



Family Council (FC)
Wednesday October 19 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

September minutes approved as distributed

B. Dina Schweber

Dina Schweber, Chair of the Board of Directors, met with us to inform about the board, what its role is. answered a few questions and entertained ideas. Dina has spent much of her career as a dietician inside long term care homes and has deep roots in the Jewish community.

To learn more about Dina and our conversation, see attached

To learn more about our Board: <https://louisbrier.com/board-of-directors/>

C. General Updates/Reminders:

Family Council Executive Updates reflecting communication with senior leadership – see attached

1. Our November meeting will be Wednesday, November 16 at 7:00 PM

2. Plans are to organize an educational session at the send of November/beginning of December in lieu of a December meeting. Please forward your ideas to: lb.familycouncil@gmail.com

3. OSA (Office of the Seniors Advocate):

OSA is conducting a province wide, Long Term Care, Resident and Family Survey Nov.15-Dec.8. 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

Find your local number: <https://us02web.zoom.us/j/kcTOVPTK7c>

4. Companion Program Update

Keren Gertsman has been our team lead, working to coordinate LBHH staff to move forward with improvements to our companion program.. Thank you Keren!!!!

The “strategic plan” slowed over the summer a little in terms of progress but we resume efforts to move all companions hired through the program to QuickBooks.

So far we have:

- Increased the hourly rate of the companions
- Improved the system for accuracy of scheduling, time keeping and billing
- Made the companion program more accessible to families by creating a tiered rate usage system

Now we focus on completing the move of all companions to the QuickBooks platform by year end.

- Next step is training, Ensuring a basic level of training for all companions on being a companion and targeting Dementia Care and Diabetes as the most prevalent conditions afflicting our residents. Lisa seeking funding to assist.

5. Thank you to Barb Kirby who chatted with us on the topic:

"Tips in getting your concerns addressed"

1. Communicate directly in person, if possible, to the nursing station. DONOT use their internal email address as it sends external email to junk mail.
2. Telephone nurses station outside of 7:30-11:00am for their best availability. There is no answer machine and it does not ring busy if they are on the other line.
3. Next order of connection if you cannot get your needs met through the nurses’ station is the CN:. The Clinical Nurse Lead. There are two for the main floor: Ellinore Saunders esaunders@louisbrier.com (the other position is vacant at the moment) and 2 for the second floor: Venee Fuentes vfuentes@louisbrier.com and Jennifer Belen jbelen@louisbrier.com .
4. Last point of contact for unresolved issues is the Director of Care, Nicole Encarnacion, nencarnacion@louisbrier.com and CEO, David Keselman, dkeselman@louisbrier.com
5. Always approach the situation as you understand they are overworked and short-staffed and that you feel for them too.
6. Explain the situation in point form if possible.
7. Remove your emotions and drama and keep it factual. There may be time later to explain how it affects you and your loved one emotionally.
8. Address the situation early to avoid heavy frustrations and hostilities.
9. If they can't rectify the problem, let them know you would like to offer an easier way or solution to the problem. Maybe the family council can help problem solve – reach out: lb.familycouncil.com

10. Highest recommendation is: **address the problems quickly** and **diarize everything**. (EVEN BCC emails you send back to yourself). Practice drafting emails and waiting a while or overnight before sending in order to re-read and check for emotion and accuracy or information.

6. Admission Process:

Resident & Family Admission/Onboarding Task Force plan includes:

1. Survey Families (now closed) about their experience with the admission and onboarding process
2. Identify Gaps and Create a Plan for improvement (late November)
3. Establish a role for Family Council in welcoming new family and residents.

7. Food Advisory Committee

Looking forward to the revival of the Food Advisory Committee once WESTCANA transitions into Louis Brier November 1. Stay tuned. Family Council will approach their Director of Compliance and Quality Assurance, Stephanie Ovsenek stephanie@proadmin.ca

8. Other Sharing Topics

Please come to meetings to engage with others on topics we collectively share. We hold this part in camera. No minutes are taken but we can list some of the discussion points:

1. Rodent problem
2. What do companions do
3. Admission experiences

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

Please recognize 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>

E. 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. If you are interested to learn more about this, reach out to

vcafc.regional@gamil.com

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

Next Family Council Meeting:

Date: Wednesday, November 16th 7:00PM