



Meeting Name	Family Advisory Meeting
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Date	January 18, 2023	Location	Zoom
Start Time	7:00pm	End Time	20:47
Meeting Facilitator	Debbie Krukowski	Minutes Prepared by	Terry Perrin

Meeting Type	All Family Meeting
Attendees	9 Family Members attended via Zoom Staff: Kerri, Virginnia and Ellan

1.0 Welcome by Chair – Good News Stories

- Debbie welcomed everyone to the meeting and asked participants to share a good news story:
 - 1) Construction looks fantastic; to be constructed March 4th, displays up from March 5th to the 20th; on the 21st, everything is given to the Inn of the Good Shepherd.
 - 2) Staff appreciation draws were held today; 3 staff members were drawn and so excited and appreciative to receive a \$500.00 award.

2.0 Approval of Minutes of the Last Meeting

Debbie asked for approval of the November meeting minutes (which are posted on the Resources page under Family Council.)

MOTION: To approve the Minutes of the November 16, 2022, meeting.

MOVED BY: Liliane **SECOND BY:** Lee **CARRIED.**

3.0 Business Arising from Last Meeting

3.1 Liliane has put her name forward to act as Vice Chair. This position supports the chair and steps in to act as Chair in Debbie's absence.

MOTION: To approve the appointment of Liliane to the position of Vice Chair of Family Council .

MOVED BY: Jim **SECOND BY:** Cheryl **CARRIED.**

3.2 During an Ontario Family Council webinar, Debbie saw a woman wearing a large ASK ME button; she thought it would be an excellent identifier for people to approach her for information as a Family Council member. Liliane and her sister took on the task of design and shared her latest version with Debbie; Debbie shared her screen and explained they would be on an orange lanyard around members' necks. Debbie asked how many of us would wear one of these? She shared an example of a family member looking frazzled in the home who simply needed a washroom; the ASK ME button would help make people feel comfortable approaching us with questions so we can support the staff by fielding some of the questions. Liliane commented that she thought the button is an excellent idea. Virginia agreed and thought it would work for volunteers - Liliane has one for them too. Debbie asked for a show of hands as to who would wear it - three people would. Liliane pointed out that you do not need to have all the knowledge; you can still take questions and let the person know you will find out and get back to them. Liliane wondered where the central location will be where they will be kept and returned

when not in use. Debbie asked if we could get a couple of hooks in the volunteer room. Diane asked if all her family would be eligible to wear one even if they don't attend FC meetings. Debbie says for sure.

4.0 Administrator's Report

Copy of Report was shared with the meeting – see copy attached.

Q: where is our evacuation location?

A: nursing home to rest home or vice versa; full building evacuation to the Arena and then to Lambton College, with the help of City buses.

Q: re laundry and personal items – is there a form to be filled out when something goes missing?

A: there is no form but if something gets reported missing, the information will be forwarded to the Environmental Services Manager – Ryan or Carrie Wilkinson-Baker, Personal Care Aide – they will track it down. Debbie added that when she had a similar issue, she never ever got in touch with Ryan; he did not return her phone calls; she went to the laundry personally and they did fill out a form. Virginnia made a note to make those forms more readily available to everyone.

Q: do the statistics include the Rest Home? Is there a lost and found trolley for the rest home?

A: no – it was a nursing home audit. There is no lost and found for the rest home; if residents pay to have their laundry done, the laundry basket is picked up, laundered and returned to resident. The other residents wash their own clothes. If there is a specific incident – please ask Virginnia.

Q: Virginnia asked what type of report Family Council would like to receive regarding Resident Safety Incidents; or alternatively, to avoid overwhelming FC members with reports, perhaps a representative could attend one of the staff leadership team meetings and report back to the FC.

A: Debbie suggests Virginia, Kerri, Debbie and Liliane (whose family member is in the rest home) brainstorm how to respond; perhaps forming a sub-committee. Liliane agreed. Another Family Member said she is interested in receiving that information – what was the incident, how often and how to prevent future incidents. She would like to know how to access the information and then family members could bring issues to the next meeting. Debbie said they are working on where and how to make the information available to FC members on the Vision webpage, and to make that information attached to agendas so that FC members could read it at their leisure and then be prepared to ask questions of Virginnia at the next meeting.

