

Meeting Highlights

Topic: Lodge Family Council Meeting

Date of Meeting: February 23, 2017

Staff Attending: Sue Abermann, Lori Walker, Grace Norman, Lori Hamilton, Anna Martin, Sandra Coulter, Eric Smith, Alanna Larsen, Karen McCarthy (admin. support)

<i>Subject</i>	<i>Discussion</i>
<p>Welcome & Introductions</p> <p>(Sue Abermann)</p>	<ul style="list-style-type: none"> • Sue welcomed family members to the council and reviewed the agenda for the meeting • All in attendance introduced themselves
<p>Kiwanis Village Organization</p> <p>(Sue Abermann)</p>	<ul style="list-style-type: none"> • Kiwanis Village is a non-profit society governed by a volunteer board of directors who meet monthly. The current number of directors is seven and they play a vital role in governing the organization and providing strategic direction. • Sue, as the Executive Director, acts as the liaison between the Board and the Leadership Team and is responsible for day-to-day operation of all buildings and programs in Kiwanis Village. • The organizational chart was distributed and reviewed. Family members were provided with the names and phone numbers of each member of the management team for ease of contact if future questions arise. • Manager of Therapy Services position is currently vacant, but we are hoping to allocate funding to fill this role as soon as possible. A Therapy Services department will include existing Activity staff and Lori Hamilton and will expand to add a rehab assistant to work closely with Occupational and Physical Therapists to provide restorative support to Lodge residents.

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<p>Meet the Management Team:</p>	<ul style="list-style-type: none"> • Lori Walker oversees all aspects of finance for residents, including resident trust accounts, billings, and administrative files. She is also responsible for office functions such as Mel's receptionist/unit clerk role at the front desk. • Grace Norman manages all of the nursing staff, RN's, LPN's and Care Aides. Kiwanis Lodge follows a Primary Nurse Model which means a nurse is assigned to each resident and acts as the point person for communication with families and coordinating that person's care. • Lori Hamilton manages all recreation staff site-wide as well as the Adult Day Program, which provides socialization for seniors in the community. Some of the recent projects this department has been working on is increasing adaptive equipment, creating comfort carts for family members when a resident is palliative, and doing ongoing social assessments with residents to ensure recreational options are in place. Lori also facilitates the bi-monthly Resident Council Meetings. • Sandra Coulter oversees all meal service for residents in Kiwanis Lodge and also coordinates meal production for Meals on Wheels Nanaimo. Sandra works closely with the dietician to ensure appropriate foods and textures are being offered to residents. The goal is to create a home-like atmosphere at mealtimes and provide a varied menu. In addition, all residents are encouraged to give feedback on meals through the Food Committee. • Eric Smith coordinates all aspects of building services. Any maintenance concerns for residents' rooms can be directed to Eric or to the primary nurse who will forward a maintenance request. Eric is also responsible for the emergency response plan including fire safety. The Lodge is a "non-combustible" building, built to high standards, and fire drills and emergency codes are tested regularly. • Alanna Larsen coordinates volunteers and has just returned from maternity leave. Upon her return, Alanna is now working on increasing the volunteer base as well as new volunteer opportunities, in particular, one on one visitors. • Anna Martin is our social worker and works three days weekly. Anna works closely with all members of the team to address adjustment following admission and ongoing psychosocial needs for all residents. She also is available to families to work through any questions or concerns.
<p>Kiwanis Village Update (Sue Abermann)</p>	<ul style="list-style-type: none"> • Security is a priority at Kiwanis Village and we have recently updated our security systems: <ol style="list-style-type: none"> 1. The gates at entrances to the courtyard are now locked 24/7 2. The intercom and camera system at the front door now have both visual

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	<p>and voice contact with the charge nurse who can remotely provide access once the doors are locked at night</p> <ol style="list-style-type: none"> 3. Camera surveillance has increased around the outside of the building 4. All exterior doors are now locked and require a fob to enter <ul style="list-style-type: none"> • A new system called Roam Alert has also been installed at the front entrance. Roam Alert is designed for residents who are at risk to wander. Residents at risk would be assessed to wear a special bracelet that automatically locks the front doors. Roam Alert is considered a restraint so there are very specific protocols that need to be undertaken for any eligible residents. More information will be provided before implementing this system. • There are also two projects in progress to enhance our residents' environment: <ol style="list-style-type: none"> 1. We are partnering with two fundraising organizations to secure funds to upgrade the back patio area. Plans include a new patio roof and improving the gardens and seating space. 2. The Resident-Centred Care Committee is focusing on improving our residents' dining experience. Plans include making our dining rooms more inviting and ensuring that sufficient assistance is available at mealtime.
<p>Purpose of the Family Council (Anna Martin)</p>	<ul style="list-style-type: none"> • Concerns regarding a resident's care are best addressed with the primary nurse and/or your physician and at care conferences • Family council meetings are meant to provide a forum for families to: <ol style="list-style-type: none"> 1. Learn general information about Kiwanis Village 2. Review key aspects of information that were provided in the Resident Handbook when your family member was admitted to ensure that Kiwanis Village policies are clear 3. Ask general questions about operational plans and decision making 4. Provide suggestions for Family Council meetings/education topics
<p>Future Meeting Topics (e.g. education) (Anna Martin)</p>	<ul style="list-style-type: none"> • Consensus was to have another meeting on April 6th at 2:30pm • Family members were encouraged to contact Anna or Sue with questions and/or suggestions for future meetings

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Questions from family members:

1. What are the ratios of care staff to residents at Kiwanis Village Lodge vs. other facilities?

Response – 1 LPN to 25 residents is the Island Health model - we operate with better ratios with our largest floor staffed at 1 LPN to 23 residents. 8 Care Aides to 25 residents is Island Health staffing model - we operate at 7 - 8 residents per Care Aide on all floors except first floor. We have our Social Worker 3 days a week and two Activity Aides for the whole building. Other facilities are different dependent upon their source of funding and service agreements.

