



**Family Council (FC)**  
**Tuesday February 13 2024**  
**Next Meeting: March at 7PM**  
[lb.familycouncil@gmail.com](mailto: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 JANUARY MINUTES AS DISTRIBUTED\***

TO BE DONE AT THE MARCH MEETING

### **B. WELCOME and GUEST**

Guest: Sheila Novek and Isabel Huang last meeting auditing for research purposes. We thank them for choosing LBHH and our resident and family councils for their research

Guests: Natalie Jacobs & Natasha Kuzyk, Managers of Allied Health Services (Natasha will be resuming her position as a Recreation Lead)

### **C. Debrief on Admission, Transfer and Discharge Process Upgrades resulting from the LEAN LAIZEN WORKSHOP back in May 2023**

#### **Admission process is challenged by:**

- Priority Access Placement by VCH
- 4 day turnaround requirement
- Lack of Standardization
- Touches every department
- It is the first point of contact with LBHH

The Family Council Survey revealed much about the resident and family experience and the workshop had to unpack the steps, find the gaps, and create solutions

#### **What has been accomplished?**

##### **Upgrades to the Admission process includes:**

- The timeline of the process has been spread out

- Providing what families “need to know” when they need it
- Checklist clarifies expectations
- Family Council information is made more accessible
- Asking earlier about resident end of life wishes rather than waiting until it happens.
- Destigmatizing conversations around end of life.
- Information collection process revamped
- Finance process streamlined to get charges onto files in a more timely and accurate manner
- Residency Agreement
- Post admission survey
- ALL families should be and will be provided the funeral arrangements form to fill out if they have not already.

### **Work in Progress**

- Tracking metrics for changes (MC Teams database)
- Internal Transfers
- Communication
- Handbook update to reflect operational changes
- Passage of Life document to be updated
- Care transition follow up process
- Possibly creating short videos to offer a different way to access information
- Upgrade to process of serving residents without anyone

## **D. CONVERSATION TOPICS**

### **1. Mapping our 2024 Meetings**

**LBHH 2024 Family Council proposed a schedule of meetings**

**Thursday, March 21 2024 7PM – Virtual**

Guests TBD:

CNLS have been asked.

Pat Kooner DOC, has been asked

#### **Project Book Drive**

To take place in April

Committee has been struck to determine details

The goal: to refurbish the libraries in Home Centre and Second floor lounge AND to provide alternatives and access to reading materials using the VCH Library program and possibly a virtual ipad subscription

**Sunday April 21 – In person late afternoon, Meet and Greet**

Families will finally get a change to meet in person

Time and place to be determined

**Thursday May 16 7pm - Virtual**

**Thursday, June 20 7pm - Virtual**

**Sunday, July 14 TBD - In person**

**August - no meeting**

**September -Virtual**

**October - In Person**

**November - Virtual**

**December - No Meeting**

## **2. SLT (Senior Leadership Team Updates)**

### **a. Rodent Control**

LBHH has a technician from ORKIN on site at least twice per week. SLT reports there has been less reported rodent activist. This is an on-going issue, LBHH will continue to follow all recommendations and instructions provided by ORKIN.

### **b. Communication – getting a hold of CNLS**

LBHH has experienced some turnover. Although the CNLS all have been oriented and instructed with regards to the out of office procedure, they are new and doing their best to manage the amount of new information, procedures, and processes. It has been recommended families ask the nurse on the unit before escalating to the CNLS.

### **c. Inability to identify staff**

A message to all staff has been sent to ensure they try to keep their name tags visible. Please staff ask for their name and or ask to show their badges.

### **d. Getting management decisions making on weekends and holidays**

External communication can only be sent after David or a member of the senior team review and approve it. There is a manager-on-call every single day of the week, who assumes responsibility after hours, weekends, and holidays. LBHH is working on creating more effective and efficient communication channels such as the LBHH APP and website.

**Next Meeting: March 21 2024 at 7:00PM**

**Topic: LBHH Family Council Meeting**

**Time: Mar 21, 2024 07:00 PM Vancouver**

Join Zoom Meeting

<https://us06web.zoom.us/j/85602381984?pwd=hmtTaSuHbdLYFh0VYYQG78jAO1abvn.1>

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