

Meeting Name	Family Council Meeting		
Date	21/09/2022	Location	Zoom
Start Time	7:00pm	End Time	8:58 pm
Meeting Facilitator	Debbie Krukowski (Chairperson)	Minutes Prepared by	Terry Perrin

Meeting Type	All Family Meeting
Attendees	19 people attended via zoom

<p>1.0 Welcome by Chair – Good News Stories</p> <ul style="list-style-type: none"> FC Chair welcomed everyone to the meeting. She likes to start every meeting with a good news story and asked participants to share: <i>Story:</i> Family was on Huron visiting a friend who was quite ill; the two young women who were looking after her were caring and compassionate and gives them full marks but doesn't know their names.
<p>2.0 Approval of Minutes of the Last Meeting: A Motion to approve the minutes from July 2022 was made by: __, seconded by Judy. Carried</p>
<p>3.0 Business Arising from Last Meeting</p> <p>3.1 Fans in Rooms: K. Hill – per the Ministry, fans are not allowed to be used in residents' rooms; air conditioning units have been repaired/upgraded; any resident who is experiencing excessive heat is taken out of room to cool down, offered refreshments, etc. FCC advised moving Virginia Bright's report on the air conditioning, etc. so she won't have to attend the entire meeting.</p>
<p>4.0 Standing Agenda Items</p> <p>4.1 Administrator Response and Family Update: V. Bright reviewed her report:</p> <p>Inspections: (all reports are publicly posted) August 19th, 2022, the home was issued a Director Order and fine of \$1100.00 for non-compliance with the installation of air-conditioning in all resident rooms. Admin met on September 14 and received approval today for the following plan: Re-balancing of all 5 HVAC units in the home, on three floors to ensure maximum efficiency. The Public Report is posted at Home Report (Itchomes.net). Heather Martin CEO has submitted an appeal to the Ministry of Health and to the Health Services Appeal and Review Board requesting a review of the order and fine that both be rescinded.</p> <p>Michigan Outbreak: The Michigan Unit is in outbreak as of September 20th. We have reached out to Hughes Security to assist us with those residents on the unit that wander.</p> <p>BUS: Our new bus has arrived, and Kerri has been working through the insurance and plating requirements.</p> <p>Rest Home: Last year, the RHRA (Retirement Home Regulation Authority) launched a public consultation on proposed annual fee increases was from \$10.09 to \$17 per suite per month, an increase of 69%. Last year's increase was reduced to 91 cents per suite/month. RHRA is proposing another fee increase for 2023 from \$11 to \$14.50 and predicting its fees to increase in 2024 to \$16.50 - a</p>

64% increase over three years. Public Consultations are starting and Virginia will post a link to their website where comments can be posted.

Meeting Attendance:

We are incorporating residents and family council members into routine meetings including the Board of Directors, Health and Safety, Infection Control, two Quality improvement teams and leadership and partnership. If you are interested, contact Kerri or Debbie. Meetings are 4 times per year; they can be in person or by zoom.

FCC and a resident attended the last Infection Control Meeting, and it was very beneficial to both parties to learn the impact of the rules and regulations imposed on the Home.

Contract Staffing:

We continue to have contract RPNS in the home, recently orientated three more for a total of four.

Staffing of International Persons: We are actively recruiting in all departments. We need to welcome them and provide them with teaching opportunities.

Questions:

1) HVAC Re-balancing; FM's father is on 2nd floor on Superior and his unit seems to be considerably hotter than others. Will this be addressed?

A: Yes, staff take the temperature of every single room in the home in the afternoon; that is one of the directives from the Ministry.

2) International Students: FM has been seeing a reduction of the number of international staff she is seeing on the unit and wonders if this could be because they are returning to school. FM wonders if the amount of time each resident receives is being affected.

A: International staff is capped at a maximum 20 hour per week work VISA; Heather and Virginia have spent the last two weeks "re-configuring" the PSW schedule in order to maximize the number of students and their 20 hours.

3) FM asked if the AC units applied to the Rest Home because the second floor there is quite warm as well. She was also concerned that the information related to no fans did not apply to the Rest Home as well because it is "stifling hot" on the second floor of the rest home. The rooms are not air conditioned – only the hallways.

A: Virginia advised they will look into why the AC units do not seem to be effectively cooling all areas and report back.

