

Meeting Highlights

Topic: Lodge Family Council Meeting

Date of Meeting: April 6, 2017

Family Attending: 6

Staff Attending: Sue Abermann, Anna Martin, Grace Norman, Karen McCarthy (admin. support)

<i>Subject</i>	<i>Discussion</i>
Welcome & Introductions (Anna Martin)	<ul style="list-style-type: none"> • Anna welcomed family members to the council and reviewed the agenda for the meeting • All in attendance introduced themselves
Follow-up from February 23rd Meeting (Sue Abermann)	<ul style="list-style-type: none"> • 1st floor LPN is on the floor from 7am - 1pm and 4pm - 9pm. All calls will be forwarded to the 4th floor LPN in the absence of a 1st floor LPN • Family are encouraged to email their primary nurse with questions or concerns (contact information to be distributed to each resident's family) • Family members were informed of the meetings between Kiwanis Board and the Health Authority regarding program options for the 1st floor beds • Breakfast time for 1st floor was changed to 8:00-8:30am and the residents seem to like the change to the earlier time frame • Staff are reviewing additional features of the Nurse Call System to identify options available for Lodge residents regarding personal call buttons • More bed and chair alert devices are also being purchased • Shaw WiFi hot spots in the Lodge lobby, the Fireside dining room, and new Suites Lounge/Activity Room are coming soon
Purpose of Family Council – discussion (Anna Martin)	<ul style="list-style-type: none"> • Education and fostering an open dialogue are the primary focus of the council meetings. • Family members expressed interest in learning more about our health care system and funding options as well as inviting guest speakers. There was also interest in becoming involved in fundraising initiatives.

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<p>Dining Experience Project – status report (Sue Abermann)</p>	<ul style="list-style-type: none"> • Our Resident-Centred Care Committee has been exploring options to enhance the residents’ experience during mealtimes. • This includes environmental changes such as adding tablecloths, updating furniture, expanding our music collection, changing artwork, and overall ambience. • Opportunities for volunteers to assist residents with meals are being discussed with staff and union representatives • Three stools have been purchased for nursing staff to easily move between residents during mealtime • Family members suggested staff continue to be mindful when having conversations in the dining room and to keep them resident centered. They also suggested setting up a guest table in each dining area.
<p>Occupational/Physical Therapy Services – new programs (Sue Abermann)</p>	<ul style="list-style-type: none"> • Kiwanis is working in partnership with CBI Eldercare services on a contract basis to provide a range of therapy services for residents, including Occupational Therapy and Physiotherapy • All BC residents are eligible for a designated number of therapy service hours through MSP coverage if prescribed by a physiotherapist which will be possible through this contract • To manage these services, there will be a Manager of Therapy Services who will oversee all therapy services as well as recreation and volunteers - this position will be posted soon
<p>Education Topics for future meetings (All)</p>	<ul style="list-style-type: none"> • What makes for Meaningful Visits • Palliative Care • Dementia Care • Government Funding and Direct Care Hours • “MOST” – the replacement for Advance Directives

Questions & Comments from family members:

1. Family asked about the cable system and how to upgrade the boxes or get extra channels

Response – Residents receive three tiers of Shaw Cable as well as the black cable box & remote when they order cable service through Kiwanis Village. If residents want additional channels, or High Definition options, those services must be ordered directly through Shaw Cable and residents will be billed by Shaw Cable separately. The remote provided is Shaw’s most simple version and does include a guide, but more sophisticated remotes for Smart TV’s can be ordered through Shaw Cable as well.

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2. How Kiwanis Lodge is funded

Response – The Lodge receives funding from the Health Authority and user fees from residents.

3. How many direct care hours do facilities get?

Response – It depends on the facility' funding. Currently, BC Care Providers Association, of which we are a member, has been working with the Ministry of Health to increase direct care hours. There is still, however, policy and funding support to keep seniors at home and currently 85% of all seniors are living in their own homes with varying levels of assistance.

4. Do you have an on-call doctor within the facility?

Response – Residents often keep their family doctor when they move into a facility, but, if their physician does not wish to visit the facility, there is an attending physician who will provide medical care to residents at Kiwanis Lodge. Our Medical Coordinator is Dr. Diane Wallis and she is willing to assume responsibility for additional residents unless her caseload becomes too large. In the future, another option may be the addition of a nurse practitioner similar to the project at Dufferin Place.

5. Family asked if there was an option for a geri-psychiatrist to visit residents.

Response – It is the resident's GP who completes a referral for assessment by a geriatric psychiatrist. However, we also work closely with SORT, the Seniors' Outreach Team through Island Health, who assigns a nurse to work with Kiwanis Lodge for consultation and care planning assistance.

6. What is going to happen when Grace Norman, Manager of Nursing Services, retires?

Response – We are actively recruiting for a replacement for Grace. We have been very fortunate to have Grace on our Leadership Team and she will be missed!

7. Family expressed the need to have notice of meetings and the agenda sent in advance via e-mail

Response – Going forward, Family Council Meeting agendas will be e-mailed and will also be posted on our website with the meeting highlights

Next Meeting Date: TBA

Meeting adjourned at: 3:54pm

Meeting Highlights prepared by: Karen McCarthy