



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

Thursday August 18 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. Naz (Farinaz) Havaei PhD, RN, MERM Assistant Professor School of Nursing, UBC

Synergy Project:

Synergy in Long-Term Care research seeks residents and families to partake in a Focus Group

If you are a resident and/or a family member of a resident in Hospital West North or Special Care Unit, please read on:

UBC nursing researchers are conducting a study to learn how an evidence-based, resident-centred model of care delivery may help improve your experiences in long-term care. We want to hear from you to see if you have noticed a change in care delivery in these two units where UBC research has begun their research.

We are looking for 6-8 residents and 6-8 family members **from these specific care units** to participate in two online focus groups at Louis Brier. We would like to invite you to join a 60 to 90-minute virtual focus group to share your thoughts. Participants will receive a small honorarium for your time and effort.

Please contact Andy Ma, Project Coordinator, at atf.ma@ubc.ca if you are interested:

Resident Focus Group: 12:30-2:00pm, [Wed](#) Sept 28th

Families Focus Group: 3:15pm-4:45pm, [Thurs](#) Sept 29th

Contact: atf.ma@ubc.ca

B. Admission Process:

Discussion of family experiences upon admission.

Senior Leadership has made this a priority to implement improvements by end October 2022. In order to create effective and long lasting improvements we need to first, solicit recently (in the past year) onboarded family observations and feedback from their loved one, about the process in order to confirm gaps already communicated to Family Council.

1. Create and execute a survey to families of residents admitted to LBHH

Limit questions to 5-8

Make it easy to take

Leave room for free form answers

2. Create an admission/onboarding framework to close the gaps for a successful admission process.

Identify gaps and create steps towards narrowing them

3. Establish a role for Family Council in welcoming new family and residents.

C. Food Advisory Committee

LBHH will interview 2 outsourced food services providers to replace Marquis whose contract will not be renewed this fall. We appreciate the invitation to these 2 presentations for family input to this process. 2 residents have also been asked to join these interviews. Keren Gertsman will be representing families. Thank you Keren!

LBHH intends to also hire a Food Services Manager and a Food Service Coordinator (in house) to oversee Food Services.

D. Family Council Outreach

Our Information Desk is returning!

Sundays (approx. 10-3) beginning September 18 through October 23

Families will have a chance to meet other families who participate in Family Council. Lending a warm welcome and peer support, families who have been around LBHH a while will be on hand to answer questions and mingle with newer families and residents to Louis Brier!

E. Companion Program: Companion Advisory Committee

- Thank you to Keren Gertsman, as family lead on this committee!

- Ben Crocker, Finance Director still working to move more families over to the new system.

- Transitioning of companions to the direct payment system still a slow process and transitioning to the new set of accounting books to manage the process also slow but, we hope September will see growth in the changeover.

F. Staff Appreciation Day Aug.18

Family Council donated \$150 to acknowledge and appreciate staff by setting up a food and "Thank You" cake table.

Huge thanks to Keren Gertsman for the idea and for taking the time to purchase and set up the table and all the goodies! We agreed that FC should be more involved in saying thank you! All families should acknowledge openly the great care that exists that we so much rely on everyday!

G. Financial Update as of August 15, 2022

Family Council has \$208.79 in the general account

Family Council has \$1,261.96 in the Family Council Campaign Fund Account

H. Family Council and LBHH Committees

Call for families to volunteer and participate on LBHH committees and contribute updates to Family Council meetings. If you are interested, please email family council

lb.familycouncil@gmail.com

Example: Standards Committee Update August 2022

Some of the areas the LTC Standards committee is reviewing for improvements are:

- Making the [End of Life Passage](#) more available in print
- Onboarding/Orientation of residents and family in conjunction with the Task Force
- Working with the restructuring of the Allied Health staff and plans to add 2 Jewish Services Coordinators
- Education of dementia care: using the fundamentals of GPA and integrate into daily work

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: Thursday, September 15 at 7:00PM**

