



Family Council (FC)
Thursday February 17 2023
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 (No Minutes to be approved)

B. Companion Program

Conversation and sharing about this program was a significant part of this meeting.

We encourage everyone to consider the companion program to help fill a piece of that linear space between what long term care can provide and what your loved one needs. With notice, the companion program will work with you to find support.

Examples:

- Assistance to appointments
- Supplementary support while you (family caregiver) is away
- Additional assistance when resident is recovering from a fall or medical incident

While the updates to this program are still being worked out, we advise everyone to check their statements, which now come separate from the LBHH invoice, for accuracy and detail

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

Still in progress:

- How to best support our Companion Coordinator

- Improve the accuracy of billing, separate from LBHH billing for better clarity
- Determine accounting for the portion of the fee benchmarked for training
- Determine and implement training, Ensuring a basic level of training for all companions

C. OSA (Office of the Seniors Advocate) Survey:

If you have not received your emailed survey there are a few things we can do to ensure YOU have the opportunity to share your own experiences as a person of importance to a resident in long term care.

The results, recommendations and government response to this was extremely well received in 2016 and resulted in their report: [Every Voice Counts: Provincial Residential Care Survey Results](#)

Check your mail boxes and Email Inbox/'Junk' folders. To look for an email

FROM 'Care Home Survey' carehomesurvey@malatest.com

Subject 'Invitation from BC Seniors Advocate: Long Term Care Family/Frequent Visitor Survey'.

If you would like to receive an invitation, send to Jessica Kleissen:

jkleissen1@providencehealth.bc.ca, 1-604-365-0379

Include:

Your Name and Email or Mailing Address

The Resident's First Name, Last Name

The Resident's Location (Unit, Room Number) at Louis Brier

Of course, completion of the survey is completely voluntary. However, by completing this survey your voice will inform Isobel Mackenzie's recommendations to improve the quality of life for seniors in our province.

D. Admission Process:

Resident & Family Admission process recommendations from the [Admission Task Force Report](#) will be considered during a LEAN KAIZEN process improvement workshop in May.

Until then, please continue to let us know about your experiences:

lb.familycouncil@gmail.com

E. LBHH Essential Contact Directory

One improvement already made as a direct result of the Admission Survey and your valuable feedback has been the Essential Contact Directory

Now when you wonder..."WHO DO I ASK"... you can refer to this Directory and find your answer. It is a living document and will be updated and open to suggestions for improvement as time goes on. [See attached](#)

F. Food Advisory Committee

Food Advisory Committee meets next Monday March 13 at 4PM via Zoom. If you want to contribute to this meeting or attend, please email Family Council: lb.familycouncil@gmail.com Director of Compliance and Quality Assurance, Stephanie Ovsenek and her team are doing an amazing job and appreciate your feedback

G. Family Council Projects

If you and your loved one have an idea for a project which you think will benefit residents, please feel free to submit/share your idea with Family Council. We are here to support you and

will try to help you make it happen

Examples in the works:

- **Adaptive Clothing Pop Up Boutique** – If you don't know where to buy [adaptive clothing](#), we bring the boutique to you!
- **Creating a Cookbook Corner in the Library** – if your loved one has a Kosher (or other) cookbook they once loved, please consider donating to this project.
- **Sharing and selecting favourite recipes for WestCana** consideration to scale up and cook for Louis Brier residents! Coming soon!
- **Gardening with your loved one** in the Spring and more...

H. Teaser for Upcoming April Presentation:

SAVE THE DATE for a special Family Council / Alzheimer's Society of BC Presentation

Thursday, April 20th 6:30-8:30PM

Mapping your journey: stages and progression of dementia:

While each dementia journey is unique, there are some signposts to the stages of dementia. Learn about what to expect as the disease progresses and how you can manage changes as they happen.

Next Family Council Meeting:

Time: Wed., Mar 15, 2023 7:00 -8:00 PM Vancouver

Join Zoom Meeting

<https://us02web.zoom.us/j/86739661751?pwd=Rkd6bWMrUk5FR3B4RmZaOXV5T1NKdz09>

Meeting ID: 867 3966 1751

Passcode: 938695

Dial by your location

Meeting ID: 867 3966 1751

Passcode: 938695

Find your local number: <https://us02web.zoom.us/u/kKTgpK9he>