

FAMILY COUNCIL UPDATE

JUNE 5, 2024



MINISTRY OF LONG TERM CARE INSPECTORS IN THE HOME

At the March 20th Family Council meeting, we learned that there were more episodes of unaccompanied residents getting out of the home by following people out of the exits. Consequently, the following motion was passed unanimously: ***That Vision Family Council again advocate on behalf of the families to ensure security of the home, specifically as it relates to elopement and intrusion.*** Family Council received a formal response from Administration on April 1, reiterating the Board's previous response of February 9th and they will not be taking further action to address the motion.

As a consequence of this lack of response and considerable concern from multiple family members, we felt we had no choice but to refer the matter to the Ministry of Long Term Care (MLTC) as we are required by legislation. Following an extensive investigation by the MLTC, the following was determined (note: A Compliance Order is issued when there is a finding of Non-Compliance and the MLTC requires the licensee (Vision) to respond):

1. Non-Compliance with ON Reg 246/222 Section 115 (3-1) which states:

(3) The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (5):

1. *A resident who is missing for less than three hours and who returns to the home with no injury or adverse change in condition.*

2. Compliance Order under Section 5 of the Act which relates to a Safe and Secure Home.
3. Compliance Order under Section 6 of the Act (Subsection 7) which states:

Duty of licensee to comply with plan

(7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The Public copy of these inspections should be available in 2-3 weeks and can be viewed at: <https://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=2659&tab=1>

ELECTIONS!

Election of the Executive of Family Council will be held on June 12, 2024 via Zoom and in person in the Grand Room. We are currently seeking people for all positions – Chairperson, Vice-Chairperson, and Secretary. If you are interested, please contact Kerri Hill (our Staff Liaison) 519-336-6551 X7179 khill@vision74.com or Debbie Krukowski (Current but soon-to-be Past) Chairperson visionfamilycouncil@gmail.com



AGENDA
Vision Family Council Meeting
June 12, 2024 7-8 pm Zoom

NOTE: meetings are recorded for the sole purpose of accuracy and ease in preparing secretary minutes, in a timely manner.

AGENDA

- 7:00 pm **Welcome** (Debbie K)
- Quorum (votes only passed when quorum filled); *Quorum consists of five members eligible to vote one being of the executive and the others representing a minimum of four resident family members. One vote per family.*
 - Good news stories – any individual is welcome to share
- 7:10 pm **Business / action items arising from Last Meeting:** March 20, 2024
- March minutes (prepared by Debbie Krukowski)
Motion: That the Vision Family Council Minutes of March 20, 2024 be approved as printed. Mover: Secondar:
Y/N
 - Update to Family Concerns regarding Elopement and Unwanted Persons
 - Debbie and Bobbijo will outline concerns, and Vision response
 - **Q&A with Vision Administrator**
- 7:25 pm **Q & A with the Lindsay** (Administrator)
- Questions regarding report attached below
- 7:30 pm **Q & A with Kerri** (Program Service Manager)
- Questions regarding report attached below
- 7:40 pm **Family Council New Business & Initiatives**
- ELECTIONS –
 - NOMINATIONS FOR:
 - Chairperson
 - Vice-Chairperson
 - Secretary
- 7:50 pm **Round Table / Forward Agenda Items** This is the opportunity to offer each person’s reflection(s) or key point for discussion; ideas for the next meeting’s agenda, based on this meeting’s action items but also ideas generated from discussion at round table.
- 8:00 pm **Adjournment**

Next meeting: ?

Attachments:

1. *Draft Minutes March 20, 2024*
2. *Administrator’s Report*
3. *Program News*



MINUTES DRAFT
Vision Family Council Meeting
March 20, 2024
7-8: pm Zoom & In Person Grand
Room

ATTENDANCE: 6 Family Members attended via Zoom, 3 in attendance in the Grand Rm
Staff: Kerri Hill (Staff Liaison), Lindsay Vandenberg (Vision Administrator)
Chairperson: Debbie K, Vice- Chairperson Bobbijo Q

Quorum: *Quorum consists of five members eligible to vote one being of the executive panel and the others representing a minimum of four resident family members. One vote per family.*