4) Resident Wandering between Huron and Michigan: what methods are in place to prevent this?

A: Virginia advised that they were able to hire a security guard starting today at 3PM which was the soonest they could start.

5) Ontario Bill 7: Will Vision be affected by the moving of alternative level of care patients into long term care homes?

A: Yes, Every long-term care home will be impacted. If person is sent to a LTC home not on their list, are they still eligible for their home of choice if a vacancy opens there? YES you can always transfer homes, but the wait may be a long one.

3.2 Review of Goals and Purpose of Family Council

The **Goals and Purpose** of a Family Council are legislated very specifically. FC cannot tell Vision how to run the home. We are here to advocate for families. Issues can be brought to FC Chair, and she will help the FM navigate that system; some issues may be needed to be brought back to Council for discussion/a vote. We are an autonomous group: we can ask Kerri to leave the meeting at any time to have a private conversation. She is our liaison with Vision.

4.0 New Business

4.1 Proposal of Set Meeting Schedule:

Third Wednesday of the month following school year: September, November, January, March and May/June where we will hopefully have more of a barbecue type get together when we meet.

That meeting is also when the new executive for the Family Council is to be voted in. **A motion to approve the Family Council Meeting Schedule as noted above was moved by Kim, seconded by Tracey. Carried.**

4.2 Review and Adopt Proposed Terms of Reference:

The Terms of Reference were sent in a link from Family Council – not everyone had received it, so Debbie quickly reviewed. (Copy attached)

4.3 Review and adopt the Vision Family Council Welcome Letter and Poster:

“Eight Good Reasons for Getting Involved” - advocating membership to Family Council placed at Home entrance and other information locations. A welcome letter from Family Council will be distributed to all new resident families 2-3 weeks after admission.

Question: FM is not sure if she is a member of the Family Council or not? And how can she get her sisters involved? FC Chair advised that if you have a family member living at Vision, you are entitled to attend all Family Council meetings. The welcome letter would go to the substitute decision maker, but all family members are eligible to attend meetings.

A motion to adopt the revised Family Council Welcome Letter and Vision Family Council Poster was made by Mary, seconded by Maryellen. Carried.

4.4 Recruitment of Vice Chair

We are still looking to recruit a Vice-Chairperson. If interested – please contact Debbie or Kerri.

5.0 Standing Agenda Items

5.1 Program Department News:

- Our **new bus** has arrived, just getting all the insurance and plates organized to switch from the old bus to the new one.
- **Senior Prom** postponed until we are out of outbreak. Grand Room is already decorated and ready to go. We have fancy dresses, suits and ties for residents.
- **Catholic Communion** will take place the first Wednesday of the month at 11:15am in the Grand Room. Residents are very happy to see this return. *Question:* If we want to have our family member receive communion, do we need to get them on a list? *Answer:* No – Kerri has a list of all Catholic residents. If the resident is unable to attend, the Deacon will go their room, escorted by Kerri to ensure they receive communion.
- Taking the residents out on fall drives to see the colours and spooky evening rides to see Halloween lights in October.
- **Municipal Election October 24th** Vision will have a polling station in the Grand Room for our residents to vote. Staff will assist with portering those who would like to vote to the Grand Room. *Question:* Is it up to the discretion of staff? FM's loved one's dementia is pretty significant; doesn't feel he is capable of this. *Answer:* Kerri said it would be entirely the capability and desire of the resident.
- Residents have asked to go on a **casino trip** which will take place October 26th. Residents must have their own money for this trip.
- **Remembrance Day Service on November 11th** currently we are planning to have our big service in the Grand room with staff and resident participation at 10:30am.
- We have a **coop student** from CYP (child and youth program) starting October 4 through to the end of April working on Thursday and Fridays. We are hoping to have children to come in as well. We will also have Therapeutic Recreation placements at a later date.

Question: Do all these activities include the rest home as well? *Answer:* Yes

Question: My sister-in-law will be 99 coming up and we are looking for suggestions for a celebration. Can this be done in the home? What has worked for other families? *Answer:* This is a tricky situation presently because the maximum number of visitors a resident can have is 4. You can get Care-a-Van, LEO or Red Cross to transport your wheel-bound loved one.

Question: Does LEO run on the weekend? *Answer:* Unknown.

