

Family Council (FC) Executive Update July 20 2023

Thank you all who attended our July20 Family Council Forum. We enjoyed so much discussion with Nicole and Venee that we did not have time for any updates or general sharing in the meeting.

1. Approval of June minutes as distributed

2. New Kosher Corner

Feedback from families welcomed as you and your companions interact with your loved ones in this space. We have had some concerns with the accessibility of the candy and chips without sufficient supervision of consumption and purchase. Please provide your feedback to info@louisbrier.com

3. Jewish Holidays education and Celebration

- Family Council identified that the Recreation calendars required some sort of explanation for all Jewish references (from Challah bread to Kiddish to Oneg Shabbat etc.) in order for our broader Louis Brier community to become educated and better enjoy the various traditions.

Senior leadership has identified the back of the recreation calendar idea we had will not work

The Jewish Customs and Traditions Coordinator, Recreation Supervisors, Chaplain have put together a list or brochure entitled: **Jewish Culture & Heritage at the Louis Brier coming soon.**

4. COMPANION PROGRAM

- Financial Accounting of our program is under review. Our priority is to secure some way for companions to acquire ongoing training as the next step of the improvement process to this program

5. Follow up on concerns about Communication

Referrals: We have received feedback from nurses that there are some delays in referrals to Allied eg. dietitians. The Manager of Allied Health Services and Our Director of Care have said any referrals will have a lead time of 48 business days to respond. After the 48 hours, staff can escalate the delay to Natalie Jacobs, Manager of Allied Health Services. This was communicated to the nursing team as well through email and team meetings.

Communication about Resident changes

Communication about internal transfers (moving from Intermediate Care to Extended Care, EC to IC, IC to SCU): The Social Worker (SW) starts the conversation during admission and during the signing of the resident agreement.

Another conversation with the family will start when the interprofessional team sees a decline and expects that the clinical need will exceed where their loved one is currently at. This can happen months before(ideal) or days before the transfer if there was a rapid and significant change and a room becomes available at the same time. The conversation is lead by a nurse and/or CNLs at this point. Once a room becomes available, the social worker will contact the family and support the transfer.

In addition, SW /Natalie has an internal transfer tracking list that is reviewed by the interprofessional team every Friday during in a huddle.

Get to know your CNL – Clinical Nurse Lead.

6. CHANGES TO STAFF

Francisco Villalobos – Executive Assistant to David Keselman

Wong, Hannah – Occupational Therapist - Monday to Friday from 8:30 – 4:30 pm

Kwok, Konica – Occupational Therapist- Tuesdays, Thursdays and every other Friday from 9 – 5 pm.

Gorbunova, Lena – Rehab Assistant

Megan Leong, Dietician, Home Centre and Home East

Russell Sharif - Social Work

Family Council recognized Loren Tisdele and Nicole Encarnacion with a small gift of recognition and congratulations for their career development: obtaining an MBA

7. FOOD ADVISORY COMMITTEE July 11

Missing cookbooks have been found – nice to see they were used by our Foodservices Wescana

Lots of considerations being made for resident good health and good food:

- New freezer allows for sourcing of food in bulk, especially Kosher goods which can be hard to source on a regular basis
- Rachel coming back to bake for special holidays
- 7 days menu TVs in addition to the daily menu so residents can see what is coming up
- Menu under plexiglass in SCU to ensure the menu will stay up even if residents come over to touch it
- Focus on waste is a priority right now
- Focus on training and re-training and accountability in the kitchen is a priority
- Focus on servicing the requests for substitutions is a priority

Next Food Advisory meeting is October 17 2023 at 4PM

BBQ

Family and Resident BBQ date moved to Thursday, August 24th as we have more staff to support the event that day. Still working out logistics – Menu items/numbers of Residents/Family Members who can sit outside/sign-up cut off time etc.

8. Name Tags

Update from Loren: *We'll likely be rolling out the new ID Badges in the fall. I'm working with Jordan on the design to maximise the size of face/picture and font name. There's also been a request for the option to add pronouns which I like. We still need to request that staff update their personal information accordingly, including the first name they'd prefer to be called. We will be moving towards clips so that IDs are visible vs hidden behind lanyards, so that's a plus too.*

Once we're close to a final mock up, I'll reach out to you/FC for feedback before we go to print.

9. LEAN/Kaizen Event

We are starting the workflow of each department in finalizing each bucket of work that was identified by Patsy during our Kaizen event. Once we have completed all of these department specific items then we will plan a communication roll out to staff, families and the community.

10. Family Council OCTOBER ELECTION AND OUR Terms of Reference (TOR)

- Our governance
- We have sent out our TOR out for family review and input and will continue to solicit feedback
- We welcome you to join us on Executive Council