



Meeting Name	Family Advisory Meeting		
Date	November 16, 2022	Location	Zoom
Start Time	7:00pm	End Time	20:13
Meeting Facilitator	Debbie Krukowski	Minutes Prepared by	Terry Perrin

Meeting Type	All Family Meeting
Attendees	13 Family Members attended via zoom Staff: Kerri Hill and Lindsay Vandenberg Assistant Administrator (Guest)

1.0 Welcome by Chair – Good News Stories

- Debbie welcomed everyone to the meeting and asked participants to share a good news story:
 - 1) Participant had a very nice annual conference for their family member on Michigan.
 - 2) Nick the greeter is a ray of sunshine as you come in the door; very warm and welcoming.

2.0 Approval of Minutes of the Last Meeting

Participant asked if Family Council could have their own tab where minutes, etc. reside; Debbie advised there is one under Resources.

MOTION: To approve the Minutes of the September 21, 2022 meeting.
MOVED BY: Darlene **SECOND BY:** Brandon **CARRIED.**

3.0 Business Arising from Last Meeting

- 3.1 Update on Air Conditioning / Directors’ Order and Vision’s response to Vaccination Policy amendment request:
Lindsay Vandenberg: Re Directors’ Order – they have worked with Ministry Guidance; 5 HVAC units have been rebalanced to ensure even flow – first and 3rd floor were operating normally – 2nd floor needed to be lowered – dampers were closed at some locations. First and second floor dining rooms had low volume of supply air and slow exhaust rate – fixed. Next will be the installation of a “Variable Refrigerant Flow Cooling System (adding booster to the system; should be done before hot weather in 2023.) No update on Appeal of Order at this time. (See more information on attached Administrator’s Report.)
- 3.2 Regarding Unvaccinated visitors to home – ethical review has resulted in these family members be admitted to the home as General Visitors, meaning no entry will be allowed during outbreak.

Question:

Are flu shots required for visitors to the home?

A: No. All residents who wish it are being given shot now; staff will be given shots next.

4.0 New Business
4.1 Search for Vice Chair

Hoping someone can take the position – only until it is revisited in May – in the event of Debbie’s absence. It could be done virtually, so you do not have to be a local resident.

5.0 Standing Agenda Items

5.1 Administrator Response and Family Update

Administrator Report (overview by Lindsay Vandenberg:)

- **See Report Attached**
- **Question:** POA for Personal Care were not up to date; so, Participant reminded everyone to make sure theirs are.

5.1. Program Department News

- **No concerns from Resident Council**
- **Program Department News Overview by Kerri Hill – Report Attached**

Question: Is there a list of extensions that we could access as family members?

Kerri: will check and post on website. (Post meeting: A list of extensions is posted on the website – Resource Area)

Question: Do we book the room through you, Kerri?

Kerri: Yes – or anyone in Activities.

Question: Is there someone available to help get loved ones in vehicles or do Care-a-Van or LEO do pickups on Christmas Day?

Debbie: LEO prioritizes health appointments – you can be cancelled at the last minute; Care-A-Van is not operating on Christmas Day.

Question: Do we need to sign up for attending Legionnaires games?

Kerri: Let her know the name. There is a large group of residents who like to go, so they do it on a rotation basis. They usually go on Thursday nights. Dave comes in and takes them over on other nights during playoffs.

Kerri will attach the October quarterly reports to the minutes. In the future, Debbie would like to send them out with the agenda ahead of the meeting so we can ask questions at next meeting. All agreed.

6.0 Round Table

Debbie has been participating in the Family Council of Ontario and the Caregivers Association and one of the FCofO had members wearing a big button saying “Ask Me” identifying yourself as a member of the Family Council. She and Kerri will work on it and come back with designs in January, hopefully, and those who wish to do so could wear one when in the home.

Family member1: Food is a major concern for residents; family members can speak to Mark, the Dietitian or Jeanine, Food Service Manager about special requests or needs.

Family member2: Mother found chicken dry, potatoes tasteless, but better than hospital food.

Debbie: will have a chat with Virginnia if everyone has a negative view of the food.

Family Member 3: Mum says food in Rest Home is fabulous – her cohorts agree.

Debbie: posted a contact list to the chat.

Kerri: says over 200 people are being fed so naturally, there will be vastly different opinions on the flavor of the food. But things like tough meat, lumpy potatoes and the correct temperature will be brought to the attention of the kitchen.

Family Member4: Regarding the sign out front and do family members have input?

Kerri: She is responsible for the message; there would be events advertised or inspirational messages.

