



Family Council Meeting Notes

October 6th, 2021

6:30 pm

In attendance - Staff: Janet, Jennifer, Niki, Melissa and Kim (via teams)

In attendance - Resident Family Members: Co chair Ross Hartman and 10 family members

Guest (via teams): Josie Ryan

1. Welcome and Introductions

Roberta Gates-Thompson, Nursing Service Manager was introduced.

2. Overview of new building design – Josie Ryan

Questions that arose:

- *What about construction noise?* - We will do our best to minimize.
- *Has the project been approved?* – We are meeting with government mid-October to present our plan

3. Ongoing infrastructure improvements – Janet Simm

- a. Exterior building – positive feedback regarding this project
- b. Waste pipe project – underway
- c. Resident room renovations – Jennifer provided an overview of the project to start October 25, 2021. We have been approved to reduce beds and we are not currently full. There is an option to take loved one home.

4. Q1 Scorecard Overview – Jennifer

- Jennifer presented the following indicators: Occupancy rates, Incident Rates (falls, medication errors, behaviors and other) and hand hygiene rates.

Questions that were asked:

- *How do you monitor hand hygiene rates?* Done through audits
- *Are skin infections considered a wound?* No, 2 different categories. Skin infections would more likely be reported under the infection category as opposed to wounds. Kim provided a summary of reporting requirements for government. We have a great wound care team and resources.

- *Concern stated that with family being less involved are wounds being identified? We do regular skin assessments on all residents.*

5. Communications/Newsletter/Facebook/Website – looking for feedback

The coronavirus section is up to date, but other sections are not up to date.

- *Question – Can you also send emails? We do send calendar. Will check to see if certain individuals are on the list.*

6. Influenza season – Kim Croft

- Have already ordered 100 flu vaccines. We will start with residents first and then staff in the next few weeks. Government announced today a third dose of Covid-19 vaccine for residents.

7. Additional staff funding/OT/PT funding – Jennifer Tucker

- Received an increase in funding. Have hired a new individual (OT) and are developing the role. She is here Monday to Friday and is working with previous OT for monitoring and support. Tracy is also still here. Feel free to drop in and meet her. We are also actively recruiting PT.

During Covid-19 we also had the support of Long Term Care Aides. We have additional funding for Infection Control Practitioner to assist us with all of our planning. We also have additional Environmental staff to support extra cleaning during Covid-19.

8. Electronic Resident File – Point Click Care – Kim Croft

- Taking less time to document. EMAR is now electronic. We implemented the infection center module, skin/wound module and our indicator/risk monitoring. Support one another in the implementation.

9. Accreditation – Janet Simm

- This would be the first time Shoreham will participate in accreditation. Our survey visit is currently scheduled for June 2023.

10. Northwood Shoreham Partnership Evaluation – Janet Simm

- Sherry would love to participate in the evaluation.

11. COVID-19

DCGs are assigned and are changed only under extraordinary circumstances.

- a) Proof of vaccine for Visitors – Visitors are now being screened. Need to have vaccine to enter (excluding DCGs)
- b) Plan for ongoing PPE use
- c) Complacency for PPE Use – Visitors/staff – concern that are not wearing masks properly. Recognize there is PPE fatigue. We are doing masks audits and peer-to-peer review. Constantly reminding folks of how important it is. If we have someone with issues with

compliance, we do a more specific intervention. Regular reminders regarding PPE use. Ask folks to gently remind staff. If you are hesitant to provide feedback, provide feedback to supervisor to follow up.

- d) Mandatory Vaccines Nov 30, 2021 – Looking at plans for Designated Caregivers. Will provide a swipe card for building access.
- e) Visitor sign in/out-Resident sign in/out – Keeping table stocked. Sometimes run out of masks. Replenished at 4:00. Staff monitors during other times.
- f) How many staff not vaccinated – Currently 19 not double vaccinated (87% vaccinated) Have plans underway for another 12. Continue to counsel staff regarding vaccine. There is a risk we will lose a few staff.

12. Timely meetings/opportunities for family engagement

- Disappointed that we have not had a family meeting in the last few months. Understand that leaders were busy. Maybe ask other family members. Some may not have technology, so it would be best to continue with in person. Some people can attend remotely if they would like.

13. Continuing Care Month/Staff Appreciation

- A heartfelt thank you is so important. A thank you note was presented from the Board for families to give thanks. Our heart goes out to them. We currently have approximately 150 staff.

Additional Comments:

- Concern: Buzzing after hours – A lot of responsibility for RN. Had to make the change to control access now that visitors need to show proof of vaccine. Response: We had concerns raised about the risk of a visitor coming in who is not vaccinated. RNs felt that locking the door gave more control. The RN can delegate to someone else if busy.
- Would like to meet the new OT and understand the new role
- Concern: CCAs working short –Families hearing we are working short again. Hear about the delays in responding to call bell. What training does a LTCA receive? We provide in house training, safe mobilization. All agree they be paid more. Currently in bargaining. Response: During Covid the college did not graduate CCAs. The entire long term care sector and home care are feeling the pinch. We are getting very creative in recruiting staff, including international recruitment. The LTCA's have been helpful.