1. Welcome (Debbie K)

- 1.1. Quorum met
- 1.2. Good news stories: There were none

2. Business/action items arising from Last Meeting: Minutes: January

- 2.1. January minutes posted on the website under Family Members Tab. **Motion:** That the Vision Family Council Minutes of January 17, 2024 be approved as written. Moved: Bobbijo Seconded: Hilary Carried
- 2.2. Update to Family Council regarding Elopement and Unwanted person - Debbie
 - Board of Directors response to our letter of January on February 9, 2024 to advise that there would be nothing further done with respect to this issue. Furthermore, CEO Heather Martin would not be attending this meeting, despite Heather's earlier offer to attend.
 - Lindsay answered questions from Family Members regarding mixed messages as to why WanderGuard was removed and implementation of Apple Air Tag
 - She clarified that Administration did discontinue the WanderGuard because it was not compatible with the new call bell system
 - Apple Air Tags and PSW checks are what are in place – she reiterated that they have the safety and security of the residents as an utmost concern
 - Board has made a decision which she must abide by
 - She acknowledged Family Members' ongoing concerns and will go back to Virginia and Heather to discuss
 - Lindsay advised some of the items in place for residents with dementia: Safety checks are determined based on level of dementia; Air Tags (no one is happy with); standardized elopement risk assessment; move residents to an upper floor;
 - Comments from Family Members
 - CCAC and the LIHN are guiding family members to Vision on the basis of them having WanderGuard – and it doesn't exist
 - Air Tags do not work – this will only help find their loved ones after they have left Vision and are in potential danger
 - Residents with dementia do not know to look both ways when crossing a road and Vision is located on 2 of the busiest streets in Sarnia

- Are the safety checks logged? At the end of shift, they log that they have seen a resident every 30 min
- Admin should place a big STOP sign at the doors and send a letter to all Family Members/Visitors/Volunteers asking them to be aware of anyone leaving with them
- Family Member relayed that another serious elopement took place in February 2024

MOTION: That Family Council reinitiate discussions with Administration regarding Elopement and Intrusion as the Board's response is not adequately addressing the concerns of Families. Moved by: Hilary Seconded: Barb Carried unanimously

Complaints process – it is still in progress – Family Council reviewed and suggested that philosophy move to the bottom of the page – email addresses should be added for all contacts including the Chairperson of the Board – (Lindsay advised that it is supposed to go through Heather Martin). Lindsay agreed to send to Debbie and they would continue working on it. Lindsay agreed to have it come back to Family Council before being finalized.

Q & A with the Lindsay (Administrator)

- Gerry App is moving along well – Lindsay thinks it is a great app – checking with other homes to make sure it is as good as they said it is – roll out will take about 6 weeks once it is approved – more to come on that

Q & A with Kerri (Program Service Manager)

- No questions – getting out on more bus trips as the weather improves

3. Family Council New Business & Initiatives

3.1. New Executive members – Debbie asked for Family Members to step up. We need all positions for Executive filled. We are looking for a Chairperson, Vice Chairperson and a Secretary. If you think you would like to do any of these position please let Debbie or Kerri know.

4. Round Table / Forward Agenda Items

- Can Family Council lobby the government for more help for Long Term Care homes? No we cannot. Family Council are not lobbyist groups to the government – it is not part of our mandate.
- It was noted that there has not been a notification to ALL Family Members that the Wander Guard System has been discontinued and to watch for residents leaving unaccompanied. It places the onus on visitors to the home to police the doors. Perhaps if more Family Members knew the seriousness of the Elopement situation, there would be more people attend Family Council meetings.

5. Adjournment

The meeting adjourned at 8:25 pm.

Next Meeting: To be Determined (Elections) via zoom or in person in the Grand Room

NOTE: meeting was recorded for the sole purpose of accuracy and ease in preparing secretary minutes, in a timely manner. Membership names are protected unless added by permission of a specific member.

NH Family Council meeting June 12, 2024

Administrator's Report

Happy June to all – it's so nice to have had some sunshine and warm weather over the past few weeks.

RSV/Covid vaccinations: The spring Covid 19 boosters have been administered to all those residents who were eligible. Will continue to offer as residents become eligible.

Staffing Updates: A few changes are underway in the administrative staffing pool.

Heather Taylor – former Resident Care Manager has accepted the Director of Care position in the Rest home. Heather has been with Vision for 8 years and we are happy to welcome her to the Rest Home team. We wish Amanda all the best in her future endeavours.

Good bye and Good luck to Dana Taylor - Volunteer Coordinator/Recreation Facilitator, Ryan Swartz - Environmental Services Manager, Dan Leblanc – Human Resources Manager. We are actively recruiting for these positions.

Family Council Motion(s):

On November 15, 2023 The following motion was received ***That Vision Family Council advocate on behalf of the families to ensure security of the home, specifically as it relates to elopement.*** The Board of Directors had forwarded a response Feb 9, to Family Council and the response is available from the Family Council Chairperson.

Response: The motion was resurfaced at the March Family Council meeting and the response from the Board of Directors has not changed.

1. The home will not change the entrance requirements of the Nursing Home at this time
2. The home will continue to revise the current Elopement Policies and practices.
3. The Code Yellow Emergency response systems will be reviewed to ensure the safety of all our residents.

Our organization has a commitment to ensuring the safety of our residents. As indicated in the Board's response, this includes ongoing reflection of current practices and revisions of policies and procedures in the home, as necessary

On January 17, 2024 The following motion was received from Family Council. ***That Vision Family Council support the implementation and use of the mobile app known as Gerry in Vision Nursing and Rest Home.***

Response: The app has been demonstrated to all members of the Professional Advisory Committee and it was determined that this app would not be beneficial at this time. Although the app has some features that could be viewed as enhanced communication features, the feature that we thought was available (families messaging with Registered Staff) is not available. We do not see a benefit to initiating this application at present time.