Family Member4: Sign messages can be triggering – the message that “as I get older, life becomes more beautiful” does not sit well with some residents and their families. Kerri will change it on Friday.

Debbie: Should Council be involved in sign messages; may not be sustainable. She threw it to the floor for comments.

Family Member4: Regarding the information sheets outside each residents’ room – her dad does not have one. (She would be willing to fill out a template for her dad.)

Kerri: That’s very new – she will make sure that your dad will have one soon.

Family Member5: Thank you for doing the sign; the time and weather make it a tough job. Thinks maybe just changing the word “beautiful” to “precious” might work.

Family Member6: Thank you from the bottom of her heart to all for opening up the home to unvaccinated people to be let in.

Family Member 7: Volunteered to change the sign for Kerri. (She’s hired!!!)

Family Member 8: Re Bathroom Renovations – Rest Home is the first stage. Bathtubs will be replaced by walk in showers. Taps are very hard to turn off – will they be replaced? Kerri will forward the concern.

Family Member 9: Mum is 3 days at Vision Rest Home. Everyone has been wonderful. Mum has the tub; having a hard time getting over the edge – her family are vertically challenged, and they have had to move the shower nozzle down as they could not reach it. Also – is concerned about the Air Conditioning. Mum has a condition that makes her hotter than most.

Kerri: individual rooms are not air conditioned – only halls and common areas. At resident council – the resident majority found it cold. If a resident is hotter – during cooler weather, they would crack the window. In Mum’s case, they would work together to address the issue.

7.0 Closing

Debbie adjourned the meeting at 8:13 p.m.

Next Scheduled Meeting

All Family Advisory Meeting Wednesday,
January 18, 2023 @ 7:00pm Via Zoom

Approved for Distribution By:

All Family Meeting Update

November 16, 2022

Administrator's Update:

Inspections:

Update on items required by the Director Order:

- Re-balancing of all 5 HVAC units in the home, on three floors to ensure maximum efficiency. **Resolved.**
- Installation of a supplemental Variable Refrigerant Flow (VRF) cooling systems: equipment has been ordered; we are hoping to have it installed prior to the hot weather in 2023.
- There is no update on the appeal of the order at this time.

The Public Report is posted at [Home Report \(Itchomes.net\)](https://www.itchomes.net).

Superior Outbreak:

The Superior Unit was placed in outbreak status on October 27th and the outbreak will continue until at least Nov 25th. Most symptoms are mild for our residents and show the value and effectiveness of the COVID vaccine for our immunocompromised residents.

COVID Vaccination Policy:

As a result of the motion brought forward by Family Council, an ethical review of the Vaccination Policy was completed with our staff, medical team, and Board of Directors. The result of the ethical review allowed for unvaccinated family to enter the homes as General Visitors. We will continue to revise the policy as needed as changes and directives occur during the pandemic. Please send in your fourth and fifth boosters to Cherie Furlan Craievich IPAC Manager at cherie.craievich@vision74.com

Rest Home:

We have been working on redoing the floors in the Rest Home and have put the remaining bathroom renovations on the list for 2023. You will see some new faces as we bring on new staff in the attendant and student position. A new laundry valet has been brought on board to complete personal laundry. Please say hello and welcome when you see them in the Home!

Nursing Home Labelling of Clothes:

As Christmas approaches, I would like to remind everyone of the process for bringing in new clothes. To ensure they get labelled, clothing needs to go to the nursing station where it is labeled with the appropriate form and put in the laundry container for pick up. We will have the lost and found cart in the front lobby next week, please if you are missing items, come in and look through the items on the cart. Once the week is over, the items will be going to the good will.

Full Time Nurse Practitioner:

Family Council 16-Nov-22

Last but definitely not least, we are very excited to have Corinne Pollard Nurse Practitioner start full time with us as of November 1st. She is very excited to begin her role in the Home, and work with our nursing team to expand the nursing skill set and reduce the need to send our residents to the hospital. Her focus and drive is palliative approach to care, and she will take a lead role in on our Palliative team. Please welcome her when you see her, her office is on the second floor.

I would like to take this opportunity to say Merry Christmas and Happy New Year to each of you. And to say thank you for allowing us to take care of your loved one! It is our honor to be able to care for your family.

Virinnia Bright

Administrator

Programming News

I am currently looking for a full time position and a part time for the Rest Home. Currently Dana is covering the program in the Rest Home until I find a replacement.

