



Family Council

Meeting Date/Time: November 28th, 2023
5pm-7pm

Facilitated by: Abby Clarke Caseley, Niki Rodenhizer & Melissa Houghton

Agenda Item	Action and Responsibility
<p>Reviewed Previous Meeting Notes – September 12th, 2023</p> <ul style="list-style-type: none"> - When is Physio coming back? Are they away on Maternity Leave? Are they Full Time? - Can those who are non-ambulatory (bed bound, in motorized or wheelchairs etc., those at risk for losing mobility due to lack of regular movement) receive more regular exercise? 	<p>Comments:</p> <ul style="list-style-type: none"> - Correction to comments regarding Shoreham Water Shortage and platory, removing utensils from text. This was an Abby typing error and misunderstanding, now fixed 😊 - Physio was a 0.3 position. She is indeed on Maternity Leave, she is not taking a full year off but we can provide an update on when she is back and/or the coverage for this when we have an update. - We have coverage currently – she was here today. - She comes once a week for coverage in the meantime. Let staff know if you need to see her. - If you speak with the unit staff there are certain things with regard to range of movement that the staff on the floor can assist with on a regular basis and put this into their care plan. - Some specific exercises required by law need to be overseen by physio or medical professionals so we cannot always do this regularly, but we will always discuss ideas

and needs on a one-on-one basis to see if we can do something to help in the meantime.

- Before lunch – there are exercises done before mealtime while residents are waiting to be seated and served so this helps to keep them occupied, and hopefully increase appetite 😊
- This happens with both courses, both ‘lunch shifts’.
- There are also exercise programs that happen throughout the facility throughout the week as well for other options.
- The staff can do walking or other alternative ‘exercise’ programs on case by case basis.
- How can I get this on my loved one’s care plan, and get them more exercise regularly?
We will speak with the OT/PT and look up their care plan to see what they recommend for that person in terms of their ability and mobility, and then if we can implement this on unit then we certainly can discuss it with staff.
- We will look back into this concern with gravy meals and quality of meal taste. We want to ensure this is as good as possible for residents as this is their home.
- We still are following all necessary cleaning procedures for dish washing required of us.
- We have been trucking in 1+ trucks of water a week to try and also help bring more water in, but we are aware this should not be a long-term solution so will communicate anything we can as updates come forward.
- We have certain deposits in our water systems, but we are not certain if this is residue or if this is just from the current water quality. Our dishwasher is still functioning as it should in terms of sanitization and water temperature but

- **Some meals are not suitable for paper plates – anything with gravy etc. By the time the food gets to residents its often soaked into the plate and then they cannot enjoy the food as well. Have we changed the cleaning process for dishes as a result of issues as well?**

- **The eating utensils are still not clean. Families have looked rubbed them to see them and found residue on the dishes.**

- **Phone Call – Automated voice message regarding the Accreditation Process and a meeting associated with this? Wanted to ensure this was indeed from Northwood/Shoreham or if this was a new Phone Scam?**

Melissa is looking into this still to see if there is another issue at play.

- Our highest producing well was cleaned recently, there has been some improvement in water supply. We are still bringing in at least 1+ truck per week.
- At this time we are doing every Mon, Wed, and Fri, and additionally as needed.
- We dug for another well with the new facility in mind, but we are actively looking in to see if we can implement this right now with the current shoreham facility.
- This water is supplied to the apartments as well so we are aware of how soon this would benefit from being addressed long-term. We are working on this actively and can update as we can.
- We are still currently using paper plates in the dining room. We also want the residents to be able to eat off of regular plates, but the current paper plate practice is helping a LOT with water so we are trying to find a happy middle.

