

Family Council Minutes

Meeting September 29, 2021 at 2:30 pm in Boardroom

Attendance: Marion Dalley, Donna Kukk, Reg Knudson

Invitees: Lisa Harper, Angela Roles, Tina Barclay, Sherry Canning

Guests: Wendy FitzGerald, Gord McKewen

Welcome:

Reg opened the meeting with a welcome to everyone and let everyone know there are two guests joining (Wendy FitzGerald and Gord McKewen) as perspective members of the council.

Agenda Approval & Additions:

The agenda was approved with one addition requested by Tina Barclay. The review of the Vision, Mission and Values statement.

Old Business:

Minutes were reviewed and approved from July 20, 2021 Family Council Meeting.

Reg questioned about updating the Critical Incident binder. Reg used to get the completed report sent to him but he hasn't received anything lately. Council has not been able to view the public copies since Covid directives prohibited guests from entering the Home. Lisa explained that the public report is only updated when the ministry sends it, could be several months after the actual incidents took place. Lisa offered to send Reg a paper copy of the Public Critical Incidents Report she recently received from the Ministry and will continue going forward.

Lisa let everyone know that the Resident Council was very well received.

Missing table still noted in the quiet room on the third floor. This is due to the need for it in the dining room due to social distance requirements during Covid. Tina/Lisa will look into possibly locating another one.

New Business:

Introduction of everyone, including two potential new members (Wendy FitzGerald and Gord McKewen).

Reg asked both Wendy and Gord if there were any issues with the onboarding of their spouses into the Home.

Wendy noted that since her husband is new, they were told that they would have a constant team assisting him, but that has not happened yet. Lisa explained that we try to maintain the same staff on the floors, but the Home is dealing with a lot of call-ins and people are tired and taking time off. Marion commented that it is getting better since there are now more full time regular staff instead of part-time casual staff.

Gord mentioned that Angela Roles had helped in many directions since his wife has arrived at the Home, but would like to know who to call.

Reg brought up that Tom Harrington was working on a plan for onboarding and wanted to know what or if that was still being looked into because things are done differently now than they used to. Lisa stated that the current procedure is - Lyn informs her of who is coming, Lisa researches the individual to ensure they are a good fit for the Home, Lisa then contacts the family of the perspective resident, then Melissa Fryer is put in charge of getting the package ready for the family and is contact for the financial aspect. Much of the paperwork has been updated in the package for the new residents. Lisa reaches out to the families often within 1-2 days by phone/email. Lisa likes the families to send her an email with any questions or concerns so that she can answer all at one time.

Angela noted that the Health Unit gave a 3rd Covid vaccine dose to eligible residents. Information from the Ministry is still coming in for the Flu Shots, currently have to wait 4 weeks after the 3rd dose of Covid vaccine was given before eligible for the Flu Shot. The staff Covid immunization is at 93% of staff receiving their first dose and 85% of staff receiving their second dose.

Tina reviewed the Vision, Mission and Values statement, this needs to be reviewed every 3 years by the Council. Tina believes the statement was created 10 years ago, but has had some changes made during this time. The Council agreed the Vision, Mission and Values statement is good.

Reg asked what the Home does for people that do not have English for their first language and/or have adopted their native language. Lisa stated that the home often relies on the family for help in these situations, as the Government does not have anything put in place for this as of yet. The Home reaches out for help if it is required but have not often seen these situations.

Council wanted an update on the communication strategy for the Home. Reg stated that a weekly newsletter used to be sent to Council via email, but have not had any newsletters lately. Lisa informed everyone that the Facebook page and the website are now available. Lisa agreed the communication should be monthly. Lisa is hoping to have the monthly activity calendars as a PDF added to the Facebook page.

Care Conferences are now being scheduled by one person. The Care Conferences for 2020 were not occurring due to Covid, but should be completed by the end of 2021. Conferences should be fully back to normal in 2022.

Fall & Winter the Lodge will be following Ministry directives. Does not appear as though the Essential Caregivers will be denied access. Only small group activities are still happening in the Lodge, mainly on their own floors, no main groups in town hall. Meetings are being held weekly with Health unit for updates. Nothing stating so far that Christmas gifts, etc. will have to go back to quarantine before being given to residents.

Reg suggested putting graphics on Facebook page/website that getting flu shot will be beneficial to all.

Wendy FitzGerald noted that the outside of the building is filthy. There are bugs all over the outside of the building and bird poop on the windows/ledges of the residents' rooms. Previously, there had been a professional company hired to clean, the Lodge will look into this again.

Director's Report:

Occupancy targets – Lodge will be full by Thanksgiving, only 5 empty beds currently but new residents already scheduled to arrive. Covid beds remain empty due to Ministry directive.

Staff targets – On track.

Bed Entrapment – Hoping to get to a point where no bed rails are used, getting close.

Ministry – Was in for another inspection, waiting for progress report.

Community Involvement – Participated in the backpack drive for Interval House, and currently involved in Food drive. Lisa would like to get involved with the Salvation Army in future.

Marion suggested adding articles to the monthly newsletter and website to make families aware as well.

Roundtable:

Reg asked what if patient disagrees with the doctor. What is the protocol? Lisa informed the council that the patient can maintain their own physicians if they prefer, but unfortunately the patient would need to be able to get to the physician's office. Mobility issues may be a factor and/or having family to take them to appointments.

Reg questioned if there are any records of the Family Council Terms of Reference. Lisa informed everyone that Tina has files and minutes – will ask Tina to forward to Reg.

Adjournment: 3:53 PM