1 international student from Therapeutic Recreation will be joining us at November 28th for 3 weeks

Our new bus has arrived and has been out on the town. We will be planning some Christmas shopping trips and Christmas Light tours have been planned for the 2 weeks leading up to Christmas.

Secret Santa program will be taking place once again this year. Our staff adopts a resident and provides them with a meaningful gift that will be given to them Christmas morning from Santa.

Santa will be coming to Vision on Friday December 23rd starting at 9:30am and going throughout the home to visit all our residents.

Booking rooms over Christmas will be on a first come first serve basis and rooms are limited at this time if you are requiring a space to eat with your loved one. Please speak to activities if you are looking to book a room.

Facebook Page please join if you are not already a part of it. Look for Vision Nursing and Rest Home and answer the 3 questions in order to be approved.

Vision74.com under be involved tab select if you are an essential worker or substitute decision maker then click to join, put in your email and password and Virinnia will approve you in to get the latest updates.

Instructions: Using the current data scorecard, study the quality indicators you are monitoring and discuss favorable or unfavorable movement of the data including possible contributing factors, planned investigations, and action plan with timelines or changes to policy or process.

RESIDENT and FAMILY COUNCILS	
	Responsibility of: Wendy Webb
Months for reporting: Jul-October 2022	Date of Report: October 2022
INDICATORS MONITORED BY THIS TEAM:	Prepared by: W. Webb
# Resident Satisfaction Questionnaires Completed NH	
# Resident Satisfaction Questionnaires Completed RH	
# of CSQ's returned (incl. death/discharge/new admission/respice/CC discharges (NH & RH)	
% of NH CSQ/RSQ's received requires a follow up r/t the QIP questions	
% of RH CSQ/RSQ's received requires a follow up r/t the QIP questions	
% of positive responses to: I can express my opinion without fear of consequences (incl. all CSQ/RSQ completed and returned)	
% of positive responses to: I would recommend Vision to others who are looking for LTC/RH/CC/Respice (incl. all CSQ/RSQ completed and returned)	
Average response to the question "What # would you use to rate how well the staff listen to you between 1-5? (1 low 5 high)"	
DATA REVIEW	
<ul style="list-style-type: none"> ✓ This quarter 15/39 Family and Resident satisfaction Questionnaires returned from NH residents or families. ✓ In the RH 6/9 Resident Satisfaction Questionnaires that were issued have been completed and returned. ✓ 3/12 New Admission CSQ's were received, and 4/15 Discharged CSQ's were received. ✓ This quarter there was 3 surveys that required follow up by a department head. ✓ This quarter 100% of the respondents replied that they felt that they could express their opinions without fear. ✓ 83% of all CSQ's returned stated they would recommend Vision to others. ✓ The average response to the question "What # would you use to rate how well the staff listen to you between 1-5? (1 low 5 high)" continues to be positively answered by most residents/POA – this quarter the average was 4.5/5. ✓ There was an All-Family Meeting held on July 27th and September 21st via zoom with approximately 20 in attendance for each meeting ✓ The minutes from the family meeting were uploaded onto Vision's website for all to view under the resource and get involved tab. ✓ We have been successful on finding a Chairperson and Secretary. We are still currently looking for Vice Chair person. 	
ACTION PLANS	
<ul style="list-style-type: none"> • Comments made on all CSQ's have been recorded on the home network in the CSQ file • Family Council terms of reference have been changed up a little bit and put into place. • We have a new letter welcoming our residents and their families to the home that has been written from the chairperson. • Currently working on a plan to meet the Administrator monthly for the new families and residents who move into the home. Looking to start this in in the new year. • The admission RSQ's will be sent out 2 weeks after the resident is admitted along with a welcome letter from family council explaining what it is all about and letting the families know when our next meeting will take place. 	
SUCCESS NOTES with Sustainability Plan	
<ul style="list-style-type: none"> • We have a Chairperson (Deb Krukowski) and Secretary (Terry Perrin) for our Family Council team. YAY 	

QIP (Quality Improvement Plan) 2022

Narrative

Vision '74 Inc. is a non-profit charitable organization located in Sarnia Ontario, operating 146 Long Term Care designated beds. Vision '74 Inc has a 36 bed Retirement Home and a 36 independent unit apartment complex. Vision Nursing home is an accredited long term care home serving the Sarnia-Lambton community for over 45 years. In 2019 we partnered with Lambton College to provide International Student housing within our Nursing Home which accommodates 9 students studying in the health care field. In 2022 we purchased additional property to allow this program to expand to four more students. We are devoted to providing a person-centered approach throughout the provision of care. Our

philosophy is to "treat others as you would want to be treated". Vision's Operational Plan reflects the Board of Directors strategic focus " to maximize staff and residents' quality of life and safety". This strategic goal ensures that staff and residents' safety is a priority and is accomplished by identifying and minimizing potential risks. Residents and staff are treated respectfully in an environment that promotes a high-quality work/life balance. As we turn the corner in 2022-2023, our Quality Improvement Framework has been recreated and titled a "Plan Within a Plan". The Plan Within a Plan focuses on 7 different Key Focus Areas (KFAs). The KFAs identified in our plan translate into the Quality Improvement Plan (QIP) for the organization.

