

Meeting Name	Family Advisory Meeting
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Date	27/07/2022	Location	Zoom
Start Time	7:00pm	End Time	8:40pm
Meeting Facilitator	Kerri Hill	Minutes Prepared by	Terry Perrin

Meeting Type	All Family Meeting
Attendees	12 people attended via zoom

1.0 Welcome
<ul style="list-style-type: none"> Kerri welcomed everyone to the July meeting and asked if everyone received the Agenda – either by having it personally sent to them, or by accessing it from the Vision website: Kerri is working on adding it to the Facebook page as a word document; some people receive notifications by email – some by text but the quality of the text msg. Attachment is not high –working on this issue.

2.0 Business Arising from Previous Meeting
<ul style="list-style-type: none"> The cleanliness of the dividers on the dining room tables, how often are they cleaned and is there a way to not have the streaks on the plexiglass? Answer: The dividers are cleaned daily, the proper way to clean them is to wash them down with the cleaner or disinfectant, then wipe them again with a dry cloth, this is the only way you will have a streak free lens. Kerri asked the family members if they were looking cleaner; new staff members are being trained – some people were just cleaning them with wet wipes and letting them dry – that’s when streaks occur; Judy’s husband says they look good but any concerns in this regard should be forwarded to Kerri

3.0 New Business
<ul style="list-style-type: none"> Kerri very excited to announce new candidates for Chair and Secretary: she asked everyone to vote on electing Deb Krukowski as Chair and Terry Perrin as Secretary or if anyone wants to be considered – please announce their intention now. The vote was held and was unanimous for these candidates filling the positions. Deb said she wouldn’t take over the meeting tonight; she will start at the next meeting. She would like to get a Vice Chair on tap in case she is unable to chair the meeting. She asked for volunteers from the attendees to submit their name before the next meeting Deb nominated Kerri to be our Staff Assistant and in effect, the Co-Chair of this Council. Kerri will manage the business / administrative side and Deb would be the contact for the family members with loved ones in the home. Deb/Kerri will circulate the policies and procedures which outline how the Family Council operates and what the purpose and goals are / should be. The Council is a communication conduit that travels from us to Vision admin and vice versa so Deb thinks it’s important for us to have a better understanding of these policies and procedures. Kerri sent Deb the Family Council documents; Deb reviewed and realized some updates were in order. She will take a pass at revising them; showing/tracking the changes within

the documents so we will be able to see what they looked like originally and what she is proposing. There are refreshes needed due to the pandemic. For example, Deb proposes that we run all family meetings at every meeting, due to there not being a huge turnout at these meetings. If numbers do increase dramatically, we can change it then. Only administrative changes to these documents are required due to the pandemic.

- Deb also proposes that we have set meetings, e.g. The second Wednesday of the month, following the school year – September, November, January, March and then the final meeting in May or June where we hold a new Election for Chair, Vice-Chair and Secretary which will give them time to get geared up for the September meeting and it could be something fun like a barbecue or wine and cheese

4.0 Standard Agenda Items

4.1 Administrator Response and Update (V. Bright)

- **Air Conditioning:**
- We are working with the Ministry of Health to get our Nursing Home status changed from non-Air Conditioned to Air Conditioned. In 2021 we mistakenly self-reported incorrectly to the MOH and now are having difficulty getting this changed by the government! The Inspector is now helping us with this as she could easily tell we are airconditioned and met the requirements in the FLTCA 2021.
- The Inspector did complete a review of our air temperatures once the corrections were in place and had no concerns with our internal temperatures. She did note it is very hard to balance a Home with six HVAC units, built in two sections, a decade apart to within a strict four-degree range: 22 to 26 degrees Celsius.
- As heat rises you can tell a difference between the floors, we are hopeful the newer HVAC unit being installed will assist with this, but we are currently maintaining correct temperatures in the building.
- We do not have a new date for the HVAC installation, like most industries, air conditioning has been affected by COVID. We will let you know the date as soon as we know.
- Every resident feels the temperature differently, some do not want air conditioning and have never had it in their lives, others feel the heat and are too hot. We have directives to move residents to designated cooling areas in the event their room is above 26 degrees for 24 hours, but you could also consider moving to a room on the first floor or a north facing room, if your loved one struggles with heat. Some rooms are noted at 24-26 while others are 22-24 degrees throughout the home, especially in south facing rooms. I had a question if we could put single room air conditioners in resident rooms instead of the mechanical cooling system to bring the temperatures lower? Our building was not designed to have 89 rooms with individually operated air conditioning units. These units would have to be installed under the window, within the wall, as we cannot block off the access to fresh air (meaning there is no ability to duct a stand-alone unit or a window mounted air conditioner). The change to our electrical system to meet this requirement is also not financially feasible. One HVAC unit costs over \$100 000 to replace and we are fortunate to have grants to assist us with this replacement! This unit is not

malfunctioning but when the grant was announced we thought it was a good idea to replace the oldest model.