- This is indeed us! We are piloting a new system through our electronic health record where we can send automated voice messages through voicemail, email or text regarding facility changes or updates that could affect their loved one's care. This is our way of trying to better communicate updates and ensure we have documented any communication and when and when this IS NOT done.
- We can change how you receive these updates if you would like, just let staff know. These can be received via call, voicemail, text, or email.
- System is only being used for general information right now. It is not going to ask for anything from the family except for basic survey questions, and it should never share anyone's personal health information.
- The most recent message was an update regarding the Accreditation visits coming up on October 3, 4, and 5. There will be opportunities to go through a debrief session after the visit that is available to families. So

- Increased focus on person centered language while on units ('feeders' vs otherwise) – to work on
- Performance appraisals for staff to be continued to be completed
- Shoreham to explore how families/residents may assist with future Interview hiring processes for management staff.
- Increased access to Infection Control Education for staff – encouraged
- Staff must have primary series for COVID-19 vaccines – work toward increasing
- Tidying/Housekeeping related items – various
- Shoreham encouraged to include a resident and family member on Pharmacy and Therapeutics Committee as well as on Infection Control Committee
- We were measured against 282 standards, and we only have 5 total we need to work on. There were also some additional suggestions made by the accreditors during the walk throughs that we are also going to work through and improve upon.
- We did receive our results from this via a report - We can provide a link to the suggestions that were made by the accreditors to families and/or put a link on the website so this is more widely communicated and distributed.
- We will make sure that there is communication around how to learn more and where to go to learn more about the program we are enrolled in, and you can find more on standards, etc.
- Accreditors get thousands of documents that they review ahead of time with regard to the building policies, programs, etc., so they have this knowledge before they come on site. Sometimes they even test staff on policies while onsite, so they spend a great deal of time getting to know the agency, building, spaces and how we run.
- We have gotten their feedback and recommendations with regard to the ongoing projects with the new building, reliability of projects for current Shoreham, etc and they are on board and gave some suggestions to make sure we were still responding to any

challenges presenting concerns to quality of life.

- **Shoreham Bus**

- Bus is now repaired, AC Unit was the issue.

- **Hearing Clinic @ Shoreham**

- First hearing clinic was a success, 13 residents participated from this.
- 2 reps from Bridgewater Hearing Institute Atlantic visited Shoreham and scheduled appts with interested residents.
- All appts were roughly 20-30 mins in length and were offered free of charge.
- Clinic has offered to do another clinic in the New Year for new folks or as follow ups from residents seen last time.
- How can we get our loved one on the schedule for the next one? **We can definitely do this, we will explore how to do it but can probably communicate via face to face methods as well as via email. Last time we communicated this via resident council to see interest levels.**

- **Holiday Schedule**

- We have our traditional December program out with various holiday celebrations recognized.
- We are also doing a holiday photo shoot this year. We are setting up a stationary site that recreation can access to take the photo and print off to provide to families.
- Also music events planned as well.
- Tree decorating on December 5th at 2pm.
- Friday December 15th around 130/2pm- Christmas themed bake sale and a “New to You” Sale – yard sale, new to you items at reasonable costs so residents can buy for themselves, for gifts for families, for family to come and purchase items, etc. If families want to they can bring items in, but this is not mandatory in any means. This will be in the main lounge for the whole afternoon for everyone to enjoy.

- **Memory Cafe**

- **Family Meals**

- **Policy Review**

- Friday Dec 22nd – Jingle and Mingle at 2pm. Will be frequent visits from Santa to Shoreham during the holiday season and he will likely pop by this event in particular ☺
- Niki is hoping to send out updated schedule by the end of the week.
- Lawtons used to set up and do something to set up and allow for residents to shop for Christmas gifts – not staff availability in past years or this year unfortunately.

- Offering time for recreational events for Shoreham families, residents, or community members on December 12th at 130. This is to do activities, share stories, and spend quality time together.

