



MINUTES DRAFT
Vision Family Council Meeting
 January 17, 2024
 7-8:55pm Zoom & In Person Grand
 Room

ATTENDANCE: 10 Family Members attended via Zoom, 4 in attendance in the Grand Rm
 Staff: Kerri Hill (Staff Liaison),
 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. Amendment to the agenda adding in a complaint process brought forward from the Administrators office Motion made to accept: Hilary Seconder: Shirley Carried
- 1.3. Good news stories: Staff were amazing during the residents Christmas party with the outbreak on Michigan even though residents were in their rooms for this event they still made it special and was great to have Santa come to each of the residents.

2. Business/action items arising from Last Meeting: Minutes: November 15, 2023

- 2.1. November minutes posted on the website under Family Members Tab. **Motion:** That the Vision Family Council Minutes of November 15, 2023 be approved as written.
 Moved: Judy Seconder: Bobbijo Carried
- 2.2. Update to Family Council regarding Elopement and Unwanted person, presentation through PowerPoint was done by Debbie.
 - Vision stopped using the wander guard system and started using Apple Air Tags as a way to track their wondering residents. With the removal of the wander guard system, there was no stopping or alarms being triggered when a wandering resident was near the door.
 - At both Wellington and Brock doors, there is a code clearly posted above the keypad to use to open the door.
 - A review of other homes door security in the county showed some have the wander guard system, one home is completely locked down and permission has to be granted for family and visitors to come into the home. A couple homes use key fobs to enter their home.
 - Family Council suggested the following solutions:
 Elopement:
 - ⇒ investigate adding the wander guard system or something similar to the new call bell system,
 - ⇒ adding a screener back to the Brock St. entrance and
 - ⇒ GPS tracking devices to track residents rather than Apple Air tags.

Intruders:

- ⇒ Locking both doors and having a code to key in to enter
- ⇒ Expanding the key fob system that is already in place for staff to include families (families are willing to pay for these)
- Vision's formal response Dec 22 advised that a Ministry inspection indicated compliance. Vision has not implemented any of the suggestions.
- Dec 29, Debbie had a conversation with CEO who was to get a response back to her before the next meeting. This did not happen. However, Heather volunteered to attend this meeting but, as so much has happened since our last meeting, Family Council Executive wanted to provide an update to family members.

Some of the comments from the family members:

- One family member talked about the key fob system to secure the home and wondered if families were to put down a deposit on the fobs, how much would the system really cost the home? If the visitor does not have a fob how would you get into the building? Using a fob if there were issues with a family member that fob can be turned off immediately.
- If we were to use a key code for the doors people can share this code with others and we still really do not know who is coming into the building.
- With the air tag, you have to find a place to put it where resident will not remove it.
- A family member does not know who she is to go to when she has concerns with her family member. A: Most times you could start with the Director of Care.
- Why can we not have a greeter/screener? It is more personal when entering the building.
- Can Vision give a cost breakdown of the various suggestions and provide us with the cost of each so we can understand the rationale better?
- Is there a spot where they track the various incidents, of those who have gotten out, intruders and if so where is that tracked? A: These can be found in the quarterly newsletter that are posted on the website under the Family Member tab.
- Family Members would like to invite Heather to our March meeting to answer any questions regarding this matter.
- Debbie again cautioned that Family Council can offer solutions but cannot tell Vision how to run the home.

3. Family Council New Business & Initiatives

- 3.1. **New Executive members** – Our Elections will be held in May and we will 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.
- 3.2. Creation of a bus stop. Various homes have created a bus stop right outside the doors of the home to create a temporary “slow down” of persons attempting to elope. If we create a bus stop, the residents will go and sit and wait for the bus that does not actually come. All family members are in agreement of proposing this to Administration to create a bus stop at Brock St. Entrance.
- 3.3. Gerry App – which runs in conjunction with point click care which Vision already uses was brought to Debbie's attention through Family Council Ontario. It allows you to check in on your loved one and find out pertinent information. This can assist with not having to call into the home to check up on your loved ones. The cost of this app is \$10/month/resident. If you want the entire package it is \$20/month/resident. Would you

like us to propose this to the Administration team? **Motion: That Vision Family Council support the implementation and use of the mobile app known as Gerry in Vision Nursing and Rest Home.** Moved: Cheryl Seconded: Mac Carried.