2. Can Lodge residents and their families eat at the Fireside and do the residents pay there?

Response – The Fireside dining room located in Kiwanis House is available to Lodge residents and their families. It provides a nice change of venue for residents who cannot go out in the community anymore and who do not require a specialized diet. Lodge residents receive a discount for their meal (\$1.00 off) and family members pay price as per our guest menu. Reservations are required for groups of 4 or more.

3. Do you conduct earthquake drills?

Response - Once a year we conduct an earthquake drill (i.e. same time as provincial drill) and we also review the contents of our on-site emergency shed annually. The emergency shed has enough food and water for 72 hours and also has items like emergency blankets, etc.

4. How many volunteers are men?

Response – We currently do not have very many men volunteering and are always looking for more. If families know of someone who is interested in volunteering at Kiwanis Village, there are many opportunities available. Please contact our Coordinator of Housing and Volunteers, Alanna Larsen at 250-740-3689, or check out the Volunteer page on our website

5. Can family members assist other residents or volunteer at Kiwanis Lodge?

Response - Family members of Lodge residents that wish to volunteer will be assigned to a program elsewhere in the Village. We have found that it is more beneficial for family members to experience programs and services in a building different from where their relative resides.

6. Why don't Lodge residents have call buttons on their person (like Lifeline buttons)?

Response – Lodge residents have call bells at their bedside and in the bathroom as per Licensing regulations. We have also installed a new nurse call system that allows us to add other methods of alerting staff that a resident requires assistance. If residents are at risk for falling and particularly if the resident is not cognitively capable of pushing a button, a risk assessment can be completed so that the need for any special equipment can be identified (e.g. falls mat, hip protectors, bed exit alarm, etc.).

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7. Is there a required response time for the call bells?

Response - Yes, our system is set up for staff to respond within 5 minutes. If a Care Aide does not respond within 5 minutes, all RCA phones will ring a second time to alert staff that a call bell has not been answered. If the call bell is not answered within the second 5 minutes, the LPN's portable telephone will ring, requiring the team leader to investigate what the resident needs and why the Care Aides are not responding.

8. How do family members get in touch with care staff on the 1st floor in between 1:00pm & 4:00pm?

Response – All primary nurses can be contacted by e-mail for non-urgent matters, but each floor has portable telephones and voicemail for urgent calls. On the first floor, the part-time LPN does not work between 1 - 4 P.M. and after 9 P.M. Grace and Sue will look into setting up a call forward system to ensure that telephone calls will be answered by a nurse during these hours.

9. Are there cameras on the floors so that staff can watch for residents who wander at night?

Response – Kiwanis Lodge was not built with a locked dementia unit nor do we have cameras inside the building. Currently over 70% of people waiting for Residential Care have moderate to severe cognitive capabilities which means we admit people who may have a tendency to wander into other rooms. Rather than consider cameras at the nursing station where staff seldom sit, we may want to look at features available with our updated nurse call system to alert staff when a resident wanders into someone else's room. To be discussed further at our next meeting.

10. Sometimes voicemail does not work when families try to get in touch with care staff?

Response – Anyone calling into the care staff should be able to leave a message. If you are not able to leave a voicemail message, please advise the charge nurse (Ext. 243) or the Administration Office immediately. In this way, any problems can be investigated and resolved more quickly (e.g. re-programming issue).

11. Some families felt that the cable/telephone service was expensive and asked if there are other options available?

Response – Our cable service is provided through our Kiwanis Village system and residents receive 3 full tiers for only \$35.00 (tax included). A similar package provided by Shaw is \$65.00 (plus tax).

Telephone service is provided through our own system so that we can connect or disconnect service quickly. While the monthly rate may seem more expensive (i.e. \$25.), there are other costs that are lower. It is not possible to “bundle” telephone service from an outside provider with our service – the systems are not compatible.

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12. Cost of hairdressing services was questioned?

Response - Our hairdresser has a contract that requires our approval of charges for her services. The example given will be explored further to ensure that the lowest cost is achieved (e.g. if staff wash resident's hair, the cost of setting/styling should be lower).

13. What's going on at the Soroptimist Suites building?

Response – The Soroptimist Suites is getting a new dining room on the second floor that will accommodate all Suites residents at one sitting. The old dining area is being converted into a lovely resident lounge space that will also be used for activities.

Next Meeting Date: April 6 @ 2:30pm

Meeting adjourned at: 4:18pm

Meeting Highlights prepared by: Karen McCarthy