

Meeting Highlights

Topic: Lodge Family Council Meeting

Date of Meeting: March 20, 2018

Family Members Attending:

10 + 1 via teleconference

Staff Attending:

Anna Martin, Sue Abermann, Gene Neufeld, Sandra Coulter, Naomi Parkhouse (social work student), Karen McCarthy (admin. support)

<i>Subject</i>	<i>Discussion</i>
<p>Welcome & Introductions</p> <p>(Anna Martin, Social Worker)</p>	<p>Anna Martin, Social Worker, welcomed family members to the council and reviewed the agenda for the meeting.</p> <p>Sue Abermann, Executive Director introduced the staff members in attendance; Gene Neufeld, Manager of Nursing Services, Sandra Coulter, Food Services Coordinator, Karen McCarthy, Executive Assistant and Naomi Parkhouse, a social work student who is completing her social work practicum with our facility.</p>
<p>Nursing Update</p> <ul style="list-style-type: none"> • MOST – status report • CLeAR initiative • Care Conferences – family participation <p>(Gene Neufeld, Manager of Nursing Services)</p>	<ul style="list-style-type: none"> • MOST is an acronym meaning Medical Orders for Scope of Treatment. It has now replaced the old Advanced Directives. • Residents’ family doctors have all been made aware that we have implemented the MOST document and they are required by law to speak to both the family and the resident prior to signing the MOST form <p>Question: Mom’s doctor is retiring; do we work with Dr. Wallis or the new doctor?</p> <p>Response: You should first make sure that the new family doctor will follow the resident into residential care. If not, we have several doctors who have agreed to take over our residents’ care</p> <ul style="list-style-type: none"> • A Call For Less Antipsychotics in Care (CLeAR) – is a program through the BC Patient Safety and Quality Council. We formed a small working group who meet regularly to explore alternative options of reducing the number of antipsychotic medications used in residential care. Please see Gene Neufeld if you have any questions about this program. • Care Conferences – we are encouraging both the resident and family to attend the annual care conferences held on Wednesdays. The conferences are used to have a round table conversation with the health care team and review expectations, changes to care plans and a chance to get together to strengthen relationships between families and the health care team.

Meeting Highlights

<p>Adaptive Clothing – decision-making process</p> <p>(Naomi Parkhouse, Social Work practicum student, and Anna Martin, Social Worker)</p>	<ul style="list-style-type: none"> • Naomi, our social work student created a pamphlet outlining the What, Why and Where a resident can purchase adaptive clothing. • Each situation is reviewed on an individual basis (e.g. perhaps open-backed clothing is only needed at night, or perhaps financial assistance to purchase specialized clothing is required), with a collaborative dialog ensuring the resident’s dignity is honoured at all times. • Nursing staff will advise family members if a resident requires this type of clothing, and there are various adaptive clothing catalogs available at the reception desk. The adaptive clothing pamphlet is available at the nurses’ station. • The social worker is available for those families who may be experiencing difficulty with this transition or financial hardship.
<p>Use of outside companions</p> <p>(Anna Martin, Social Worker)</p>	<ul style="list-style-type: none"> • Families have the option of hiring a paid companion through an outside agency to transport residents to doctors’ appointments or on community outings. • We are in the process of updating our companion policy to ensure that outside companion services do not provide any personal care (e.g. give baths, assist with meals). Once the companion policy is updated, it will be circulated to family members. • In order to best utilize the service of a paid companion, family members are asked to first discuss the arrangement with the primary care nurse or Gene to review expectations and scheduled times of visits. • Kiwanis has an active volunteer program available for residents who wish to increase opportunities to socialize. The nursing staff will send a referral to the volunteer coordinator, Alanna Larsen.
<p>Introduction of Food Services Coordinator</p> <p>(Sandra Coulter)</p>	<ul style="list-style-type: none"> • Sandra Coulter has been a long-time staff member whose role has grown over the years. She has recently accepted the position of the Food Services Coordinator and will be responsible for food services for the entire site as well as Meals on Wheels • Additional staffing has recently been implemented in the dietary department; there is now evening serving staff and a new part-time head cook • We have also transitioned to unit-based dietary staffing so our staff get to know the likes and dislikes of each resident on the unit and all staff work together in the dining room as a team.

Meeting Highlights

	<p>Question: How do we notify staff of a resident's likes/dislike?</p> <p>Response: Please connect with the primary care nurse who will work with the dietary team to ensure your loved ones meal time is enjoyable and meeting their needs. All dietary requirements are recorded in CB Diets and retained in a binder in each dining room.</p>
<p>Increased Care Aide Hours</p> <p>(Sue Abermann, Executive Director)</p>	<ul style="list-style-type: none"> • New funding became available for additional care aide hours to achieve the maximum number of care hours set by the province. • We were able to make an application and have received the funding which adds 5474 RCA hours per year. • On days, we will be extending the third RCA to a full shift on second floor (our largest unit). On evenings, we will be increasing care aide hours from 9pm – 11pm on every floor so that all RCAs work full shifts. On nights, we will be adding a fourth care aide, providing a care aide on each floor. • We have maximized funding for all nursing staff hours. Our LPN coverage is one LPN per floor on days and evenings. • The increased care aide hours will help staff to move some of the tasks that have typically been done during the day to the evening shift such as baths. The new staffing model will be implemented on April 6th • We hope that any future funding will become available soon so that we can increase Activity Aides to provide one per floor and also hire a Rehab Assistant
<p>Accreditation – Update</p> <p>(Sue Abermann, Executive Director)</p>	<ul style="list-style-type: none"> • Four years ago Kiwanis became an accredited facility through Accreditation Canada. The next cycle of accreditation happens in October 2018 and the surveyors may want to meet with various residents, family members, and staff • The Health Authority on Vancouver Island requires every residential care facility to be accredited.

Meeting Highlights

<p>Education Topics – Future Meetings</p> <p>(All)</p>	<ul style="list-style-type: none"> • The suggestion to have a fashion show showcasing the styles and options of adaptive clothing was discussed. This would act as an educational platform for families as well as a fun way to become more familiar with alternative sources of clothing. • All suggestions for future topics can be forwarded to socialwork@kiwanisvillage.ca or please call 250-753-6471 ext 414 to reach Anna Martin, our Social Worker
<p>Next Meeting – Date to be confirmed</p> <p>(All)</p>	<ul style="list-style-type: none"> • October would be a great month to have another Family Council Meeting • Please contact Anna if you want to meet before October.

Questions & Comments from family members:

1. What is happening with the WiFi at the Lodge?

Response: We are working with our IT company to create a guest WiFi option, but steps first had to be taken to ensure that our organization's secure network was not compromised. We will start with the first floor lounge and, once that is trialed and working properly, we will install WIFI in the lounges on all floors.

Next Meeting Date: **In October – date to be determined**

Meeting adjourned at: **3:20pm**

Meeting Highlights prepared by: Karen McCarthy