her replacement. She will start on Sep 27 for orientation. Family Council moved and approved a motion to use FC funds to fund and send a congratulations gift and card to Emma. Thank you to Joy for arranging.

Jordan Cabuay as the new Communications Coordinator. Jordan started on Monday so is still settling in and orientating in his role. Jordan was a casual Visitation Assistant here at LBHH before being hired for this position. He has a background in Communications and Marketing.

How to apply for Essential Visitor Status:

Contact Megan Goudreau mgooudreau@louisbrier.com

Advocate for the needs of your loved one and how you can fill them. What will you do for your loved one? Give examples of what care you provide when you visit.

b. Discussion: Holding a joint Resident and Family Council Meeting

- Background – Joy met with Ron Wolfson from the Resident Council. They discussed if a joint

meeting might be useful and how Family Council may be able to work with Resident Council to support their advocacy.

- Resident Council wishes to empower themselves to build a relationship with those who can make a difference in care.
- Laura Johnson is interested in fostering communication between Resident Council and Family Council

c. LBHH Website and Family Council Portal

- Please use the Family Portal for Family Council updates: <https://louisbrier.com/family-portal/>
- The mobile app is down and does not work
- We will get to know Jordan, new Communications Coordinator, to ensure our notices are sent out on time and recorded in the Portal.

E. RASC – Resident Advocacy Sub-Committee

Created to move the individual sharing of items from the FC meeting to its own forum.

- The object is to provide greater attention to issues which are in line with our advocacy for improved resident quality of life.
- This platform encourages personal sharing.
- Individual issues are supported with direction to document your concerns – “if you don’t document it, it didn’t happen”. Email appropriate contacts at LBHH, copy FC and RASC.
- Issues of a more systemic nature, also documented, are brought to SLT by FC for discussion with SLT. The voice of families are critical in advocating for change where resident quality of life and care can be improved.

F. Companion Program

Background: The Companion Advisory Committee (CAC) has convened now twice to discuss the sense of urgency around improving the financial and staffing structure of the program. They have come out with a list of recommendations which need to have the support of SLT in order to move forward.

The Issues: The issues are complex and inter-related. The Companion Program is unsustainable in its current state for reasons listed below:

- **Not all families run their companion through the program**, therefore, there is unreliability in the admin fee supporting the program. At the same time, there is a cost to LB supporting the companions with COVID testing, training, staff support and other activities.
- **The program needs an assistant coordinator.** The Program is challenged to take on any more work. The Companion Coordinator is overburdened with: recruiting, onboarding, training, scheduling, hours tracking, billing and liaison with accounting, virtual visitation planning, family and resident communications etc.
- **Companion wages are under market value.** Companions are speaking out. Some families top up their rates outside the program structure. Compensation is not fair across the slate.
- **COVID has increased demand for companions.** The demand is largely to fill the social care gap of families not being allowed to visit. This demand is hourly and places more administrative burden on the program yet, is necessary in order for family peace of mind and afford necessary resident care.

Next Steps:

On behalf of CAC, Karen to work with Ben to confirm new program details. Then Karen will update the letter/notice of new program details to families for approval and support of FC and SLT and final approval and notice to families prior to implementation.

G. Family Council Executive: Family Council Membership Action

Family members, who have been around for a couple of years, please consider lending a hand with Family Council Executive

- November is election month when **ALL of the current Executive term ends.**
- It has been suggested we move towards joint monthly meetings with RASC. The agenda will deliver FC / SLT updates in the 1st 15 minutes and then family sharing and discussion for 45 minutes.
- Ideas for creating family engagement are welcome at this time when there is virtually no family interaction possible due to COVID lock down restrictions.
- Laura Johnson has placed her name into the slate for Vice Co-Chair in the November election for Family Council Executive. Thank you to Laura!

H. Other News

Accreditation Committee meets October 21st

Food Advisory Committee meets October 6th

The Family Council Campaign has been postponed until further notice

Next meeting date: Thursday, November 18th 7:00PM

PLEASE CONSIDER ATTENDING!

Meeting was adjourned at 8:35 pm