5.0 New Business

Debbie introduced Ellan Dickinson, Social Worker at the Vision Nursing Home. They are looking at how they can support care givers who are actively involved in the lives of residents. In the past, there have been efforts to host information sessions at Vision that were very well received. They are wanting to get that started up again. She has been working with Kerri and Diane and they put out a survey for feedback; what she had in mind would be monthly based on resources, focusing on education as opposed to therapeutic groups. 47 surveys were completed; survey results showed that people were evenly split as to preferring in person or having the choice of that or virtually. They asked about Facebook Live and can be accessed through the Vision Facebook page. Time of day was also evenly split between mid-morning, mid-afternoon and evening. Topics of Interest put forth were Emotional Journey of Long Term Care, Understanding Dementia, Meaningful Visits with our Loved Ones and End of Life / Palliative Care were the top picks along with self-care for caregivers. How likely is it that you would attend an in person event – Under 50% Likely and Highly Likely amounted to 42%. Regarding Zoom meetings – 50% Likely, 13% Highly Likely. What if we had a place where recordings were posted as a library of information – over 70% were highly likely or likely to access a recording online. When asked what barriers are preventing people from attending – 18 people did not identify any / 29 said time was the number one issue. 12 people are avoiding large gatherings, and 6 people don't want to do COVID screening. Currently accessing caregiver support – 90% of people are not. One comment asked that more detailed information be provided to newcomers to Vision, which Ellan feels will be addressed nicely by the ASK ME initiative. She said organizing the first event; the survey gave her a good idea of where to start; she has a book entitled, "Now What? The Emotional Journey of Long Term Care, specific for families; a

great, quick read with book club-type content – has numerous copies and thinks that would be already developed content. The local Alzheimer’s Society is also available to come in for presentations, as well as Vision Staff. Re Meaningful Visits – she might work with Recreation Staff – in house staff that could speak to that topic. End of Life / Palliative Care topic could be covered by the Nurse Practitioner; Ellan is also going to be training on the topic and running those workshops. We also have the Hospice offering to help, however Grief was very low for survey picks. Liliane thinks that offering that book club – or some version – would be amazing as she is aware of the content. The books are not free, but Ellan has several copies and would be willing to set up a loaner system, but the audiobook is only about \$7.00. Debbie has just ordered the book and would like to meet with Ellan to discuss this further; as the author touches on Family Council issues. She advised that Family Council would advertise / support monthly events both at Nursing Home and Rest Home. Ellan will look into the tech side of recording and housing the events.

5.1. IPAC Control and Prevention Report

Table dividers are now gone. Big focus on hand hygiene; reinforcing that residents hands need to be cleaned before meals. Also, infection control measures are still in place in public areas; family members of residents with private rooms can remove masks. If you see someone walking around without masks in public areas, speak up. Liliane had to cancel a trip to see her mother for the first time at the home because of an outbreak and wanted to convey how every infection control method helps. She wanted to be there when her Mother was admitted; she was devastated to be unable to be there. Essential visitors are still allowed to visit, however, Liliane had no knowledge and no way to get the training virtually (in Ottawa – 8 hrs away) and had to reschedule but she did get it done within a week (with a staff member who stayed after hours to help.) Bottom line, per Debbie, if you see something, say something to help prevent outbreaks before they occur.

5.2 Program Department Report

Kerri shared her report – see copy attached.
Q: How much does Value Village pay per pound?
A: Thinks they need to get 500 bags of clothes to reach 1,000 but that does not include small appliances, etc. Debbie says let’s get advertising out there to family members.
Q: Can you get the label off to donate old clothes of residents?
A: Kerri will check with laundry but she has stroked out name with black magic marker. Debbie says use a steam iron to heat up the label and it will peel off.
Q: Will there be a list of acceptable small appliances so that Vision doesn’t end up with a bunch of junk?
A: Yes – Kerri will get the list together.

6.0 Round Table

Family member raised the issue that there is no cable on the community TVs; thinks it would be nice to have it for special events, e.g. the Superbowl is coming up and thinks it would be nice to have cable available for communal watching for these events. Kerri says each unit has two TVs and one has cable. Family member says they tried both TVs during the world hockey weekend and neither one worked. Kerri will check that out. Debbie suggested a superbowl party downstairs at the big-screen TV; will talk to the activities people about that. Liliane wondered about objectives, e.g. are there any large projects upcoming, e.g. building a walkway around the homes. Debbie says recruitment and re-building membership are top priorities, but our goal is Family Members and not physical attributes of Vision. She feels a better web page should also be high on our priority list.

7.0 Closing

Debbie adjourned the meeting at 8:47 p.m.

Next Scheduled Meeting	Approved for Distribution By:
All Family Advisory Meeting Wednesday, March 8, 2023 @ 7:00pm Via Zoom	

Administrator’s Update:

Inspections: Director Order: update on items required for completion:

- Installation of a supplemental Variable Refrigerant Flow (VRF) cooling systems: is being installed this week.
- There is no update on the appeal of the order at this time.

Ministry of Health Inspection December 2022/January 2023: we have had two inspectors completing an inspection since prior to Christmas, they arrived during the outbreak to conduct an inspection and completed follow up for critical incidents and followed up with complaints that had been submitted to the Ministry. We are currently waiting for the final report, and I will provide an update at the next Family Council Meeting. As always these reports are publicly posted at Home Report (ltchomes.net).

