



Family Council (FC)
Resident Advocacy Sub Committee (RASC)

Thursday June 23 2022

lb.familycouncil@gmail.com

residentadvocacygroup@gmail.com

Family Council is as a self-led, self-determining, group of families and friends of Louis Brier residents. Together with RASC, we advocate for continuous improvement in the quality of life of the residents; we provide a support forum to share concerns, explore possible causes, and create "next steps"; we facilitate communication in a constructive manner for problem resolution; we solicit examples of what is working well in order to advocate for more of the same; and we present systemic issues to senior leadership to explore improvement.



Our Conversations:

A. Approval of January 22 2022 minutes

Missed – save for July meeting

B. Family Council Executive Update from Senior Leadership Meeting:

Wendy Beattie stepping away from Executive as she no longer has a loved one in care. We thank Wendy for her leadership and look forward to staying in touch, hoping she continues her advocacy for resident quality of life in long term care.

If anyone is interested in volunteering on Family Council Executive in any way, please email:

lb.familycouncil@gmail.com

1. Resident to Resident Aggression:

Ben addressed the following requests which Family Council felt required more attention:

- LB to develop protocol and training
- LB to review Code White procedures

The Emergency Preparedness Committee has already started with training:

- Training on the various codes, beginning with code white. "Micro training"- supports individual confidence and includes discussion around the incident before training using the actual public announcement.
- Loren emphasized that all responses will never place the employee in harms way so they have to use techniques to de-escalate which are not putting them at risk.
- The white board at each nursing station has the name of the person on duty in charge of emergency on each shift.

- RRA be placed on the radar of the Standards Committee

RRA will be on the Standards Committee agenda for their June meeting

2. Items tabled until next meeting:

The following two items are parked for attention when we can access Lunadel and Carol for comments. The list of “who to contact” is also parked until David and Carol can review the request and answer directly.

- Re-clarify role of CNL in the process of dealing with family concerns of care. If families are going to the CNL but they are not empowered to make decisions and it all has to go through Lunadel, this creates frustration and confusion. Lunadel did not respond to idea of a review of the complaint process. The FC meeting was not the proper venue in which to reach all families equally. (Lunadel)
- Can LBHH issue a contact list which is virtually the same as the contact list that currently exists but, without any phone extensions if that is what the concern is with the list?

3. Food:

- Various food issues and food resident menu accuracy out the kitchen are being worked on. Matrix of daily/weekly pureed food menu helpful to families wanting to know what they are feeding their loved one. Barb mentioned her meeting with Jenna/Dietician to discuss using the matrix to record likes/dislikes of the menu items for feedback to Marquis. Kin Village uses Marquis for their pureed food menu and they are leaders in this space. LBHH has an old kitchen and no automated menu program but we can still try to improve.
- Marquis now has Manjeet, Jose, Kita and Birgit working together to create solutions for issues cited by the Food Advisory Committee
- FC to ask Marqui team to invite family members to a food forum (could be a Food Advisory Committee meeting) to hear from families about resident meal experience

C. NEW ITEMS:

- HVAC – when does the work on this start and when is it supposed to be completed?
LBHH sent a notice already June 23
- Dina Schweber, Head of the Board, will attend at our September meeting. This is a once a year visit – please consider attending!
- Allied Health Changes: Rachel, Rebecca, and Catrina all leaving. Rob Menes off for 3 weeks and Senior Leadership rotating time off this summer.
- **Office of the Seniors Advocate’s** second survey of [Every Voice Counts](#). **FAMILIES PLEASE PARTICIPATE in JUNE/early JULY!** This is the second survey of its kind and is an opportunity to lend your voice in the future of improvement in long term care!!!
- Accessibility Initiatives – loose and upended paving stones in Shalom Garden a topic of attention from Residents and Families. Ben looking into cost and feasibility – thank you!

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D. Synergy Project

The University of British Columbia is conducting a research study that aims to improve the tools available in long-term care, allowing care home staff to better meet the needs of residents and improve their workload management.

ALL Family Caregivers.. PLEASE Participate!!!

CLICK HERE: <https://louisbrier.com/2022/06/20/win-a-100-visa-gift-card-by-participating-in-an-online-survey/>

Participate in an Online Survey for a Chance to Win a \$100 Visa Gift Card!

The University of British Columbia is conducting a research study that aims to improve the tools available in long-term care, allowing care home staff to better meet the needs of residents and improve their workload management.

If you are the family caregiver to a resident, or care home staff member, you can participate in an online baseline survey, and enter a random draw for one of sixty \$100 gift cards!

Link to survey: https://ubc.ca1.qualtrics.com/jfe/form/SV_00NZqYpQPAT6bKm

The survey will be open from May 24 to June 10, 2022.
End date is subject to change based on response rate.



Or access the survey by scanning the QR code with



Questions? Concerns? Contact our research team:

Coordinator
Andy Ma
andytfma@mail.ubc.ca

Principal Investigator
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E. Welcome Committee.

We have reached out to the social workers: to work in collaboration with them and support them in the admission process through our welcome committee. Will report more after our first meeting

F. Companion Program: Companion Advisory Committee

- Thank you to Keren Gertsman, or family lead on this committee!
- Ben Crocker, Finance Director still working to move more families over to the new system. Thank you Ben and accounting!

G. 2022/2023 Family Council Campaign

Laura Edwards is our Team lead. We have met with The Foundation, our main support system. They have agreed to process online donations. This leaves out cheques and cash which was a big part of our last campaign. We also will not have support in any collateral materials. Seeking input from families on assistance with flyer, poster and the like.

Early Days Plan: Please connect with Family Council if you have any ideas for projects or interest in helping at any level: lb.familycouncil@gmail.com

September: kick off meeting, primarily to gain a pool for volunteers(explain what support we need) and also brainstorm on our wish list of projects for the benefit of the residents directly

October/November: Finalize the goal and the wish list and begin with the marketing materials we will need

December: Soft kick off to see if we can get an early donor and even a match

January/February: The Family Council Campaign

H. Committees

Call for family to volunteer and participate on committees and contribute updates to Family Council meetings. See attached matrix of committees and an explanation of some of them attached. If you are interested, please email family council and/or the Chairperson directly. lb.familycouncil@gmail.com

Contribute your ideas and observations. Make meaningful contributions.

“Complaining is finding faults. Wisdom is finding solutions”

Contact Family Council with your ideas/kudos/concerns: lb.familycouncil@gmail.com

Send your observations and ideas regarding food to: foodservices@louisbrier.com

Next Family Council Meeting:

Date: July 21 at 7:00PM