- Family can book a room if available if they wish to bring in a family meal to have with a resident and family members.
- Melissa and Niki are contacts. Check with them to see available bookings, first come first serve.
- **Do not have capacity for the 2023 Holiday Season to prepare meals for family during facility provided mealtimes.**
- **We have been receiving requests for the ‘OT Room’ so Niki encourages folks to reach out ASAP to book as there seems to be a good amount of interest ☺**

- New initiative for families to be involved in. Looking to gather information of group of family members interested in assisting with occasional review of org policies being reviewed.
- Offers opportunities for us to incorporate ‘lived experience’ into creation of policies that affect staff and residents.
- Primarily will be ‘care-related’ policies – so think anything affecting resident or family ‘quality of care’.
- Looking for suggestions if anyone has any – this is something that was brought forward as one of the accreditations

<ul style="list-style-type: none"> - Is there an opportunity to have a separate group of volunteers such as ‘family advisors’ who can do this? 	<p>recommendations for us to work on implementing.</p> <ul style="list-style-type: none"> - Family Council – might be a better and more fair way to bring forward policies that are needing review so we get an accurate representation of the folks it serves. As well it allows for proper dialogue to occur during meetings, answer questions etc., and maybe encourage folks to attend meetings regularly. - Also needs to be sent out ahead of time so that folks have an opportunity to see, respond, give feedback and read the policy beforehand. <ul style="list-style-type: none"> - Could be great to have something more ‘formal’ and resident/family led and centered. Abby to explore with team. - This will help to ensure that resident and family voices are truly heard, considered, and if able to, put into action. - Many opportunities have come up for improvement and changes have been made short term, but often do not happen long term or consistently. - Examples of this could be calling family for certain updates, consulting family or residents for certain changes etc., Want to make sure things don’t get missed, but want to make sure that families also don’t need to ask for the same things to be looked at or resolved over and over and over. - Many families vary, but some families want to be highly involved with their loved one and want to contribute to the facility, the agency, and etc and would love to be able to help the facility how they can with quality improvement.

COVID-19 Updates

- General Updates

Comments:

- Resident Cases – 0
- Masking Requirements – mandatory
- Visitor Screening – self screening
- Vaccines – all residents who were eligible at the time we were giving were given their booster for their vaccines. Consents for these were communicated or sent out to families beforehand.
- If families come into facilities and find it's an outbreak, can they share what type of 'illness' the facility is experiencing? **At Northwood we have a sign saying we have an outbreak but do not provide details otherwise. There are no specific requirements anymore that we or facilities need to follow in terms of communication.**
- Worried from families will not take the precautions seriously if we do not communicate what specific type of illness is present in facilities when they visit. Want to make sure we are balancing transparency with confidentiality.
- We are able to and have been giving flu shots onsite to staff and residents. Residents are receiving COVID boosters in facility, staff are booking in community for theirs.
- From families – thank you for the procedures put in place, reinstating masking etc to keep people safe proactively.
- Family member took upon self during accreditation meeting to remind accreditor that their mask was slipping down – makes us proud that families are also on board with following infection control standards and are a part of our team in everyone doing better.

<p>Open Forum- additional agenda items</p> <ul style="list-style-type: none">- February – folks will be able to see an update with regard to what has been approved for the current ‘New Shoreham’ Plans.	<p>Comments:</p> <ul style="list-style-type: none">- Can generate discussion as needed to ensure we are getting perspectives from family and residents on the build to make sure it’s going to realistically meet needs.- We will reach out when we have an update on this.
<p>Next meeting – Tuesday, March 5th 2024, 5pm-7pm on Microsoft Teams/Phone In Meeting</p>	<p>Microsoft Teams meeting Join on your computer, mobile app or room device <u>Click here to join the meeting</u></p> <p>Meeting ID: 231 476 544 246 Passcode: X7jHEo</p> <p><u>Download Teams</u> <u>Join on the web</u> Or call in (audio only)</p> <p>+1 902-800-1894,,450761101# Canada, Halifax Phone Conference ID: 450 761 101#</p> <p><u>Find a local number</u> <u>Reset PIN</u> <u>Learn More</u> <u>Meeting options</u></p>