

Family Council (FC) Executive Update July 21 2022

There are no formal minutes as our July 21 meeting was mostly resident advocacy

Topics of interest:

1. Develop a Family Council Welcome Committee

- Resident Council is underway with a Resident welcome committee.
- An email has been sent from FC to the social workers with a request to meet.
- It has been suggested we welcome those unable to be here in Vancouver whether by a recorded podcast or webinar.

2. Improve Admission Process

- New arrivals to LBHH continue to express unheard frustration with the admission process. FC has reached to social workers asking them to meet with us and offering our ideas for improvement.
- Admission is the first touch point with LBHH; the first place to make a lasting impression. - Unfortunately, this process is very task based and families often, do not feel all their questions get answered nor information they need provided. Please send your testimonies to: lb.familycouncil@gmail.com
- Words used to describe admission include: rushed, confusing. paper intensive, impersonal
- Family Council would like to support social workers. One way is to provide ourselves as a contact for peer to peer support
- Suggestions include: insert a place for consent on the form families sign to receive notices. That would trigger a welcome letter form family council, establishing our own connection, saving social workers time. Also: send a questionnaire to families about the admission process for feedback.
- We also recommend LBHH Staff provide their staff with the lovely [Guide” by Deborah Bakti](#) – **A Recipe for Empathy – Six strategies to Transform your families into Fans in seniors’ care.**

3. Updates from the Family Forum

a. Office of the Seniors Advocate (OSA) Resident and Family Survey

Still waiting for the Survey.

b. 2nd floor balcony Shalom Garden accessibility

While accessible, there are multiple factors outstanding regarding a railing and they are still looking for solutions. No answer regarding the Shalom Garden still waiting for follow up with Maintenance on these topics.

Discussion about best place for food trucks to park if we are using the open space on both side of LB entrance for visiting more throughout the summer

c. BBQ

Yes there are plans for a summer BBQ. No other details. Are families invited?

d. Who Do I Ask?

Families continue to ask: Who Do I Ask?

- Families are either overwhelmed or totally confused by the intake/move in process and how could LB can support families better.

- Another reason for a handy contact list. The organizational chart does not have contact info. A suggest is to call the receptionist and be put through to someone. JUST FYI: if you know who to contact, their email address is: the first initial of their first name and their last name @louisbrier.com example: Lunadel Daclan - ldaclan@louisbrier.com

e. Questions about kitchen and food service.

We have 2 kitchens, one for kosher and one regular and outdated equipment. LB is trying to make improvements by bringing control back in house in the fall.

f. Communications

While waiting for some sort of mobile phone app. Can we ensure notices are placed in one location on the website for easy access? Example [Family Portal](#)?

4. Food/Dining Experience Advisory Committee

The meeting was virtually a repeat of the one before

Please send all suggestions and questions to: foodservices@louisbrier.com

If you are interested in taking part on the food advisory committee, contact Loren Tisdelle: ltisdelle@louisbrier.com

5. Family Council Campaign

It was the sentiment of those who attended this past meeting not to move forward with a Family Council Campaign. Though many restrictions have lifted, effects of the economy, demands on family caregiver time and Family Council terms of reference to focus energies on directly working to support families and residents make it clear timing is not optimal. At the same time, Family Council feels that families will surely feel the need to give (of their time, of their expertise to serve on a committee or family council, or in the form of a monetary donation) during their journey and stay with LBHH.

We thank Laura Edwards for making herself available to us and all others who have made our campaign successful in the past. There is always next year!

6. Next Meetings

Thursday, August 18th at 7:00PM

Thursday, September 15th at 7:00PM

Wednesday, October 19th at 7:00PM*

*Chair of our Board of Directors, Dina Schweber will be present and chat with us about the Board and its role and interaction with Louis Brier and Weinberg Residence.

7. RASC - Resident Advocacy Sub Committee is a sub committee of Family Council. It works to facilitate discussion among family about issues and concerns which could be collective in nature and be made aware to Senior Leadership. We are presently seeking someone to lead discussion when this sub committee meets. If you have concerns you'd like to discuss with RASC, please email: residentadvocacygroup@gmail.com