3.4. Complaint Procedure Poster will be placed around the home and administration would like our input. Family members offered the following comments:

- Does this “flow chart” supersede Vision’s current complaint process?
- Why are there so many different communication methods? They should provide the following means of communication for each level and member of the process:
 - Telephone numbers, with extensions
 - Email addresses
 - Snail mail addresses
- Why is there no name for the Chairman of the Board? Who is it and can we contact them directly?
- Why are there so many levels? This is ridiculous that anybody should have to spend this much time to get a response and deal with so many levels! I wouldn’t go through all of these channels.
- Where is Family Council? Why are we missing? Is this because of the Security Issue? Do they really not see Family Council as a member of the team?
- To reach the board can they offer an email option? There are many options and if family have to follow all this steps to get an answer they will give up after the 3rd person they have talked to.
- Q: Can there be a statement that says if you are needing assistance with any part of this process please contact Family council visionfamilycouncil@gmail.com.

4. Round Table / Forward Agenda Items

Nothing more to add at this time.

5. Adjournment

Motion: Bobbijo Seconder: Barb Carried The meeting adjourned at 8:55 pm.

Next Meeting: Mar. 20, 2024 @ 7:00pm via zoom or in person in the Grand Room

May 15, 2024 @ 7:00pm (Elections)

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.

Administrator Update - March 17, 2024

Operational Plans 2024

Our management team met in February to look at our goals and set the operational plan for this upcoming year.

Nursing Home Operational Plan 2024 will include a review of the following departments and job routines:

- PSW – Nights Routines (Day and Evening completed in 2023)
- RPN - Routines
- RN - Routines

- LEA – assigned to Nursing Rehab team
- Program/Activation: (review of activities meeting defined residents needs/calendars, small groups)
- Environmental Services (Laundry/HSK/Laundry Students)

Rest Home – The goal for 2024 will be the continued growth of the Transitional Care Program (TCP) and increase the program's occupancy to a maximum of 10 residents. The second goal will be to focus on IPAC education, training, and auditing for all employees.

Quality Improvement Indicator Reporting and Tracking: The Board of Directors has requested we revisit our Quality Improvement reporting format and use of the quarterly reports. The aim is to reduce any unnecessary duplication in reporting. This is currently underway and a new reporting template is expected in Q2 and Q3 of 2024.

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 has forwarded a response Feb 9, to Family Council and the response is available from the Family Council Chairperson.

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.* We have had the opportunity to learn more about this application and the features it has to offer. This is an app that can be offered to all family members who wish to use it to enhance communication with their loved ones. Lindsay has a meeting on March 12, 2024 with the Gerry team and there will be more information available regarding the decision following that meeting. There is an associated fee for family members of that ranges from approximately \$5-10/month.

Inspections:

- Ministry of Long Term Care inspection occurred on February 6, 2024. An area of non-compliance was remedied while on-site (broken castor on a bed – bed was changed out and discarded). A Compliance Order was received to secure the door to the Student Wing from resident access. The doors have since been secured and a keypad has been placed on the access door on March 7, 2024; the Order closed March 11.
- Ministry of Labour Inspection: An inspection occurred on November 3, 2023, and no areas of concern identified. The focus of the inspection was Musculoskeletal Injury Prevention.
- RHRA Annual inspection of Rest Home – was conducted on March 5, 2024. Awaiting report and will share full report with Family Council once it is received

Staffing Updates:

Admin staffing changes:

- IPAC Assistant – Trish Vaillancourt will be assisting our IPAC Lead to help ensure our IPAC standards and expectations are being achieved; Trish will continue to conduct tours of both Homes.
- Part Time Resident Care Manager – Lorrie Ann Timmers RN comes to us with several years of nursing experience. She is passionate about senior care, and we are thrilled to welcome her to the team.
- Registered Dietitian – After 11 years of service, Mark Smith has moved on to new endeavours. We are pleased to welcome Shelby Sullivan as our new Full Time Registered Dietitian.

- HR/Accounting Clerk –welcome Rojay Mills. Jay will be assisting both departments with their daily duties.

Call Bell System - installation of the new system was complete in January 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. More information to come as the plans develop! If there is anyone who would want to assist with helping to plan or volunteer on the day please let me know! We appreciate any and all help!

Programming News – March 2024

Mar. 26 - BBQ Fundraiser for the Inn of the Good Shepherd in the Café from 10:30am-1:00pm. Lunch will be \$7.50 with your choice of hamburger/hot dog, chips, beverage and dessert.

Mar. 28 – Easter Tea in the Grand Room @ 2:00pm.

Apr. 2 – Memorial Service remembering those from October to March 10th as our January Memorial service was postponed due to the weather.

May 12th - Mother's Day Social @2:00pm in the Grand Room. All are welcome.

June 15th - 1:30-3:30pm Vision's 50th Anniversary Party more details to follow.

Looking to replace for Kelsey's Mat leave on Superior she will be off at the end of April, Laura is leaving looking to replace her and also looking for a summer student all taking place in the Activity Department.