

Family Council Meeting Notes

May 10, 2022

6:30 pm

1. Welcome and Introductions:

In attendance; Linda Macdonald, Janet Clarke, Ross Hartman, Mary Ann Millet, Dave Lemieux, Leanne Gillis (Ellen just moved in) Darlene Slaunwhite, Mike Joudrey, Sherri Silver, Sherry Irvine, Jocelyn Mosher, Micheal Mosher, Gavin Nowlan, Brenda Boutilier, Sharon Hebb

SV staff- Special Welcome to Danyka, SV Nurse Manager- first Family Council Meeting. Niki R., Jennifer T., Josie R (Project Team) Gaye E, Kim C., Abbey CC, Anita, and Melissa.

2. New Agenda Items:

a. Question: Are you planning to replace the Arbour between B wing and E wing. Came from Sherry Irvine- mom's room's looks out at the location where the rotten arbor was removed. Could families chip in to a replacement- important to replace. Other personal items also removed (wooden flowers etc.)

Response: All of the personal items are in storage. We removed the arbor based on feedback from family – removed because of unsafe- will have to look at cost to replace. Janet will check with the Foundation to see if they can assist. Perhaps have Family chip in?.

b. Question: The area also has some bushes overgrown- cannot see out the windows.

Response: Gaye will arrange to have those pruned back. Gaye will try to get a quote within a few days.

c. New doctor- Dr Whynot's departure was showcased in the newsletter? Dr Clarke is currently providing coverage temporarily. New NP coming in June- Currently recruiting a new physician- do have one applicant- a permanent replacement for Dr Whynot. Goal is a day / week and or virtual care.

d. Question: Activity Calendar- does that exist electronically?

Response: Can send out but it can be a challenge in this environment with many last minute changes.

e. Question: Is there a Rec calendar for this month?

Response: Because of the closure- not providing group programs- just wing based programs

3. COVID-19 Update:

- Public think there are no longer any restrictions in long-term care. DCGs still living quite restrictive. We are following direction of public health. Different places have different rules. Families Expressed thanks to team for setting the standard for protocols as per Public Health

- no active cases- 2 previously positive residents removed off isolation today

- we continue to swab.

- third shot tomorrow then will start with the second boosters soon (within the next week) - will be calling families to get consents. Continue to work closely with Public. No direction for DGCs at this time

Question: Why was it delayed?

Response: because of our outbreak-, it delayed resident's eligibility for the booster.

4. Staffing Update:

- Significant pressures in long term care for recruitment. We are receiving 3-4 applications per day-most out of province. By the middle of June, we hope to be more stabilized. We have a new RN coming, a new LPN coming. The CCA raise increase has been implemented. Government has made it easier for us to recruit. Using Northwood program to recruit and train local staff. The Provincial Travel Nurse program has helped.

- New initiative-the new cell phone for the person who is in charge in each wing .We will continue to share that information. We will email out number.

Question: Do you assign staff to wings for consistency?

Answer: Typically, we assign and constantly we work toward that- we make sure that there is at least one person who knows the residents. It was certainly more challenging during COVID with a lot of staff absences and temporary replacements

Question: Can we post who is looking after the resident- clear communication so I know whom I can reach out to ask questions

Answer: We will look in to that.

5. Building Renovation Project

Josie Ryan provided an overview of the building design. The project will now involve essentially a full replacement of the building. 3 buildings/3 phases- expect to be complete within 5 years. There will be more outlets in the new build.

Questions: Will there be additional cameras in the new building? Will have installed additional cameras in the outdoor area and common areas? Will the call bell system be upgraded with the new building. Will there be hand washing stations?

Response: The new building addresses these items.

6. Resident Room Renovation Project:

- Currently it is just part of E wing that is being renovated. The next phase will include the remaining rooms on E wing. Then will be parts of A wing and B wing- resident room off the main corridor that have not yet been renovated. Timeline for the completion of the project is end of August.

- Residents will be moved to a temporary location (have been utilizing D wing as the temporary location) during the period that their room is being renovated. Families will be notified in advance of the move.

- Families report that getting phone lines changed over can be challenge because of staffing issues at the phone company- suggest call early and book.

a. Question: How long will my husband be out of his room on E-wing?

Response: Hope we will be done E- Wing on June 12

b. Question: Will all residents be returned at the same time?

Response: Project is being done in phases.

c. Question: What is the room in the hall way.

Response: that room has it has been removed now that the bedpan sanitizer has been installed. It was required as part of the construction for this project.

d. Question: Why were the counters removed? They were nice for folks to sit up and use that space. No real communication- when my mom was moved back to her room, she was disappointed. Still do not have things up on the wall- not enough space for folks to display things that is stationary. Goes back to checking in to see what residents want. No personal touch. Maybe look at unique institutional furniture- they make all kinds of unique options. Over bed table makes it feel very institutional- perhaps buy small tables as opposed bedside tables- several folks work for procurement.

Response: Have purchased over bed tables to replace the counters. This solution was selected to provide more space in the rooms and the counters were very worn creating an infection control hazard.

7. Air quality on B wing- Strong odors. Can the residents be changed more often to reduce these odors? Evidence that residents sitting wet for several hours. Changing garbage cans – soiled incontinent products. Should not be left in resident rooms. Can we open windows a bit more? Encourage staff to offer.

Response: Our ventilation system throughout the building was one of the key drivers of our building renovation. We look forward to this being addressed with the new building. Staff can certainly ask residents if they would like their window open- it is the resident's choice. Will speak to staff re not leaving soiled products in resident washrooms

8. Family member led Staff recognition.

- After last meeting wanted to support staff- a few folks got together. Christmas time we signed cards 150. Letters written to Premier re wages. Easter- we reached out to staff- 100 paper lilies and treats. There are only 3

of us know. Trying to decide if we should continue. Janet unable to continue. Sherri and Dave continue- asking for more people- 3 or 4 people was not enough- It was a lot to take on. Niki will send out a message to families. To see if there are more families who would like to assist

Question: Would like more information on the Foundation.

Answer: Website contains information we the Foundation

9. New programs funded by grants:

Niki provided an overview:

- Municipality- received in October- delayed- Yoga and Meditation Program
- CHB- weekly cooking class- core group of 10 residents- go out to Farmers market to purchase the food- 12 sessions over the summer
- Age Friendly Grant- Positive Communication Program- sensory items to support communication/education that can be signed out during the visit
- United Way- have supported us during the pandemic. Have supported out door programs, Virtual Reality device. This year- assisted us with the Montessori Program- capacity building
- Mental Health Foundation: Music Therapy Programs- each wing
- Student summer skills and federal- 4 student positions for this summer- one student on board recruiting 3 more
- Garden project- hope to get started this spring

Question: How do you determine participation?

Response: Answer- residents approached based on their interest

10. Department of Seniors and Long Term Care Licensing Results (see attached)

Jennifer Tucker provided an overview of licensing feedback and our action plan to respond to the requirements.

Feedback- Niki and the Rec Dep have done an amazing job with the COVID restrictions- was our go to team during COVID

11. Telephone system

- new phone system installed today- change in extension numbers- they will be communicated tomorrow- 4 digit number- an 8 in front of previous extension number.

12. Feedback on format

Positive feedback

Meeting adjourned at 8:40.