



Family Council (FC)
Thursday September 21 2023
lb.familycouncil@gmail.com

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. APPROVAL OF JULY MINUTES AS DISTRIBUTED

B. SPECIAL GUESTS:

1. Welcome to: Sheila Novek, Canadian Institute of Health Research CIHR Postdoctoral Fellow, School of Nursing. UBC | Vancouver Campus

Title: Resident and Family Engagement in Nursing homes

We met Sheila last meeting. She is involved with a 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. She will also conduct a legal analysis looking at laws and policies that govern these.

We are invited to contact Sheila for interviews. **Research about Resident and Family Councils – If you would like to donate a little of your time to research, please contact Sheila at:**
Sheila.novek@ubc.ca

2. Welcome to: Farinaz Haveai, Principle Investigator

Sabina Staempfli, Principle Coordinator, RN,MN UBC Research Student, and **Amira Ahmed**, Research Student and Videographer

Contact Sabina at: sabina.staempfli@ubc.ca

Health Innovation Funding Investment Award - Healthy Aging Stream (HIFI)

Title: Raise your voice: An in-depth exploration of family and resident council effectiveness in long-term care

These researchers from UBC aim to understand how family and resident councils (FRCs) can operate effectively in long-term care homes.

We families know FRCs can play a vital role in amplifying family and resident voices in long-

term care policy development and implementation and can affect the quality of care and quality of life of residents in long-term care.

Their plan is to define what makes FRCs effective by interviewing FRC members, policy and decision-makers, long-term care leaders and operators, and members of advocacy groups. These group interviews will help create the beginnings of a survey tool to understand, measure, and acknowledge “effectiveness” of FRCs.

There will also be a short video about the role of FRCs and about what these researchers learned about FRC effectiveness. This video will hopefully raise awareness about the importance of FRCs in long-term care homes and increase their visibility in British Columbia.

C. EXECUTIVE UPDATES

1. LEAN KAIZEN

Notice to families regarding updated Admission and Discharge process

- We have the complete LBHH admission process package now. Thank you to the admission development team!
- The package includes a checklist of what is important to resident as they first enter Louis Brier. Changes have been made for many reasons which all ultimately benefit the resident experience and the staff who deliver it. **See attached**
- The package also contains notices regarding the transfer and discharge process as well. Family Council will be included by way of electronic brochure in the admission package (we are already in the handbook)

2. JEWISH HOLIDAYS EDUCATION AND CELEBRATION – a document that will attend to our request that Jewish culture, tradition and religious celebration is explained for those who do not identify as Jewish. Hopefully, this will strengthen the appreciation for all the special events which take place around certain times of the year

3. COMPANION PROGRAM

Financial Update by Keren Gertsman, Chair of the Companion Advisory Committee

The recent review of the financials revealed the Companion Program is not financially sustainable as it currently exists. Administration charges for engagement will go up. A separate training fee will be levied which is necessary because:

Companions (like staff) deserve and need training to ensure education of current best practices; ensure consistency among companions; and as part of career development. The funds will go towards 3 hours of training (which means finding someone to take their place if they are pulled away from work or pay them OT if they are pulled in on a day off.

A letter will go out to families once accounting confirms details.

4. NEW FAMILY CONTACT LIST

The contact list will always be located in our minutes and on our family portal off the LBHH website

5. FOOD ADVISORY COMMITTEE – FRAN

July 11 last meeting

FOOD FIRST – campaign to target real food eating and less supplement reliance

Hawaiian Party was terrific – food, decorations, entertainment. Thank you to all staff involved

and food services

Next meeting is October 17 2023 at 4PM

6. Senior Leadership Team MEETING UPDATE

a. Continue providing management with your feedback regarding the Kosher Corner Greater effort is being made at providing residents one on one opportunity to visit the marketplace and visitation assistants now keep an eye out for individuals requiring assistance

b. Masquerade Party – EVERYONE WELCOME

It is taking place on November 29th at the Italian Cultural Centre and it a brand-new initiative. It is a ticketed and very cost-neutral organization-wide event to recognize staff. Please register to attend!

c. Concerns expressed about care team infantilizing residents by way of their communication and approach:

Carol will remind care staff to not do this. The awareness is there, but the practice still exists. It might be the way nurses and care aides interact with the residents based on the relationships that have evolved over time.

d. VERY GENEROUS IN MEMORIAL DONATION to Family Council was made by Keren Gertsman's family on behalf of her Mother who recently passed away

We can't thank the family enough for their consideration of the Family Council to be the benefactor of such donations.

Over 30 individuals donated, some did not even know what a family council is but donated in memory of Keren's late Mother. A total of \$1,816.99 was raised in memory of Varda z"l, through Keren's many family friends, relatives, students of Varda, and Brier family council members. We are incredibly grateful!

e. Call Bells – answer to question: "Do we have a call bell policy?"

-There is no call bell policy.

7. MY GERRY

We need families to test this app!!!

Contact Carson Ma: carson.ma@mygerry.com

Training in in progress with some families. There are kinks to work out but this "My Gerry App" shows great promise, especially for families living abroad. We can see a core health and medication module; there is a care home hub which could be used load recreation events; there is a "reflections" module where individual observations/comments/concerns/ about your family member can be inserted for staff to view; and in the future, there will be a nutrition module

8. NEW NAME TAGS AND TITLE KEY – see attached

Thank you to Loren and his team in advance for their roll out this fall of the new name badge. Families are encouraged to keep the title key handy and to learn about the various roles which support their loved one's quality of care.

D. OCTOBER ELECTION AND approval to accept OUR new draft TOR

PLEASE read the draft TOR attached

Those who have, so far, expressed interest in contributing as much as they can to the Executive Team:

Lisa D.

Fran H.

Cassandra S.

Please consider contributing to the LBHH Family Council by taking part in family council at what ever level you are able. We are here to support you and all residents and can't operate if we don't hear from you.

E. FAMILY SHARING: What's on our minds?

1. Outreach at admission:

Even though we will be part of the admission package, how can we be part of the resident and family welcome?

-Build a mentor/buddy program:

Have each new family member connected with Family Council Executive

- Build a welcome package from FC

- Have a welcome tea

2. How to get more families to attend our meetings?

Hold a potluck on site instead of a zoom meeting to change thing up and bring people together as we once used to.

Give 2-3 months advance notice with reminder

Likely this could be planned for January as December we do not usually meet formally.

Next meeting: Thursday October 19 at 7:00PM

October 19 is our election of Executive 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