- (Deb: could there be accommodation made for the smoking hot residents to get a standalone – like a Dyson – AC unit in their room? For the residents that really suffer from the heat? Kerri said she could look into that but she is unsure – with these COVID regulations and air movement – but she will put that forward and ask the question.)
- **COVID Impact:**
- COVID continues to be in the community, and we continue to see impact on residents, Essential Visitors, and our staff. Please consider getting your fourth booster if you have not currently. I am unsure if this will be a requirement in the fall, but it would be good to keep your immunity levels high, to ensure the severity of the illness if passed is reduced as much as possible. Please bring in your proof to screening if you have it.
- COVID Vaccination Policy:
- The Board of Directors had a request to reconsider the COVID Vaccination Policy and allow unvaccinated staff and family into the Home. The Board of Directors completed a full evaluation of the impact of this policy and its effect on staff, residents, and families. They voted to continue with the current policy requirements at this time. Currently in Lambton County, only the three County Homes have rescinded the requirement to have vaccinations, all other LTC Homes required 2 or 3 COVID vaccinations to enter. (Kerri – right now it’s not mandated to have the fourth booster but you must have two or three to be an essential visitor)
- (Deb: we discussed this at our last meeting and there was almost overwhelming support to continue with vaccine requirements at Vision. She has heard no objections – she frequently speaks to visitors while getting her Rapid test, and if anything should be looked at it would be that – the frequency with which we need to be tested.)
- **New Update** – just received by Kerri today from Virginia – effective July 28, 2022 - all children over the age of six months who are visiting residents must be vaccinated and parents must show proof. All children over the age of 1 must complete a Rapid test coming in. Parents can swab their own children, if necessary. This information will be included with the next Family Communication sent out.
- (Sheila: Is that an MOH mandate? Kerri does not see that – but thinks probably not because the Ministry mandates are off the table now – they are leaving it up to each individual home as to what that mandate would be.)
- (Sheila: Why would they choose to introduce that now when things seem to be settling down. Kerri responded that unfortunately, things are ramping up again – there is a Lambton County home that currently is COVID positive, so Vision is trying to be proactive, but really wants the kids back in the home and – at the risk of offending people with kids – they do bring lots of germs into the home.
- (Sheila: Outdoor visits still ok, though. Kerri – yes and if your loved one is able to go out – Vision cannot control whether your loved one goes and sees an unvaccinated person out of the home.
- (Deb: when is the masking mandated supposed to end? Kerri does not expect it to come off for a long time; she feels the infection control nurse will
- **Emergency Plans:**

- On the Vision Web Site, Vision 74 Inc | Nursing and Rest Home | Sarnia, ON Resource Section has information on our Emergency Plans. This is a new requirement of the FLTCA (Fixing the Long Term Care Act) 2021 that requires all our Emergency Plans to be publicly available. Some of our plans are very long and have multiple policies directing the response. The Emergency Plan that is posted gives the high-level view and details what policies are required to be followed. A summary of how our emergency plans work and how we review each one is also posted on our website.
- Please review and forward any feedback you may have. We can provide the full manual the Family Council Executive if they would like a full review.
- This report is on our website and if anyone has any questions or concerns you can contact Virginnia.

4.2 Resident Council Report

- Kerri has nothing to report from Resident Council – both nursing and rest home. She explained Vision has a monthly resident council that residents can attend – one on the retirement home side and one for the nursing home. Minutes are posted at the front door. Dave posts a set of minutes on all units at the nursing home; at the retirement home they are posted at the family communication section next to the nurses' station.