Fire Response and Evacuation: I wanted to provide reassurance to families that we continue to conduct fire drills monthly and the Fire Department completes an annual walk through of both Homes to ensure they know the layout of the home and how to respond. During the annual review, they time our staff’s response to the fire alarm to ensure our internal responses are in place. We signed our Evacuation Plan contract with the City of Sarnia in December that includes our home being evacuated to the Lambton College evacuation site similar to Fairwinds response. Fairwinds Lodge, the first responders and the entire community did an excellent job responding to this emergency! It makes me proud to live in our small community!

Nursing Home Laundry Audit: there has been a wonderful improvement in our practices in the past year, as shown on the comparison chart below. As expected at Christmas items not being labelled have put our numbers up in January. Those items are now all labelled.

Comparison Summary of Laundry Audit

	February 2022			August 2022			January 2023		
	Unlabelled	Wrong Room	Missing	Unlabelled	Wrong Room	Missing	Unlabelled	Wrong Room	Missing
Huron	46%	25%	4%	0%	4%	0%	7%	1%	0%
Michigan	41%	25%	0%	3%	56%	0%	8%	16%	0%
Erie	29%	14%	0%	10%	4%	4%	14%	7%	0%
Superior	13%	15%	3%	3%	9%	0%	3%	3%	0%
Ontario	0%	13%	4%	0%	15%	4%	1%	0%	0%

Rest Home Renovations: We are planning on continuing flooring and bathroom renovations in the Rest Home in 2023.

Accreditation: We participate in accreditation through Accreditation Canada. The format changed last year to become an ongoing continuous process instead of an event we completed every four years. We recently completed our internal staff and team surveys that have resulted in action plans for improvement. In September 2023 we will have our onsite review and the Accreditation Canada surveyors will come to the home to meet with our teams.

The following items are gaps in our process related to Resident Safety Incidents that I am asking for feedback from Family Council on:

- Resident Safety Incident reporting process/Risk Management is currently a one way communication system: All families receive information through the Quality Improvement/Risk Management Report summary on the agenda at Family Council (newly added Risk Management). This report includes information on the number of falls, number of wounds, elopements, medication errors, aggression etc. that are specific to resident safety. The report also details action items to improve those numbers are also part of the quarterly reports.

- What is missing from our Resident Safety Incident process is:

- ✓ Easy communication of trends occurring in the home and resulting actions.

- ✓ Reporting of the summary of the incident and learning outcomes

- ✓ Recommendations put in place as a result (if any) for resident safety incidents.

- ✓ Effectiveness of the change

- ✓ What types of information are disclosed, to who and when

- ✓ Family and resident input into this process and into the Resident Safety Incident itself (Outside of those involved).

- Basically, Accreditation Canada is asking us to build a quality improvement circle with our families related to Resident Safety Incidents. In basic terms: an incident occurs, debriefing is completed, actions implemented, actions evaluated, and communication is sent to all parties.

Abuse Prevention Fact Sheet: Accreditation Canada also is looking for a multifaceted approach to Resident Abuse that includes feedback from residents, families and staff. We are working on a simple fact sheet to share with all persons in Vision Nursing and Rest Home. We would appreciate feedback on this fact sheet. (As a reminder Family Council receives information on resident abuse incidents in the Risk Management Quarterly report that details Critical Incident Submissions to the Ministry of Health. Any resident abuse incident must be reported immediately).

My proposal to Council is, I will draft a report that includes the above items and present it for feedback at the next Family Council Meeting.

Board Strategic Planning: The Board of Directors and senior leadership team held their Strategic Planning session on the weekend. There was a lot of work completed over the two days, and we are eagerly awaiting the report to guide our direction through the upcoming years.

I am looking forward to 2023 and continued progress to improving our Home and our care to your loved ones! Virginia Bright, Administrator

Programming News

Catholic Communion has resumed this will happen the first Wednesday of each month at 11:15am in the Grand Room.

Anglican Communion will start back up monthly on the 4th Friday of each month at 10am in the Grand Room. The first one is January 27th at 10am.

We have a Therapeutic Student from Lambton College joining our team this coming Friday and will be with us every Friday till the end of April.

March 5-11 we will celebrate Activity Awareness Week. On Tuesday March 7th we will have FREE cake from 2-3:30pm being offered in the café.

We have 2 different Fundraisers taking place at Vision

- CANstruction where we are asking for cash donations to purchase canned goods that will be donated to the Inn of the Good Shepherd after the CANstruction display is over. These displays will be the Lambton Mall March 5 - 20
- FUNdrive is where the Activity Department is asking for clothing, towels, blankets and small appliance donations that can be brought in now until March . These can be dropped off at the Brock St. entrance. At the end of the drive we will take these items to Value Village where they weigh our items and pay us for our donation. The proceeds from this fundraiser will go into the activity fund to assist with paying for the various activity supplies we use.