



Family Council (FC)

Thursday Sept.15 2022

lb.familycouncil@gmail.com

Family Council is as a self-led, self-determining, group of families and friends of Louis Brier residents. We advocate for continuous improvement in the quality of life of the residents by way of collaboration with senior leadership. 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 for positive feedback and we take part in various committees and initiatives at Louis Brier.



Our Conversations:

A. Introductions and Approval of the Minutes

August 18 minutes approved as distributed

B. Executive Update:

1. Our October meeting will not be on a Thursday.

Family Council's next meeting will be Wednesday, October 19 at 7:00 PM

Dina Schweber, Chair of the Board of Directors, will be our guest!

Please dial in and meet Dina, learn about our Board of Directors and ask questions.

2. OSA (Office of the Seniors Advocate):

OSA is conducting a province wide, Long Term Care, Resident and Family Survey

(See [EVERY VOICE COUNTS](#)) at Louis Brier for Residents **Nov.15-Dec.8** and virtually for families during the same time.

It is a follow up, fashioned after the [2016 survey](#)

Please attend the OSA led, virtual information meeting on **October 26 at 7PM.**

Topic: Office of the Seniors Advocate: Survey Information Meeting

Time: Oct 26, 2022 07:00 PM Vancouver

Join Zoom Meeting

<https://us02web.zoom.us/j/82956931233?pwd=VnVxdXhFK3hqUmVOS1BLZWdZS3ZqZz09>

Meeting ID: 829 5693 1233

Passcode: 601880

Dial by your location

Meeting ID: 829 5693 1233

Passcode: 601880

3. Ministry of Health (MOH) Council Survey: Regarding Resident and Family Council.

We are grateful we were asked to respond as Family Council and Resident Council is also filling out the survey as it pertains to them.

Purpose: the MOH wants to know how many Resident and Family Councils exist within the long term care system in order to devise a plan for improved resident and family engagement within the system.

4. Next Senior Leadership Team meeting with Family Council Executive is Tuesday, September 20 at 3PM

5. Our Information Desk has returned!

Sundays (approx. 10-2) beginning September 18 through October 23

Family and visitors to residents are encouraged to stop by our desk. 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!

B. Admission Process:

Resident & Family Admission/Onboarding Task Force has been formed and is working through a process for improvement. The plan includes:

- 1. Survey Families about their experience with the admission and onboarding process**
- 2. Identify Gaps and Create a Plan for improvement**
- 3. Establish a role for Family Council in welcoming new family and residents.**

C. Food Advisory Committee

LBHH has completed an interview process for an outsourced food services provider to replace Marquis whose contract ends in October. We thank Keren Gertsman for representing families at these interviews and providing us with updates. We recognize this is a very difficult labour market right now at all levels. Our organization is highly specialized with its Kosher menu and kitchen requirements and standards. There is remarkable complexity in food services as the needs of residents increase and working closely with the dieticians is vital. We look forward to hearing from LBHH soon, who our new food services provider will be. We ask family members and your loved ones, to be patient with the transition but, try and provide constructive feedback and participate on the Food Advisory Committee.

D. Virtual Visits

Families unanimously feel a sense of urgency around the provision of virtual visits. Not only for families abroad to remain connected to their loved one but, as an emergency preparedness tactic to ensure connection during the next lock down. Family Council's donation of iPads should fulfill the technology need. Carol Bucknor has assumed responsibility over the virtual visit program.

E. Companion Program: Companion Advisory Committee

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

Transition from a manual time keeping and accounting system is moving slowly towards a more automated process but is in the works. Family Council recognizes there is work to be done in

training. Suggestion: Family Council to reach out to Katie Floe regarding training options

F. Staff Appreciation Day every 18th of the month.

Please consider recognizing someone for something special they have done

General Compliments: <https://louisbrier.com/compliments-form/>

Chai Honours Staff Recognition Tree Certificate:

<https://docs.google.com/forms/d/e/1FAIpQLSeL-tJp8gU9iWL9x9rTBVR6yagHQbWjwBakYkgVeVxt3yFtrw/viewform>

G. Family Comments:

1. Discussion on pro active updates from nursing staff to families on changes to medication, behaviour or general well being to their loved one(s). Pro active calls are appreciated and recognized as important.
2. Discussion on getting the rod out about Family Council as it may not be evident all the good work family council does nor how to connect with family council, Idea: ask SLT if we can take part in the LBHH social media: FaceBook, Instagram and even the Brierland series.
3. Ongoing topic of not knowing who to contact supports FC request to SLT for a contact list for families to use in order to connect with the right role in the manner that department/person wishes to be contacted.

H. LBHH Family Council /LBHH Committees

1. LBHH as part of the Vancouver Coastal Association of Family Councils (VCAFC)

As part of this relationship, our voice, along with the other FCs in VCH, will be elevated to our health authority in an effort to promote awareness of collective issues and improvement in long term care.

2. 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

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: Wednesday, October 19th 7:00PM

