



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

Thursday May 26 2022

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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

Approved as distributed

No minutes were kept for the RASC meetings, February-March

B. Family Council Executive Update:

1. Introduction of Barbara Kirby as interim Vice-Chair. Barb has over 15 years experience with family councils in long term care. She is a professional consultant on aging. Barb knows firsthand the challenges and rewards of serving as an advocate for those needing a voice in our service systems.

- Wendy Beattie now Secretary/Treasurer

- Lisa Dawson and Fran Harrison remain Co-Chairs

Thank you to everyone lending a hand on Family Council Executive! We can have up to 5 people so there is room for one more!

2. Charlotte Katzen stepping down from RASC as Facilitator. Our thanks to Charlotte go beyond words as we owe a debt of gratitude to her and the others who founded Family Council 6 years ago. Charlotte left us with some parting thoughts on advocacy for resident quality of life in long term care:

- Continue strong but respectful advocacy. No issue is too small to raise if it is an issue with your loved one care and quality of life

- Seek out examples of where LTCHs (long term care homes) have done great things (Eden model of care – Finnish House). Continue to offer viable solutions

- Encourage families to write to family council with their concerns so we can provide peer to peer support – every voice counts.

C. Resident Council

- Family Council connected with Resident Council today by way of an introductory “meet and greet” at their meeting today. We simply acknowledged and appreciated their existence as volunteers advocating for themselves in care.
- We discovered many of their agenda items have been or are ours as well. ([See attached](#))
- We extended a gift to each council member (11) and offered our support for any project that they may need help with. We both exist for the common good of our resident care and quality of life. We are separate councils but work together to improve the resident experience in long term care.

D. Welcome Committee

The original welcome committee was to be a mix of residents and family to action the first welcome committee in many years. Resident Council does not wish to work with Family Council and wants to create a welcome from resident to resident themselves.

Family Council will create a welcome committee for the purpose of welcoming families (and residents). A long standing idea has been to give an afternoon tea to welcome families to Louis Brier. We will be having a virtual meeting to discuss. It has also been recommended we welcome those unable to be here in Vancouver whether by a recorded podcast or webinar.

First order of business is to contact social workers:

- Learn more about where/how Family Council is informed to new families.
- Gaps in communication revealed by families indicate Family Council could be instrumental in taking pressure off staff by being able to provide support to newcomers
- Request a notice from Family Council be sent to families, welcoming them and encouraging them to reach out to us by email or phone.

E. Companion Program

- Keren Gertsman is the lead on this committee and we thank you for her continuous leadership!
- Companion wages have been increased.
- Companions are moving to electronic funds transfer (EFT) as part of the “faster payment” goal.
- The new accounting system is still test stage. Very slow progress in implementing Quickbooks , but effort is being made to keep progressing. Thank you to Ben, Lunadel and Myla!
- Keren helped prepare an FAQ document to explain things well to companions.
- Implementation of a training program for Companions (which is one of the reasons for the increase in fees) is under way but will take time: decisions on training topics; challenge of coverage while training; training after hours; etc.

F. 2022/2023 Family Council Campaign

Laura Edwards is our Team lead.

We are ready to begin discussion on our 2022/2023 campaign – next meeting

See letter from Laura Edwards regarding the campaign: ([See attached](#))

Check out success from last campaign: ([See attached](#))

G. Special Food Meeting was called May 13

Fran was on the last call and did a great job of noting the discussion – ([See attached](#))

- The need for improved **process and communication between food services/resident care team/dietician**. There is a lot of break down in this communication. Manpreet, food services manager, is on site for most of the meals (except the last dinner service each day and weekend days).
- **Clarification re hydration:** there is water being served as the primary beverage at meals. Juice arrives but, there is a lack of service help at meals to ask residents if they'd like juice and then to pour it.
- **Continue to push for improved Jewish cultural values** which should be at the heart of food and recreation consideration Example: Saturdays – insert music which is good for all residents and still abides by Jewish rules.

Contribute your ideas and observations. Make meaningful contributions.

“Complaining is finding faults. Wisdom is finding solutions”

- Take part in food advisory committee meetings contact chair, Loren Tisdelle ltisdelle@louisbrier.com or contact Family Council with your ideas/kudos/concerns: lb.familycouncil@gmail.com
- Send your observations and ideas to: foodservices@louisbrier.com

**Next Family Council/RASC Meeting:
Date: June 23rd at 7:00PM**