Inspections:

- Ministry of Long Term Care inspection occurred on May 8, 9, 10, 13, 14, 2024. Public Report will be posted once received.
- RHRA Annual inspection of Rest Home – was conducted on March 5, 2024. The following findings were noted:

Focus Area #1: Complaints: As part of the inspection, the home's complaint log was reviewed. The home was not able to demonstrate that they had kept a written record of their response back to a complainant as well as any response made by the complainant in

return. The home did not produce a written record of complaint with all the required information.

The Home has taken corrective action to achieve compliance by: The Director of Care has formalized a response and given this to the resident who submitted the complaint. A Counselling Memorandum was prepared and given to the involved employee on March 11, 2024; this has been filed in her personnel file. The Director of Care has completed the RHRA Compliance Assistance Module – Complaints for educational purposes.

Focus Area #2: Resident Record, Assessment, Plan of Care: As part of the routine inspection, the inspector reviewed a sample of residents' plan of care. There is a requirement under the Retirement Homes Act that resident plans of care be updated as care needs change or at a minimum of every six months. The inspector found that not all of the plans were updated at the time the residents' care needs changed or every six months. The Licensee failed to ensure the plans were revised and updated in compliance with the legislation.

The Home has taken corrective action to achieve compliance by: The current Director of Care has reviewed the RHRA regulations, specifically Section 62 (1-12), that refers to Plan of Care. The Director of Care will complete the RHRA Compliance Assistance Module – Assessments and Plan of Care by Friday, March 15, 2024.

The Director of Care has developed a schedule to assist her with the scheduling of Plan of Care assessments and reassessments. The Director of Care has set a date to achieve completion of all outstanding Plan of Care's by March 31, 2024

50th Anniversary – Vision is celebrating 50 years of service this year. A party is planned for June 15th 1:30-4PM, with a presentation at 2PM. Please mark your calendars as all residents and families will be asked to attend this celebration.

We celebrated the anniversary a little early and had a group photoshoot with all residents, our staff, and family members last week. Once we get the photo we will be sure to post it to the website. There will be a big banner printed to post inside the homes.

Emergency Preparedness

RH Mock Evacuation: May 16 2024

We are required to complete a mock evacuation every two years in the Rest Home. We trialed using the Wellington Flats building as a possible holding space for our residents while we arrange bussing to our "Control Centre" at the arena. It worked very well! Taking only 10 minutes to get everyone into the other building. It will provide a safe and dry place to triage residents while arranging for next steps.

We are allowed to use different scenarios to run a mock evacuation, not just fire. This incident was an unconfirmed gas leak, so elevators were able to be used. We were very glad almost all of our residents opted to participate, if they chose not to, our admin team volunteered as replacements.

As part of the debriefing following the event, we discussed what they would need as a necessity if we were not able to come back to the Home right away? And preparing to have those items set up in their room, for quick access, e.g. cell phones, important legal papers, clothes instead of pajamas if at night, walkers/wheelchairs and "whiskey! The residents and our team appreciated this training, it is vitally important to test these types of events routinely so emergency response becomes second nature.

We are planning an evacuation event for the Nursing Home side this summer. More information will come once the date is confirmed with our local response partners.

Program News for June 2024

1. BBQ Season will start June 5th. Every Wednesday until the end of September will be a BBQ lunch with 2 units coming down to the pavilion each week. It will work out there will be 4 BBQ's per unit as long as the weather cooperates and it is not too hot for the residents to attend. This will be for those residents who wish to attend as not all residents enjoy coming to this event.
2. June 15th – Vision's 50th Anniversary party will take place from 1:30-3:30pm in the Brock St Parking lot. This event will go rain or shine.
3. Also please note we will be asking family to not park in the parking lot from Friday June 14th until after the event.
4. June 16th – Father's Day Social. Donuts for Dad's will take place in the Grand Room at 2:00pm. Come on in and celebrate donuts and dad's.
5. June 24th - Seniors Duc Cruise. We have 25 tickets for the 1:30 boat cruise. We will be heading down beforehand to enjoy the luncheon provided at the park.
6. June 30 – Canada Day celebrations in the Grand Room at 2:00pm wear your red and white and celebrate Canada!
7. July and August we will be doing a Thursday morning Horticulture program with the Boys and Girls Club for 9 weeks. Each week will have a different program pertaining to Horticulture.
8. With the nice weather upon us there will be lots of outings such as picnics, fishing trips, drives, ice cream run, etc.
9. Staff – Currently hiring a Volunteer Coordinator/Rest Home Recreation Facilitator position. During this time Kerri will be doing programs in the Rest Home and looking after the volunteers.