



Family Council (FC)

Thursday June 15 2023

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Family Council is 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. Companion Program Update

- The accounting of the administration fee has been moved to end of June
- Myla's response to our inquiry about what are families and companions supposed to expect when a resident denies service from a companion or is sleeping through a companion visit? Answer: *When the companion comes to the resident and the resident is sleeping, that's when the companion should switch to do light house keeping in the room, like organizing the closet. If this is ongoing, then we have to re visit the companion's schedule, we might change the hours of the companion visit as per family's permission .*

Several family members expressed they have experienced this HOWEVER, regular companions ought to have regular communication with families by text, email or phone. In doing do, families can agree with their companion what should be done.

Examples: tidy room, water plants, remove dirty cups, trays, etc., replenish water or juice, put clothes put nicely away, dim lights, play music, read a book to the resident.

If the companion is temporary, then they should report back to Myla who should advise the family.

Companions are employed by the family.

Myla will take the following suggestion to her companions for feedback

B. Recreation Calendar:

- There has been a suggestion that the recreation calendars should provide an explanation of all Jewish references (from Challah bread to Kiddish to Oneg Shabbat etc.) Family Council has begun the conversation about drawing in those residents and families who do not identify as Jewish and could benefit by being drawn in instead of

being left out)

- Information for Non-Jewish Families about Holidays – Our Chaplain Rob Menes currently sends out information about upcoming holidays to all staff here on the Snider Campus. Moving forward he will also be sending this information out through Jordan via the family portal so that we can inform families about the holidays and what things to expect around the facility. We can also look at printing information on the back of the calendar, but will need to consolidate and reduce it to accommodate that format.

C. Follow up to our Admission Task Force Report

LEAN KAIZEN

- In progress LEAN/Kaizen Event – LBHH is starting the workflow of each department in finalizing each bucket of work that was identified by the facilitator during out Kaizen event. Once they have completed all of these department specific items then they will plan a communication roll out to staff, families and the community.

D. Changes in Staff

Emma Brennan is making a career change to somewhere else. The Executive Assistant position is open. The position has been posted.

Social Worker position being reviewed to see if we need two. Right now, social worker tasks are under review to ensure this role can be more available to residents and families when needed – does the social worker need to attend care conferences?

E. Research about Resident and Family Councils Sheila Novek, PhD (she/her)

CIHR Postdoctoral Fellow

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Research study exploring resident and family councils and how they can support meaningful engagement and organizational change. The project involves interviews and observations of resident and family council meetings in two nursing homes (one in Vancouver and one in Winnipeg). We will also conduct a legal analysis looking at laws and policies that govern these councils in each province across Canada.

Family Council will reach out to request that this research goes farther than just our care home, that it be circulated through media and other channels to contribute to evidence based conversations about the dire need to keep resident and families connected through the journey in long term care AND engage with resident and family councils for best outcome decision making.

F. Food Advisory Committee Update

- Trying to expand variety of green leafy vegetables. Working with Rabbi Feigelstock and BC Kosher

- pureed foods, taste and temperature still a challenge. The pureed meals are the same as main menu

- Maintaining temperature controls of food after it leaves the kitchen is still an ongoing issue. 7 trolleys of food go out. 3 for the main floor and 4 for the 2nd floor. There was discussion on how to solve this issue. Perhaps heated trolleys?

- Resident suggestions for recipes for Spring summer menu

- Westcana donated planters for Shalom Garden

- Don't wait, send your concerns, questions and ideas now

G. Question from the Admission Task Force

A question which did not make the survey but which we find the answer important to know is:

Family Council is an independent group of persons of importance to residents at LBHH. Their purpose is to support quality of life and quality of care for all residents by promoting an environment of respect, collaboration, sensitivity, caring and support among staff, residents and their family members, volunteers, companions and friends.

Based on your experience, if LBHH were to have Family Council offer a Family Mentor/Buddy offered upon admission, would you think this helpful? (by email or telephone)?

Family responses:

- Would have really helped to calm the nerves and reduce pestering everyone
- It would have been nice to have a coach by my side
- Would be very helpful to save lots of time on the website trying to find information
- Would really like someone to reach out and say “hey we are here for you”

H. Family Council Open Sharing. – many family observations or experiences directly affecting their loved ones were discussed.

Staff are very patient and willing to work around challenges but there were a few collective issues which will be brought to senior leadership

Staff identification for ease of communication

Name tags:

Staff wear them inconspicuously and name not always visible or able to be read

Position:

How to differentiate clinical staff

Challenges with residents at shower time

Family are open to being called to help – sometimes just getting the temperature of the water makes all the difference.

Communication

Examples:

1. CNL referring to dietician but no follow through
2. Referral to rehab but no follow through often for weeks
3. Communication about resident moving to another room or another floor. Who should be informing the family so they can support the resident through the move?

Family member receives a call last minute

Example:

“Your loved on is moving to the second floor tomorrow, did you know that?”

Next meeting: Thursday July 20 at 7:00PM

Nicole Encarnacion, Director of Care and Venée Fuentes, Clinical Nurse Lead have been invited

to inform us about the Grant received to help LBHH work on ways to reduce reliance on antipsychotics and work more with the behaviours of residents to support their own level of independence. As well, Nicole will help define the various clinical roles for us and speak to the process for communication with family when changes occur with resident health. Karen Tyrell will facilitate the discussion

There will be no August Meeting

October is elections so *PLEASE* join our meetings, volunteer on Executive Council or simply send us an email to let us know about your experiences: lb.familycouncil@gmail.com