

Family Council Minutes

Meeting July 20, 2021 at 3:30 pm via zoom

Attendance: Marion Dalley, Donna Kukk, Reg Knudson.

Invitees: Lisa Harper, Angela Roles, Tina Barclay.

Welcome and Introductions

Reg opened the meeting with a welcome to everyone.

Administrative Updates

Lisa Harper has accepted the position of Acting Administrator. The Committee of Management had requested this interim position, and this was formally appointed to Lisa Harper.

Angela Roles is currently the Acting Director of Care.

Nicole Kirkby was welcomed to her new role as ADOC for Birch, and the Clinical Resource Manager for the Home.

Reg confirmed his receipt of Nicole's introduction email that went to all birch families.

An update of the Management team will be included in the weekly communication update.

St. Lawrence Lodge website is nearing completion, and the Home looks forward to advising all families in the near future. Family Council information will be included on the website, with the hopes of attracting new members to join and support the Residents and the Home. Family Council requested that the Home please try to add weekly Facebook posts on the St. Lawrence Lodge Facebook page.

Old Business

Reg will forward a Family Council Handout later today to Lisa for inclusion in the next monthly mail out.

Minutes were reviewed and approved from June 20, 2021 Family Council meeting.

Angela noted that COVID staff immunization is at 82% of staff receiving their first dose, and 68% of staff receiving their second dose.

Resident satisfaction survey updates are coming and may include a clinical component, and then the survey will be distributed by the Home on a rotation basis.

Family Council noted that hard copies of MLTC public copies were received.

Care Conferences for 2020 – Lisa completed an inventory of all care conferences held for 2020. It is noted that the procedure was not consistently followed in 2020 due to COVID-19. However, the Home will ensure the conferences will be held within 6 weeks of admission, and annually thereafter. The plan is for the meetings to be centrally booked and happen weekly on Wednesday. There is a process in place, and the Home is also eager for the time when face-to-face conferences will be permitted.

A total of 48 new beds will be received on July 22, and the Home expresses appreciation to families for supporting the process of not visiting during the day. A communication will be sent out confirming visiting is available after 5 pm.

Angela confirmed from an IPAC perspective that meeting in person for Family Council is not possible at this time.

New Business

1. Introduction of new Administration. What happens next?

Lisa confirmed the Home and Managers would continue to operate as usual, with a focus on Resident care and services.

2. What does St. Lawrence Lodge do next for opening up?

Angela confirmed:

- Goggles no longer required
- Rapid COVID testing not required if individual has both vaccines
- Social distancing, mask wearing and frequent hand hygiene still in place
- The Home follows all direction from the MLTC.

3. Questions about Ministry of Long Term Care reports from 2020.

Lisa has reviewed all reports from 2020, and the Home and Family Council continue to work together moving forward with ensuring quality of care and service to our residents and family members. Lisa indicated the Ministry of LTC is a resource, and additional oversight that will only make the Home better, and that transparency is important. The Home continues to support and provide employee education through Surge online and in person training. Critical Incident Policy has been reviewed and updated. The Home expectation is CI is completed, administrator signs off and follow up is completed.

Director's Report

Lisa reported that we are retaining staff, and are hiring new RPN's and PSW's, and supporting a number of student placements.

Resident Council meeting has taken place, and will occur monthly going forward. Life Enrichment is actively planning increased activities, entertainment and revitalizing the volunteer program.

Our First floor nursing department will roll out the model of staffing that is consistent with Second and Third floor. The Home is moving from a task oriented to resident centered care model with increased staffing numbers. The Home is also looking to implement increased resident participation with menu planning. Resident quality of life is important for current administration.

Family Council wants to ensure the resident wants and needs are addressed, and appreciated hearing the Director's Report.

Roundtable Discussion

Noted quiet room on third is missing tables, the Home will follow up. Meal tickets are available for purchase in the business office.

Reg noted that minimum nursing direct care hours is not in the LTC Homes Act. Currently the Home tries to replace all call-ins in nursing. Dietary department does have minimum staffing hours.

Next Meeting: August 17, 2021

Meeting Adjourned at 4:45 pm.