Question: How long would the casino trip be? *Answer:* about an hour to an hour and 15 minutes.

- **Join Facebook** to see all the happenings going on throughout the house, look for Vision Nursing and Rest Home you need to answer the 3 questions in order to be approved to this closed group. Good way to see pictures of residents on outings, etc.

- **Vision Website** Under the Resource tab at the bottom of the page Family and Resident council minutes and agendas will be uploaded here for all to read. It will also be added to the Substitute Decision Maker/Essential Visitor pages. Physical copies of minutes available a couple of weeks after the meeting. **Question** to Kerri: When are people directed to sign up to the Vision 74 webpage? **Answer:** Kerri believes it is included in the admissions handouts, but if the group agrees, it will be added to the Family welcome letter. FCC also thinks it needs to be somehow communicated to the general population that are already here. She and Kerri will brainstorm that issue.
- **Question:** how will we give people an opportunity to add an agenda item to the next Family Council meeting. **Answer:** contact FCC or Kerri. Their emails will be on the poster. Kerri suggests that a mass snail mail with all this information would be a good way to contact all of the families.
- Re ongoing issue with Laundry: things have drastically improved; it's not perfect but they're getting there. A 2-page report will be included with the minutes.

6.0 Round Table

Family member1 says Grandparents are very happy that they can share a room at Vision.

Family Member2: Mum has been a resident on Ontario since February 2021, Dad is living at Wellington Flats to be near her. Due to health reasons, her family have chosen to be unvaccinated and have not been able to visit her mum since December 19th. She requests that Family Council advocate to allow unvaccinated families to visit their family in the home.

Comments: FCC believes that family is very important, and if we going to look at the rights of our residents and treat everyone fairly, Item No. 6 of the new Resident Bill of Rights states that, "every resident has the right to communicate in confidence, receive visitors of their choice and consult, in private, with any person without interference". Perhaps FM's family is not being able to enjoy that right because of a choice that they made, even if it was a medical issue. She is going to throw it out to the floor – if FM's family is willing to undergo all the RAT testing and masking that the vaccinated families do – should we advocate for these families?

Family Member3: She is definitely in favour of taking this to the administration. It's very emotional to be excluded from visiting your family and know that the cold weather is coming and it's not fair.

Family Member4: This is a very big issue; one that maybe needs a lot more discussion.

FCC: If an advocacy were to happen – and the Family Council would have to vote on this – it would be brought to Virginnia by FCC and then reported back as to what steps were taken. She thinks we shouldn't wait until November because the cold weather will be already here.

Family Member5: If there are family members who are uncomfortable about the unvaccinated being in a unit, would it be possible for a room to be provided on the first floor where they can visit with their loved ones because she doesn't think it's right to keep them separated – especially if their 90; it's very important to have family connection. If they are being RAT tested, they are as safe as she is.

FCC: It seems silly to shut them off in a room when they are going outside of the home to the casino, etc. where there's no way of knowing what measures re COVID have or have not been taken. That would be part of any negotiation she would have with Admin, but that is only at the direction of a quorum of Family Council.

Family Member6: Thanks Family Member1 for her testimony; feels compassion for her. She personally feels we should let the unvaccinated in – in some way, shape or form and she thinks that with the mandates being relaxed now, she thinks it's time we take another look at what's in place. She supports going to Admin with this concern and asking for reconsideration.

Family Member1: Brought forth motion (see below) but FCC asked if there were any more discussion from the Council.

Family Member7: There are two parts to this: the broad, overall policies that were put in place when we didn't know what was causing COVID, what was causing the spread. And then there was the confidence of more people being vaccinated and the suggestion of how we could put people together safely without jeopardizing the rest of the building because COVID is back. Granted, not as lethal, but still a very unpleasant experience. The long-term goal would be to relax the stringent standards, but the short-term goal would be to put two people together.

FCC: There is no proof that vaccination prevents spread. So, we are not reducing the spread by allowing unvaccinated people into the home. Are we penalizing the 3 or 4 families who are unvaccinated by not allowing them into the home?

A motion to advocate for revising the Vaccination Policy to allow unvaccinated family members access to their loved ones was made by Kim, seconded by Lynn. Carried. (9 yes/4 no)

Family Member8: She is in Alberta; start time of this meeting (7pm is 5pm her time) is when some people haven't even left work yet there. They are two provinces away, but she from what she is seeing and hearing, all is well. Vision is doing a good job.

