



## Family Council

**Meeting Date/Time:** January 24<sup>th</sup> 2023  
5pm-7pm

**Facilitated by:** Abby Clarke Caseley  
Janet Simm  
Danyka Devost

Agenda Item	Action and Responsibility
Reviewed Previous Meeting Notes – June 16, 2022 Discuss outcomes from previous meeting	<ul style="list-style-type: none"><li>- <b>No outstanding issues</b></li></ul>
<b>General Updates</b> <ul style="list-style-type: none"><li>- Family Council – New Facilitator</li><li>- New Build Updates</li></ul>	<p><b>Comments:</b></p> <ul style="list-style-type: none"><li>- <i>Speaker – Janet Simm, CEO Northwood</i></li><li>- Welcome Allison Kelland – New member of the board. She is joining us for today’s meeting.</li><li>- Abby Clarke Caseley – Resident Advocate<ul style="list-style-type: none"><li>- <a href="mailto:abby.clarkecaseley@nwood.ns.ca">abby.clarkecaseley@nwood.ns.ca</a></li><li>- 902-478-9794, 902-454-3018</li><li>- Abby is support for residents and their families if concerns are unresolved or not resolved to family’s liking after working with Shoreham staff. Abby is a Social Worker and ensures care both at a Floor level, as well as at a policy level, remains Client-Centered.</li></ul></li><li>- <b>Abby is going to be main contact for Family Council Moving Forward, as well as a rotating Leadership Staff from Shoreham.</b></li><li>- Shoreham Building Replacement – in progress.</li><li>- Will be located right in town of Chester, close to apartments and hospital. Very accessible for staff and clients.<ul style="list-style-type: none"><li>- Land swap occurring so we can build “New Shoreham”. Once new building is made on new land from the apartment association, we will demolish the existing Shoreham village and give this land to them for utilization.</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>- Submitting an approval to government for building plans and permits – in progress.</li> <li>- Updates to follow as we begin to prepare to strike ground.</li> </ul>
	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>- No current resident cases in facility.</li> <li>- Suspected outbreak was declared over last week.</li> <li>- Continuing to swab staff/residents, staff are doing well with self-reporting of symptoms.</li> <li>- Reminder for families – when Shoreham is calling for to get consents for vaccinations, we are frequently getting questions from families as to why we keep calling for each booster or vaccination when consent has been provided once.</li> <li>- The protocol is that we must ask each time for each consent.</li> <li>- This is new public health guidelines as to communication.</li> <li>- Families would have liked to know that these regular notifications were going to stop.</li> <li>- Yes. Some gradual changes in screening over time will likely occur, but we are going to continue this for a while.</li> </ul>
<p><b>Family Communication Pilot</b></p> <ul style="list-style-type: none"> <li>- Roll Out – February 2023</li> <li>- Questions, comments, concerns?</li> </ul> <p>How are we going to find out when the tool is launched?</p> <ul style="list-style-type: none"> <li>- Don't have the roll-out plan for this yet</li> <li>- We will let families know once it is up and running.</li> </ul>	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>- Right now, we use Facebook, email, etc.</li> <li>- We are looking to formalize resident and family communications through Point Click Care instead.</li> <li>- Can connect with individual families on elements of the resident's care through this program.</li> <li>- Helps to protect privacy so it is all done through a secure system.</li> <li>- All staff are already trained on this, Point Click Care is the primary Nursing Online Charting System utilized by Northwood.</li> <li>- It will be connected to the Resident (if own decision maker) or SDM's contact information that is provided as the "preferred" form of contact. This can be</li> </ul>

	connected to a variety of methods including phone,
<b>Accreditation</b> <ul style="list-style-type: none"> <li>- Recent Updates/Circumstances</li> </ul>	<b>Comments:</b> <ul style="list-style-type: none"> <li>- Board of Shoreham identified that they wanted to take this on several years ago. Our survey visit from the assessors is scheduled for the Fall.</li> <li>- This is Shoreham Village's first year undergoing accreditation.</li> <li>- National Standards for Health Care Provision – the company that Northwood works with to get Accredited.</li> <li>- All surveys that Shoreham has been sending out in the last few months are part of this accreditation process.</li> <li>- <a href="https://accreditation.ca/standards/">https://accreditation.ca/standards/</a> - for more information</li> </ul>
<b>Pre-Submitted Agenda Items</b> <p>Family Meeting Scheduling/Notification</p> <p>Team Members Knocking before entering resident rooms</p> <ul style="list-style-type: none"> <li>- This is frequently not happening, staff letting themselves into resident rooms without knocking.</li> </ul> <p>Wound Identification &amp; Management</p> <ul style="list-style-type: none"> <li>- Family concerns around finding wounds – staff not aware until brought forward.</li> </ul>	<b>Comments:</b> <ul style="list-style-type: none"> <li>- Notification of meeting was on weekend, would prefer more notice next time.</li> <li>- How often are we going to hold these meetings? <i>Quarterly</i>.</li> <li>- Client-Centered Care best practices identify this should be happening – Shoreham Village and Northwood are both dedicated to providing Client-Centered Care.</li> <li>- Staff will be reminded of this – Danyka is going to pass this along in the report.</li> <li>- Nursing and Care staff do regular assessments during daily care and during showers. If there are wounds, they are assessed by LPN or RN. After this they are inputted into the skin care monitoring program on Point Click Care.</li> <li>- Danyka going to approach Wound-Care team to find solution for better regular monitoring of skin integrity by floor staff.</li> <li>-</li> </ul>

<p><b>Open Forum- additional agenda items</b></p> <p>Concerns about Loved one and communication of changes -</p> <ul style="list-style-type: none"> <li>- Changes occurred in residents shower schedule and breakfast menu – no pre-notification to family?</li> <li>- Family member taking resident on outings – family needing to be notified.</li> </ul> <p>Resident using nursing phone at night to call other family -</p> <p>Past Family Council Meetings used to have several Shoreham Representatives Present – has this changed?</p> <p>Why were the doors on C Wing locked for a 2 week period a couple of months ago?</p>	<p><b>Comments:</b></p> <ul style="list-style-type: none"> <li>- Danyka following up</li> <li>- Abby following up</li> <li>- In an effort to have the “right” people in the room, we are asking for agenda items ahead of time and ensure the people who can provide the most context and answers are present in the meeting.</li> <li>- A member of Shoreham Village’s senior staff team will be present at every Family Council Meeting moving forward – rotating schedule</li> <li>- Danyka following up</li> </ul>
<p><b>Next meeting – Tuesday, April 25<sup>th</sup> 2023, 5pm-7pm on Microsoft Teams</b></p>	<p><a href="#">Click here to join the meeting</a>  Meeting ID: 215 757 823 443  Passcode: Qe4Mfa  <a href="#">Download Teams</a>   <a href="#">Join on the web</a></p>