

# Meeting Highlights

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**Topic: Lodge Family Council Meeting**

**Date of Meeting:** November 7, 2017

**Family Attending:** 15

**Staff Attending:** Anna Martin, Sue Abermann, Gene Neufeld, Dr. Diane Wallis, Holly Arbuthnot (social work student)

<i>Subject</i>	<i>Discussion</i>
<p><b>Welcome &amp; Introductions</b></p> <p><b>(Anna Martin)</b></p>	<p>Anna welcomed family members to the council and reviewed the agenda for the meeting.</p> <p>Anna introduced Holly who is completing a 3-month social work practicum. Holly is studying social work through the University of Victoria. This is Holly's 2nd placement with Kiwanis Village Lodge. Gene Neufeld is the new Nursing Services Manager who oversees the Nursing department.</p>
<p><b>Follow-up from April 6th Meeting</b></p> <p><b>(Sue Abermann)</b></p>	<p>1. Primary Nurse Assignments and Role:</p> <p>A package was recently mailed to all "first contact persons", providing a copy of the letter identifying their relative's primary nurse with information to contact by telephone and e-mail as well as a 2-page document explaining the purpose and role of this important nursing assignment. Any contact person who has questions is encouraged to call the primary nurse, RN, or Nursing Services Manager; if you believe that you should have received information regarding the primary nurse role, please contact Gene or Sue immediately.</p> <p>It was clarified that the contact person for each new resident receives this information on admission day and should establish a plan for ongoing communication with his/her relative's primary nurse as soon as possible.</p> <p>2. Nursing Station Telephone Contact and Voicemail:</p> <p>Sue confirmed that some glitches in the programming of the portable telephones assigned to LPN team leaders were discovered and have been resolved. All LPNs are retrieving voicemail messages throughout each shift and are aware of the importance of promptly responding to all calls. One family member who had previously experienced problems leaving a voicemail message reported that she was able to leave a message during recent calls to her relative's floor.</p>

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<p><b>MOST - Medical Orders for Scope of Treatment</b></p> <p><b>(Dr. Diane Wallis; Anna Martin)</b></p>	<p>The MOST document was reviewed alongside an informative video. You can find the video at <a href="https://vimeo.com/213742266">https://vimeo.com/213742266</a></p> <p>Additional information regarding the document can be found at <a href="http://www.viha.ca/advance_care_planning/most_healthcareprofessionals.htm">http://www.viha.ca/advance_care_planning/most_healthcareprofessionals.htm</a></p> <p>This includes the MOST document as well as helpful information and tips on how to begin having the conversation with your loved one and their doctor.</p> <p>Dr. Dianne Wallis facilitated a Q&amp; A that provided examples of the different code statuses. The Lodge will be implementing this document with the goal of all existing residents having a completed MOST decision within one year. For all new residents, MOST will be discussed and documented within 30 days.</p>
<p><b>Residential Care Survey Results</b></p> <p><b>(Sue Abermann)</b></p>	<p>It was explained that all residents were given multiple chances to respond regardless of their mental or physical functioning level, giving all residents a voice in this important process. The "most frequent visitor" was determined through personal visitation as well as knowledge of day-to-day life for his/her relative or friend.</p> <p>Results from resident as well as "most frequent visitor" surveys were distributed and reviewed. Feedback from these surveys was categorized in recurring themes with the 10 most positive and least positive scores for our facility. Given the diversity of this feedback, results are being referred to appropriate committee(s) to review and make recommendations for improvement. One example was the availability of activity programs on evenings and weekends which can be limited by funding levels for each facility. Current funding for Kiwanis Lodge was explained, outlining benefits for increased activity and rehab staff if the provincial proposal to increase direct care hours is implemented.</p>
<p><b>Education Topics for future meetings</b></p> <p><b>(All)</b></p>	<p>Some suggestions include:</p> <ol style="list-style-type: none"> <li>1) role of therapy staff such as rehab, social work, dietitian, and other therapies (e.g. music; drama); and,</li> <li>2) various legal designations (e.g. POA; substitute decision-maker).</li> </ol>

## Questions & Comments from family members:

1. Family asked about the status of providing WiFi in the Lodge

The cost of providing a Shaw "hot spot" in multiple buildings has proven to be higher than originally expected. Given the number of residents living at Kiwanis Lodge who do not have telephone and/or internet services, we will be proceeding with the installation of WiFi on the ground floor of the Lodge as soon as possible. Guest log-on information will be available.

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## 2. Palliative Care - what additional services might be available during end-of-life care?

Policies to support end-of-life care exist at Kiwanis Lodge, enabling staff to work closely with family members and medical professionals when there is a palliative diagnosis. If requested, a hospice volunteer can be arranged with the permission of the resident and family; family members can stay with the resident in his/her room; additional services can be requested through temporary Health Authority funding; daily review of the resident's needs and revision of care plans are supported through primary nurse and social work collaboration with all members of the care team.

## 3. What is the status of increasing direct care hours to the 3.36 that was approved by the previous provincial government?

There appears to be support from the new provincial government to uphold the commitment to increase direct care hours in licensed care facilities. We continue to be hopeful at Kiwanis Lodge, knowing the benefits to the quality of our residents' lives (e.g. more activity staff; addition of a Rehab Assistant position).

## 4. What is the difference between a POA and an Enduring POA as well as a Representation agreement?

Some of the differences were reviewed and emphasis was put on the fact that having a POA does not include making health care decisions. Being designated as the "substitute decision maker" must be clearly articulated in an agreement.

## 5. All suggestions for future topics can be forwarded to [socialwork@kiwanisvillage.ca](mailto:socialwork@kiwanisvillage.ca) or please call 250-753-6471 ext 414 to reach the social worker

**Next Meeting Date:** TBA (February or March 2018)

**Meeting adjourned at:** 3:40pm

**Meeting Highlights prepared by:** Anna Martin and Sue Abermann