4.3 Program Department News (K. Hill)

- Elvis will be in the building on August 9th at 2PM in the Grand Room.
- August 15th: Sarnia Street Machines at the Brock Street entrance – parking lot will be closed. There will be a band and ice cream floats.
- August 26th will be Jaxon's last day; he is in third year kinesiology and would like to become a chiropractor.
- September 22nd Vision is hosting a Senior Prom for the residents in the Grand Room; anyone who has fancy dresses or suits that they can lend will be appreciated. Residents will have hair / makeup and nails done with the help of the College. Any items leant will need a tag inside with your name and phone number so they can be returned.
- **BUS:**
- Our new bus has been ordered but delivery now appears to be September. Outings have had to be cancelled because the AC is not working.

4.4 Resident and Family Quarterly Report: July

- There are reports are supposed to be passed along to the Family Council: Kerri will speak to Deb about these. They are done quarterly. One is 1 page / 1 is 3 pages. Kerri asked if we wanted them read or just the highlights (highlights were requested.)
- Resident and Family Council Report goes to the Board; this reports on the Resident Client Satisfaction Questionnaires and for the quarter of April to June, 2022, of the 39 sent to residents or their family member, only 16 were received back; five required follow-up. Forms are almost always anonymous, however, if there is a really serious concern, Kerri will approach them and encourage them to come forward., without the fear of being

penalized. If the resident/loved one still chooses not to come forward, Kerri will disclose the information to Virginnia to address.

- For responses to “would you recommend Vision to others?” the rating is 96%
- A meeting took place in April looking at streamlining the Admissions process.
- (Deb: did not know Family Council existed until her mum passed on; her dad was still in the home. They are looking at changing this and hopes we can all be the smiling faces to new residents and family members. Sheila: I’m new; my husband has been in for two months and it has been a devastating experience for them. Having a connection is important. Deb posted her email to chat: etravelnut@gmail.com so that anyone who needs support can reach out. She also suggested the Alzheimer’s Society as a lifeline for caregivers.)

4.5 Quality Improvement Report: July

- The Wi-Fi is being upgraded
- Staff contingency plan developed based on resident levels and staffing in the building
- RSAs are being streamlined; government not paying for that position anymore; a lot of homes have just let those people go but Vision is streamlining them into either the Dietary or PSW career pools, and they are doing their schooling at Vision. This is helping with the issue of PSW shortage.
- (Deb: I’ve heard complaints about never having the same nurse twice – due to staffing levels. Vision’s mandate is to try to keep staff on same units when possible but due to COVID or vacations, there are a lot of new part-time staff that have had to fill in.)
- Call bell system also being upgraded. The current system is outdated – parts are no longer available.
- New Service Manager – Jeanine doing a great job and new IPAC Mgr. - Sherry (Ministry mandated position based on number of residents. Sherry is contracted for 20 hrs. per week)
- (Deb was asked to join her team; more information will be coming from Deb in the future.)
- Ministry wants family members to be more involved. Vision has a Leadership and Partnership Team, Quality Improvement Team, Infection Control Team and a Palliative Care Team is being started up. Any family members who want to sit in on those teams, please let Deb, Kerri or Terry know.
- Deb said she was given the impression that these teams would only be meeting two or three times per year so not a real time-consuming commitment.
- Personal Care Aide Carolyn Bond has retired today. Her replacement is Carrie Baker-Wilkinson, formerly a Huron PSW.

4.6 Ministry of Health Inspection Report (V. Bright)

- **Inspections:** (all reports are publicly posted)
- We had a Nursing Home Inspection for six days beginning June 27 ending July 5, 2022. The Fixing the Long-Term Care Act 2021 now allows Homes the opportunity to fix areas of non-compliance to the Inspectors satisfaction before the end of the inspection. These items are still noted on the Public Report but

