

## **Family Council (FC) Executive Update January 23 2023**

Thank you all who attended our January 23 Family Council Forum. Unfortunately, David was unable to join us. We turned the meeting into a sharing session so no minutes were taken. However, your Executive team has been very busy of late, there were some important things which came out of our sharing and we have provided you with an update here.

### **Ongoing Topics of Interest:**

#### **1. Admission Task Force**

Family Council Executive created an Admission Task Force Survey – see attached. We met with SLT to discuss recommendations. All proposed actions are being held as LBHH has hired [LEAN KAISEN Facilitator](#) to work with the interdisciplinary staff on process improvement.

#### **2. [Office of the Seniors Advocate \(OSA\) Resident and Family Survey](#)**

- a. The OSA is in the end stages of facilitating the Resident
- b. The Family surveys will take place (go out by email to families) after the Resident surveys have been completed and reported to LBHH (approx. 3 weeks later).

**[e. PLEASE PARTICIPATE IN THE SURVEY WHEN YOU ARE NOTIFIED. THIS SURVEY IS PROVINCE WIDE AND WILL PROVIDE THE OFFICE OF THE SENIORS ADVOCATE WITH VITAL FEEDBACK.](#)**

#### **3. Who Do I Ask?**

- a. Families continue to ask: Who Do I Ask?  
This contact list is being reviewed by SLT for distribution

#### **4. Food Advisory Committee and Westcana**

KUDOS go out to Stephanie Ovsenek and David Shaw for hitting the ground running to provide us with improved food service.

**For comments, questions or ideas, please reach out to foodservices:**

**Email:**

**Director of Compliance and Quality Assurance, Stephanie Ovsenek [stephanie@proadmin.ca](mailto:stephanie@proadmin.ca)**

The quality of the food leaves the control of WestCana once it leaves the kitchen on the food carts. If you experience any concerns with the beverages served, timeliness or have individual

menu requests, PLEASE contact your nurse's station. WestCana serves the food does not create the diet.

## **5. Companion Program**

- Companion Program has been struggling with implementation of improvements. The delayed charges for companion hours are almost remedied.
- The new system of tracking and billing is almost complete. Almost all companions are now logging time in Quickbooks.
- Our Finance Director, Ben Crocker is charged with resolving one last piece of the puzzle to a smoother process of paying the companions on time as well.
- Please encourage your companion to embrace the innovations being made to the companion program and exercise patience and trust in the process. Once worked out, this should be a win-win-win for companions, those handling resident accounts and the companion coordinator, Myla.

## **6. Virtual Visits**

Renan has managed to bring scheduled Virtual Visits back. **Please remember, this service is primarily for those individuals far away who cannot get to Louis Brier to visit.**

## **7. Gerry APP**

Still under consideration for LBHH. This app would provide the closest contact to the resident with a safe and secure portal to view medical updates and potentially their care plan.

## **8. Recreation**

While there is a recreation calendar posted on the LBHH website, it is often missing many activities. Families rely on this calendar to know when to schedule visits so they do not interrupt their loved ones' participation in activities.

Keeping in mind that sometimes there are last minute additions and changes depending on availability, it would be helpful to have the changes noted on the recreation calendar page.

## **9. Financial Update**

General Fund: \$47.58

Campaign Fund: \$799.51

## **10. Questions which arose from this meeting, sent to Senior Leadership and their responses:**

1. What is happening with the notion of ID cards for designated family caregivers? Will the card enable access out of the building so screeners and reception do not have to jump up all the time?

*Our badge printing equipment has arrived and we are in the final stages of confirming the policy and procedure around it, before communicating the new process to all (including staff, visitors, and others).*

*The plan is to roll out the visitor badges first, aiming at early Feb. the regular visitor badge will be generic, signed out and returned to reception with each visit.*

*Essential Visitor ID Badges will follow. the essential visitor badges will be a picture ID type.at this point it was determined that the Essential visitor badges will NOT allow access into the building (or out via the front door this includes the underground parking garage). Once we roll them out we will see if there is a need to change or not.*

2. What is the direction to families for parking? Currently, we can still call reception to be let in from the call pad on the ramp going down to the parkade. There is still a parking time limit or 2 hours correct?

*Once we roll out the new badge system, parking underground will need to be pre-approved or arranged. Parking is extremely limited, depending on the hour of the day. Regardless, the visitor badges will not have an option of opening the parking garage. The time limit is 2 hours.*

3. Is the position of Development and Training being replaced or is Development and Training now included in each department's deliverables?

*We have had a semi successful trial with a training and development role at LBHH and realized that the current need is less strategic and more hands on clinical. This means that we have restructured the role to be a clinical educator role to support our front line staff in delivering safe quality care. The position will be reporting to Nicole, our Director of Care. The job description is being reviewed and revised by the Nicole and her team, once completed and reviewed by us it will be posted. I anticipate this to be accomplished within the next couple of months.*

5. Is there a status update on a second social worker?

*A 2<sup>nd</sup> social worker has been hired and started November 9<sup>th</sup>. Her name is Limor Shamy. Limor has spent the past 18 years as a Social Worker in Israel, where she provided clinical assessment, crisis intervention and specialized treatment services in complex cases. During last year, she has been working as a Case Manager and Intake Coordinator with the Jewish Family Services in Vancouver.*

*The plan is that Sam Lerner will be supporting residents in Home West, Home Center and Home East and Limor Shamy will be supporting residents in Hospital East, Hospital West and SCU. Once things have been confirmed and arranged, a communication will be sent out to all staff, residents and families.*