The 7 different KFAs are:

1. Administrative Structuring
2. Home Improvement
3. Resident Satisfaction
4. Resident and Family Engagement
5. Knowledgeable Staff
6. Recruitment and Retention of Staff
7. Resident Safety and Care

We have embedded into our Plan within a Plan the areas of focus required by the QIP:

A) The first 2 areas required in the QIP a) reduction of antipsychotic medications and b) unnecessary ED visits fall within the Resident Safety and Care KFA. Our goal for both is to be below the provincial average by 2% in each category.

B) The remaining 3 areas required in the QIP are embedded in Resident Satisfaction, and Resident/Family Engagement. The goal for all three is to receive a response rate above 98% from residents who are asked: Do you feel that you can speak up without fear of consequences? Do staff listen to your care concerns as evidenced by satisfaction in their (resident) care outcomes? And how well do the home's staff listen when a resident speaks?

Implanting the requirements of the QIP into our Plan within a Plan, keeps us on track to ensure we continuously are working towards these goals on a quarterly basis as we work on our KFAs. Keeping quality improvement as the focus in all KFAs ensures we provide a safe and supportive culture for both residents, families, volunteers, and staff.

Reflections Since your last QIP Submission

Vision's focus since the last QIP submission has been on the health and safety of our residents primarily in Infection Prevention and Control (IPAC) program, the mitigating the impact of the global pandemic and recruitment and retention of staff. Over the last two years, our IPAC program has been a primary focus. Policies have been created, reviewed, and enhanced to reduce the risk to residents and staff related to the pandemic. IPAC education is provided to all staff, volunteers, and Essential Visitors. The creation of the Essential Visitor program with full IPAC training allowed for family members to support their loved one during outbreaks. The program has been successful with over 400 Essential Visitors. Part of managing the risk related to COVID-19 was the mobilization of a testing clinic. Vision had the resources to open a clinic with the capability to track vaccinations, providing education regarding vaccinations, and completing PCR and RAT testing for families, volunteers, Essential Visitors, and staff. IPAC practices are included in our Plan within a Plan KFAs with the introduction of a new infection control quarterly report, and a dedicated Infection and Prevention and Control Manager.

Staffing in LTC during the pandemic has been a challenge. Staffing shortages caused by the effects of COVID -19 meant creative solutions were needed. The home introduced many new positions to optimize our ability to attract and retain quality team members:

- a new front line staff position “Resident Support Aide” to ensure little to no disruption to resident care and safety.
- The hiring of two Resident Care Managers to assist with ensuring resident care is being provided per resident wishes on all shifts as well as provision of timely training for new Personal Support Workers.
- A dedicated team member to call in staff and fill empty shifts.
- A new scheduler to allow department managers to focus on resident care, not scheduling.
- An Executive Assistant to take on administrative duties from dept. managers again to release time to supervise care provision.
- A new Medical Director with a strong focus on Resident and Family involvement as part of the Care team.
- An Assistant Administrator focusing with the Administrator on the multitude of changes the global pandemic required of the Home.

These many changes resulted in restructuring of our Organizational Chart and ensuring each manager could have the time required to supervise and train their individual departments. Orientation and onboarding of new staff continues to be offered weekly. We have partnered with Lambton College to create a program where we will send all our new hires to Lambton College to complete their “Passport” of Orientation. This then allows each staff to work at another location without having to complete general orientation again, simply by showing their ‘Passport.’ Lambton College is continuing this work and creating a plan to offer the Ministry of Health’s Mandatory Education requirements on a yearly basis. The time saved by each home will be instrumental in recruiting new hires and increasing the care provided to residents.

Vision was excited to be partners in two successful research projects: one used the PIECES framework for virtual care planning and the second focused on the implementation of Team Huddles and impact on resident care. Each project has resulted in new processes being implemented in the home which impact on the overall quality of care for staff and residents.

