

Meeting Minutes

Meeting Held:	Family Council
Date of Meeting:	26/08/2021
Present:	Bryan R, Jen F, Steve B, Kim C
Regrets:	Amber T, Lydia H, Connie F, Tammy E
Standing Agenda Items:	1. Approval of Previous Agenda
	2. Review of Old Business
	3.
	4.
	5.
New Business:	6. Changes Within Home
	7. Raised at Meeting
	8. Standing Items
	9.
Date of Next Meeting:	30/09/2021

Meeting Minutes

No.	Discussion	Action / Outcome	Responsibility / Timing
1.	<p>Approval of Previous Minutes</p> <p>- Approved, no objections</p>	<input checked="" type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/04/2021	
2.	<p>Review of Old Business</p> <p>a) Council members will add dispute resolution items to ToR Family and Resident surveys. ToR to be completed by council ASAP and include preferred email address of liaison for group. Council to share with BR before July meeting. Councillors, specifically AT, will create brochure hand outs for home to distribute to visitors on-site. BR will distribute handbook of home to council ASAP.</p> <p>b) Handbook of home requires updates – feedback provided, BR to finalize</p> <p>c) Concern raised and noted about website photos not representative of EVG community.</p> <p>d) Garden project updates – council suggests opening gates north of blg 100, water features installation, commemorative plaque, and pictures on social media</p> <p>e) When will aqua therapy resume? Infection Control concerns, hiring aquatherapist during SSO? BR updated that it will open ASAP</p> <p>f) Handbook Clarifications. BR provided council with EVG Handbook. Handbook is in edit/draft mode and needs completion/update – see email from AT on 7/25/2021 for details. BR to respond/provide details at meeting. Clothing can be labeled by the home as we have proper machine, but we appreciate when items come in labelled. Will revise handbook. Discussion of tuck shop and how it evolved</p>	<p><input checked="" type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/04/2021</p> <p>a) BR reminded council to finalize ToR. Brochure to be reviewed and edited with final comments to AT by Sept 17. AT will then forward final copy to EVG contact (Jen, likely?) for distribution via screeners. Print in cheapest material possible!</p> <p>b) BR will hand over to Jen for review and to implement in admissions process</p> <p>c) Council agreed it’s a good idea. BR to follow up with WMSH</p> <p>d) Updates provided including recent purchases as per suggestions of Council</p> <p>e) BR to follow up with maintenance – maintenance has been doing lots of work to prepare!</p> <p>f) See 2.b)</p> <p>g) No QR codes for visitors/family</p> <p>h) Care Services Lead has been working with and training staff on proper procedures of call bell use</p> <p>i) Confirmed that the menu has diverse offerings day-to-day</p>	<p>a) Council, Sept 17 2021</p> <p>b) Update at next mtg</p> <p>c) BR, ASAP</p> <p>d) Done</p> <p>e) BR ASAP, update at next mtg</p> <p>f) See 2.b)</p> <p>g) Done</p> <p>h) Done</p> <p>i) Done</p>

Meeting Minutes

No.	Discussion	Action / Outcome	Responsibility / Timing
	<p>through COVID – gist is that residents have access to snacks and items if they wish and use comfort fund to purchase. IPC policies are ever-changing and typically fall in-line with public health directives as they relate to LTC, can be seen through BCCDC; noted though that change may be necessary through COVID. History provided on smokers being close to buildings, including that we balanced risk of where residents from different floors smoked when we were cohorting; now encouraging residents to use gazebo together. Companions discussed previously in meeting. Discussion of building reception area with information at front door by screening area, perhaps where the bench is now.</p> <p>g) QR Codes for visitors? BR to update h) Call bells – any improvements? i) Menu diversity.. too much chicken? Updates</p>		
3.		<input type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 19/09/2019	
4.		<input type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 19/09/2019	
5.		<input type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/04/2021	

Meeting Minutes

No.	Discussion	Action / Outcome	Responsibility / Timing
6.	<p>Changes Within Home</p> <p>a) Rebuilding Care Service team:</p> <p> a. Interim DOC brought in to assist VP Care Services but has since left due to health issues. Hiring ongoing for DOC and RN Care Coord</p> <p> b. Search continues for permanent DOC and RN Care Coordinator</p> <p>b) Recreation Manager submitted resignation, last day Sept 17. Hiring beginning to provide (hopefully!) a smooth transition</p>	<p><input type="checkbox"/> Standing <input checked="" type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/04/2021</p> <p>a) Updates provided</p> <p>b) Updates provided</p>	<p>a) Done</p> <p>b) Done</p>
7.	<p>Items Raised for/at Meeting</p> <p>a) Is it possible to have “like” residents living in the same building? By this I mean people that are still able to communicate and others that are not.</p> <p>b) Can the hygiene care plan include the cutting of nails with no additional cost. \$35.00 each time seems high for residents to manage.</p> <p>c) Resident of VAN hollers at 4:30-5am and also at night, and it disrupts sleep schedule and quality for residents</p> <p>d) Issue raised that HAW has less staff on and the result is that residents are put to bed earlier, cared for less, and staff are less able to help at night</p>	<p><input type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/04/2021</p> <p>a) Balancing consideration for “like” residents to be together with demands on care staff, as relatively independent residents are often requiring less care, so want to balance workload. BR also noted that many residents and families of this Hamlet have the same concerns, so more work needs to be done with providing opportunities for socialization. Council agrees and understands perspective</p> <p>b) GM, Jen, on call provided that hand nail care is a part of provided care. Foot care for \$35 is relatively cheap, which Rec Mgr also thought. Foot care requires specialized training and there</p>	<p>a) Done</p> <p>b) Done</p> <p>c) BR/JF ASAP!</p> <p>d) Council to draft letter and sign ASAP!</p>

Meeting Minutes

No.	Discussion	Action / Outcome	Responsibility / Timing
		are health and safety concerns with medical implications if done improperly c) BR and JF will refer the issue to clinical so they can reassess and hopefully find solutions to the issue of that resident d) Council will draft a letter with councillors' signatures indicating that they think FHA should provide EVG with appropriate funding so there are two care team members in building 300 at all times of day. Council will send signed letter to EVG so we can send with our requests for more staffing/funding to FHA.	
8.	Standing Items	<input checked="" type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/07/2021	
	a) Establish best way for council members to communicate within group, and identify liaison within group to share information between council and home. Final decision to be included in ToR b) Council and Liaison of home to finalize Terms of Reference for meetings and group c) Home's website should have more information such as an "about us" for leadership and a handbook that reviews the home, provides contact details for all staff families may wish to contact, and other info they may require, to be accessible online and potentially given on admission. BR to coordinate information gathering and review with council for approval for posting on website at next meeting. d) Should family council meetings be recorded?	a) Deferred until there is more family engagement b) Deferring liaison designation. Noted as a good idea though, with example of if we added one councillors contact details to brochure if other families were interested in joining the council c) BR suggests we defer this until we find stability in staffing (ex. DOC, CCC) d) Deferred until there is more engagement and strong opinions	a)

Meeting Minutes

No.	Discussion	Action / Outcome	Responsibility / Timing
9.		<input type="checkbox"/> Standing <input type="checkbox"/> New <input type="checkbox"/> Old Date Added: 29/07/2021	