- were remedied to the satisfaction of the Inspector. All items of non-compliance remain on our file for 36 months and get checked each time we are inspected. The Inspector came into the Home to complete the following:
- **Remedied prior to Conclusion of Inspection:**
- **Infection Prevention and Control (IPAC):**
- Hand sanitizer noted to be past expiration date: non-compliance but remedied prior to conclusion of inspection
- Environmental Services Manager noted with inappropriate glove use: non-compliance but remedied prior to conclusion of inspection.
- Hand Hygiene Program Policy incorrectly referred to hand sanitizer content as 60-90% which is incorrect, cannot be lower than 70%. Corrected prior to completion of the inspection.
- **Written Notifications:**
- Written Plan of Care: Did not accurately reflect care being provided. Review of resident chart indicated that care provided, assessments, logs and safety devices post fall were all in place, but care plan did not reflect the change.
- Air Temperatures: The Nursing Home was noted to be missing temperature recordings as required by the FLTHA. The home had already discovered this discrepancy in May and had processes in place to correct as well as provide education to the staff involved. Since the correction and education, no temperatures were missing. We are required to keep the building between 22 and 26 degrees Celsius and must have plans for when the temperatures are outside of these parameters for 24 hours.
- Air Temperature: was noted above 26 degrees but with the missing entries no follow up action or follow up temperature was recorded. (Similar to above) Again this was corrected prior to the Inspector coming on-site, and temperatures once corrected were all documented and monitored.
- **Complaint Inquiries:** Inspectors review the complaint and if no evidence shows a further investigation is required the complaint will be closed.
- **Complaint Inquiry #1:** “the home was short staffed by 7 PSWs on Easter Weekend and did nothing about it”. We provided the Inspector copies of our staffing levels on that weekend that showed we did not have 7 PSWs missing and that call ins were done to try to fill the vacant shifts. We also explained how we re-allocate staff in the home to balance care needs for the highest care levels. (Kerri: Vision had to prove by showing payroll records that these 7 PSW’s did work Easter weekend.)
- **Complaint Inquiry #2:** Resident Neglect/Abuse. Anonymous complaint by a family that was found to be unsubstantiated upon inquiry.
- The Public Report will be posted once received. It is also posted at Home Report (ltchomes.net). Any home can be reviewed by typing in the LTC Home’s name in the Search. A copy of this report will be forwarded to Family and Resident Councils and will be posted at the front door with family communication items.

4.7 Education

- Kerri would like to add an Education component to each Family Council Meeting and for the September meeting, Dementia is the suggested topic.

- If anyone has any education ideas, please email khill@vision74.com or Deb or Terry or call with what type of education you would like to see as part of family advisory.
- Kerri may have someone come in from the Alzheimer's Society to present a 15 minute to ½ hr. education session.
- (Deb: would like to make family members aware that, if they have the capability, there is online education available. She is a member of the Ontario Caregiver's entitled, "Take a Breath: Tips from a Caregiver Coach" and if anyone is interested, email Deb and she will send you the link. Free registration online. Deb will share those types of things to help people cope with burnout surrounding caregiving their loved ones.)

4.8 Family Council President Nomination

- Previously slated to be done at the first meeting of the year but Deb's proposal of May-June elections be held for Council Executive.

4.9 Family Council Staff Assistant Approval

- Kerri's position needs to be voted upon every year as well; technically, she is not supposed to attend meetings and if we ever decide we want a meeting with no staff meeting she will step away.

4.10 / 4.11 / 4.12

- Things that need to be looked at every year: Admissions Process / Resident Client Satisfaction (even though mandated by Ministry) but Family Council can add to it if desired.

5.0 Round Table

- Lisa commented that the 40th Anniversary party was amazing and thanks to everyone involved for making this happen. (Kerri – this was only for the Retirement Home due to COVID restraints; hopefully there will be a 50th anniversary party for the Nursing Home in 2 years.)

Questions and Answers:

Q: How can we access the minutes of this meeting?

A: Each family member decides how they want to connect. If you have added yourself to the Vision74.com website as an Essential Visitor or Substitute Decision Maker, you can access it there and will receive a notification by phone / email or text. Deb suggests we make a page specifically for Family Council on the website and everything related could be posted there – minutes, education, etc.

Q: Will the Rapid Testing continue at the Crawford St. Site? Made aware that Crawford St. will be undergoing road repair work this year.

A: Crawford St. Testing will continue and will be reconsidered if construction begins (possibly access through Board Room on Wellington St. Side.)

Concern: When someone's loved one passes, the family is immediately kicked off the website and it feels like a slap in the face. It is understood that it is done for Security purposes (and to avoid emails going to loved ones who are insulted that Vision doesn't seem to realize that their loved one has passed,) but perhaps the grace period should be extended, and possibly reach out before denying access to maintain people who may not have a loved one in the home but still would like to be involved. Kerri will discuss with Virginia.

Deb will be coming to the group at the next meeting with a number of proposals to be approved by everyone. She will also be sending us an email well in advance - to 3 weeks prior - with her proposals but would also ask that - if something delightful happens in the home, please be prepared to share your good new story at the beginning of the next meeting.

Next Scheduled Meeting	Approved for Distribution By:
All Family Advisory Meeting Wednesday, September 21, 2022 @ 7:00pm Via Zoom	