Resident Partnering and Relations

Partnering with our residents and their families was challenging at times during the Pandemic-specifically when families were not allowed into our Homes. We have seen firsthand how detrimental this is. Our focus is now shifting towards how we involve the resident and their loved one in their care decisions and how care is provided to maximize their comfort and quality of life.

We looked first to our communication systems to ensure our messaging was clear and concise: we utilized Cliniconex to send automated messages to families on changes throughout the pandemic, we utilized our website and created a space for families, Essential Visitors, staff and volunteers to access information specific to them that is password protected. We posted on our “Closed Facebook” page pictures and updates of the happenings within the Home.

Second, we looked at how to maintain resident care, family connection and care conferences. We offered our multidisciplinary care conferences virtually by phone or Zoom and in person when able. All Managers in the Home, have an open-door policy promoting everyone to stop in and discuss any topic at any time.

Family and Resident Council meetings continued to provide a chance for everyone to provide input and valuable feedback on an ongoing basis. Creative ideas included the use of technology to gather residents for resident council, family council and All Family Meetings using a Zoom platform.

When families were unable to come in and visit face to face with their loved ones, Vision was able to continue to connect the residents with a variety of strategies. Staff utilized technology to assist with booking general in-person visits, and virtual visits for families to ensure residents maintained the ability to connect and see their loved ones on a regular basis. Staff often assisted residents providing support when using IPADS and cell phones. Client satisfaction survey's continued to be provided to residents, family members and offer a major source of information and feedback. The Vision website allows family members, residents, and friends to provide feedback and connect easily with our leadership team.

Our aim is to continue to build on our existing partnerships with residents and family members by inviting them to participate as members of internal teams and contributors to Quality Improvement initiatives. For example, we had two family members who participated in the implementation of the PIECES research project during the pandemic focusing on engaging families virtually with residents experiencing responsive behaviours. We have recognized the role technology plays to enhance resident partnerships and are planning to expand and improve our current technology program. We have purchased a new high speed Wi-Fi network for staff and residents to accommodate the growth of technology and virtual programs in the home.

Provider Experience

Our clinicians and allied health providers have noticed and responded to factors including the global pandemic, increased complexity and complex needs of residents living in LTC. The Frontline staff have been impacted physically and emotionally related to the pandemic and number of resident deaths early in the pandemic. Our staff struggled with juggling, home life, no childcare, no school, ageing parents, and their own mental health, this continues to result in almost daily staff shortages. Creative staffing solutions were essential to be able to support the resident's and their needs. During the pandemic, the use of agency staff, international students and a new position called "Resident Support Aid" were utilized. Counselling services were and continue to be offered through our Employee Assistance Program and additional Resiliency Training provided in partnership with the local hospital. The introduction of Team Huddles helped facilitate communication strategies with frontline workers and the leadership team. Huddles focus on opportunities for improvements that benefit both staff and residents. A staff appreciation program identifies staff who work overtime, are involved on teams, are caught to be doing something good in the moment, offer incentives for their work. Vision has a Special Events team; the members volunteer to plan events throughout the year to engage staff and create fun events and team building with their peers. When staff were unable to meet during the Pandemic due to social distancing, staff appreciation gifts were provided. Examples include fresh fruit baskets, pizza kits, gift cards to the grocery store, Fun Fair Day for Families, t-shirts, sweatshirts, beach bags. We continue to build on the Resiliency training and have created a new team to focus on the mental health of our staff and building an inclusive Home to work in.

Resident Experience:

We value the resident's experience and provide opportunities for the resident and or loved one to complete a satisfaction survey annually. Included in the satisfaction survey are questions regarding residents' choices and the staff respecting their choices. We ask the resident "do you feel the staff treats you with respect and dignity? Results from satisfaction surveys are tracked and reviewed with the leadership team and the front-line team during regular staff meetings. Conversations regarding the residents' goals of care occur early on at the time of admission, during their admission physical and at their care conferences. Having a resident and their loved one communicate goals of care provides an opportunity for staff to understand what is important to a resident. Each resident is involved and invited to attend care conferences and asked to participate in Resident Council. Residents and families' experiences will be further enhanced by being active members on internal teams. This is a quality improvement goal for the home. Vision hired a contract Social Worker during the Pandemic for 16 hours per week to support our residents and families and recently increased the hours to 30 hours per week directly related to the improvements in services we have noted. Residents can now access community groups, social funding sources, assistance with finances etc. The inclusion of a Social Services Worker working alongside the Social Worker has allowed them to expand the number of residents they can serve.