Family Member9: Wondering about resident reviews; could she add this as an agenda item for a future meeting? **FCC:** It is on our agenda for one of our meetings; we get a quarterly report.

7.0 Closing

FCC adjourned the meeting at 8:58 p.m.

Next Scheduled Meeting	Approved for Distribution By:
All Family Advisory Meeting Wednesday, November 16, 2022 @ 7:00pm Via Zoom	

Family Council Presentation Sept 21, 2022

Missing Laundry/Unlabelled Clothing Audit 2022

In February we completed an audit of missing and unlabelled clothing. At that time our percentage was high for missing items, unlabelled clothing and clothing located in the wrong resident's room. We initiated training over the course of the last six months and then completed a repeat audit in August to determine if improvements were made. The following summarizes the improvements to our process:

Summary for the Entire Nursing Home

- **Unlabelled Clothing:** 5% of residents had unlabelled clothing in their wardrobes in August compared to 65% in February.
- **Wrong Clothing:** 8% of residents had the wrong clothing put away in their wardrobes in August compared to 18% in February.
- **Missing/Lost Items:** Total of 3 items reported missing and 1 item has been found, the rest have not been found during this audit. 5 items were missing in the February Audit.

The table below shows a definite improvement in our practices.

Comparison Summary for Entire Home

	February 2022			August 2022		
	Unlabelled	Wrong Room	Missing	Unlabelled	Wrong Room	Missing
Huron	46%	25%	4%	0%	4%	0%
Michigan	41%	25%	0%	9%	6%	6%
Erie	29%	14%	0%	10%	4%	4%
Superior	13%	15%	3%	3%	9%	0%
Ontario	0%	13%	4%	0%	15%	4%

The specific units are broken down below:

Huron: 28 Resident Rooms

- Items in the wrong wardrobe – 1 item was found that belonged to neighbour next door

0% of residents had unlabelled clothing in their wardrobe - (0/28)

4% of rooms had incorrect clothing put away in their wardrobe - (1/28)

Michigan: 32 Resident Rooms

- Unlabeled clothing – a total of 3 items were found unlabelled in 3 rooms
- Items in the wrong wardrobe – 3 items total; 2 items belonged to neighbour & 1 diseased

- Missing - 3 items total in 2 rooms

9% of residents had unlabelled clothing in their wardrobe - (3/32)

6% of rooms had incorrect clothing put away in their wardrobe - (2/32)

Erie: 28 Resident Rooms

- Unlabeled clothing – a total of 11 items were found unlabelled in 3 rooms
- Items in the wrong wardrobe – 1 item total; belonged to a deceased resident
- Missing – 1 item total; 1 butterfly print slipper

10% of residents had unlabelled clothing in their wardrobe - (3/28)

4% of rooms had incorrect clothing put away in their wardrobe - (1/28)

Superior: 32 Resident Rooms

- Unlabelled – a total of 1 item were found in 1 room
- Items in the wrong wardrobe – 4 items total;
 - o 1 unlabelled item that has been sent back to laundry
 - o 2 items were found in wrong rooms from the same unit
 - o 1 item was found that belonged to a resident on Michigan Crescent

3% of residents had unlabelled clothing in their wardrobe - (1/32)

9% of rooms had incorrect clothing put away in their wardrobe - (3/32)

Ontario: 26 Resident Rooms

- Items in the wrong wardrobe – 8 items total;
 - o 8 items found in wrong rooms on the same unit
- Missing: 1 sock from room that has since been found

0% of residents had unlabelled clothing in their wardrobe - (0/26)

15% of rooms had incorrect clothing put away in their wardrobe - (4/26)

Next Steps for Continued Improvement:

1. Environmental Services Manager will review the audit with the Laundry Students and Laundry staff to ensure all employees understand what is required by them to guarantee residents receive their own items back in a timely manner.
2. The Environmental Services Manager will create a monthly wardrobe audit and will audit 5 random rooms per resident home area, continuing to monitor and improve upon the successes seen in the last six months.
3. A pamphlet will be posted to the Vision Web site resource area once completed, to provide information to families on how to bring new clothing items in for their loved ones to ensure they are labelled correctly.