



Family Council

Meeting Date/Time: September 12th, 2023
5pm-7pm

Facilitated by: Abby Clarke Caseley,
Gaye Ernst & Jennifer Tucker

Agenda Item	Action and Responsibility
<p>Reviewed Previous Meeting Notes – July 18th, 2023 Discuss outcomes from previous meeting</p> <ul style="list-style-type: none"> - Visit to Aunt – Strong smell of urine in room – - Hooks for outside resident windows – 	<p>Comments:</p> <ul style="list-style-type: none"> - Gaye has followed up. Any concerns still to note? - No concerns since – rooms appear and smell clean. Thank you! - Cannot allow traditional bird feeders anymore. It becomes an activity for rodents, maintenance has recommended this no longer be allowed. This is primarily for bird feeders that require seed or similar feed. - Maintenance can help with this. Let unit staff or the admin staff know, and we can make arrangements for this. - We can allow hummingbird feeders, or something sort of a hanging plant for them to be able to have visitors at their window still.
<p>General Updates</p> <ul style="list-style-type: none"> - Comment Boxes 	<p>Comments:</p> <ul style="list-style-type: none"> - Ensuring all are aware of these being implemented and where they are located.

- **Risk Oversight Committee**

- Comment box is located on the bulletin board in the main lounge, right next to the accreditation board.
- There are slips of paper for individuals to give feedback, ask questions, comments, or concerns you may do so, these should be located near the comment box on the board.
- You can do submit comments anonymously, or if you wish to have follow-up, leave your information and it will be answered and reported back to you by leadership.

- This is a new committee being implemented at Shoreham Village. This committee assists us with sharing relevant data regarding falls, fall risks, and how as a facility we can do better to reduce these instances.
- We have always had this process in place as a facility, but by having a dedicated committee for this we are actively able to monitor trends in real time as a team and be able to deal with any concerns or safety concerns that are present.
- This committee will be meeting regularly and can report data back to unit staff on any trends, active risks or the sort. This is also information that can be shared with families and residents for transparency.
- We provide quarterly updates on this data, and we make posters about these indicators and post them throughout the facility once updated.

- **Accreditation**

- BOD for Shoreham identified that they wanted to take this process on several years ago. Our surveyor visit from Assessors is scheduled **October 3, 4, and 5.**
- An on-site survey is conducted by trained surveyors who will assess Shoreham against various standards. The surveyors are health care professionals and administrators from other accredited health care organizations.
- During the three days the surveyors are here, they will look at our policies and procedures, talk to staff, residents, family members, leaders, Board members, and our

community partners. They will also observe key areas of care and service and ask about examples and stories that demonstrate our commitment to quality and safety.

- After the visit, we will be provided with a report detailing our strengths and areas for improvement, and will be given our standing. Accreditation is an organization wide endeavor. While on-site, a surveyor could approach anybody, and ask them questions related to Shoreham's commitment to quality, safety, and risk management.
- **Client and Family Engagement Focus Group – 1000-1100, Shoreham Village Meeting Room, Wednesday October 4th, 2023.**
- Pre-arranged guest list has been completed and submitted. Residents and Family members are going to be involved.
- If you have questions related to Accreditation, please contact Tasha Ross, Manager, Quality and Risk at tross@nwood.ns.ca or 902-229- 2236.
- Shoreham and staff have been preparing for this process for years now with Shoreham, it is a great measure for our organization in terms of meeting high levels of care and service delivery.
- The leadership team, the board, and the staff have been all working hard to prepare for this process and we are all very excited for the process and the resulting data we will get to improve upon at Shoreham.
- Accreditor information is available upon request, let Abby know if you would like these. The accreditors have first-hand or professional knowledge on what it is like to live in Long Term Care and/or Homecare, and as fellow Maritimers, we are looking forward to collaborating with them in the weeks to come.

- **Questions, comments, concerns?**

- **Why does the accreditation team not show up unannounced? Does doing a scheduled visit not allow them to be able**

to see what things look like ‘in real time’, therefore is the data going to be useful in the long run?

- This process is voluntary, unlike the ‘licensing’ standards that we are bound to by those inspectors that are governed by Long-Term Care and Department of Seniors. These visits by ‘licencing’ are non-voluntary, and are random. In contrast, accreditation visits are aimed to encompass as many areas of daily work as possible, from policy development to unit activity. By doing so, the hope is to get data that is reflective in some sense of the ‘everyday experience’, or information that can be easily applied to the day-to-day operations.

- **With work shortages in play, how is accreditation able to still be undertaken? Is the preparation for this, policy wise, building wise, improvement wise etc., is associated tasks going to get done in time to be able to be valuable for the accreditation visit?**

- While staffing shortages and related concerns certainly exist for the field as a whole and Northwood, gratefully as those who know the field, the accreditors are also able to be flexible with us and still provide information and discuss our quality of care. They can do so with a lens of ‘understanding’ how a facility can still make use of it’s available resources in ways to provide quality care – even understaffed.

- Once again, another area where Shoreham is placing additional focus. This is an area where there were existing plans in place, but as an agency are developing new practices that line up with other facilities and best practices they are engaging in.
- Recently updated Shoreham Business Continuity Plan (BCP) and Fire Safety Plans for Accreditation. These are part of our Emergency Planning.

- **Emergency Planning**

- There is more plain-language information available to review Emergency Procedures on the Website and in the Resident Handbook if more information is required.

- **Questions, comments, concerns?**

- **Are we still doing yearly exercises such as evacuation drills now?**

- We are doing things a little bit differently now working with Northwood but short answer is yes.

- For instance – recently did a drill around a Code Orange (which is receiving other residents from a nearby facility experiencing an emergency).

- This allows us to engage in greater variations of emergency drills and experiences to help us ensure that we are prepared for as many different types of emergency events or instances as possible. Practice makes perfect!

- We will also be working with the Fire Marshall (aiming for the Fall) to have a formal fire drill and evacuation procedure completed as well and may approach their assistance in terms of walkthroughs, assisting with drills, etc. There will be more information to come on this, as their availability is limited at this time.

- All of our fire systems are still inspected regularly (yearly by licensed individuals or companies) and observed/tested by staff to ensure everything is still functioning in the meantime.

- Department of Seniors and LTC is also working with Northwood and Shoreham currently as a response to the recent events that have plagued the province to help create contacts and supports for emergency situations that affect our residents

	<p>specifically. This way we are both prepared, and know that the assistance will be appropriate for the needs of the residents and their families.</p> <ul style="list-style-type: none"> - There is a local meeting as well that Shoreham is attending on Sept 26th – to discuss anyone in LTC or businesses in the Chester area regarding their response plans for emergencies. We are looking forward to this process to see what we can learn and apply to our own procedures.
<p>COVID-19 Updates</p> <ul style="list-style-type: none"> - General Updates 	<p>Comments:</p> <ul style="list-style-type: none"> - Resident Cases – 0 - Masking Requirements – not at this time - Visitor Screening – as per standard COVID-19 screening - Vaccines – made available to residents and staff as needed and as boosters come out. <p>Staff are still experiencing symptoms here and there so are being actively screened to ensure that it is not COVID-19 or any other infectious disease related. Staff do this each morning and throughout their days at work to ensure they are healthy while at work with residents.</p> <p>It has been months since a case at Shoreham Village, but COVID-19 is still very much alive and well in other LTC facilities in the HRM region so we are still keeping in contact with Dept of Health to ensure we are putting necessary procedures in place.</p> <p>We want to keep the day-to-day moving toward as much of a ‘new normal’ as possible despite the presence of COVID-19, Influenza and other infectious diseases in the community. It is difficult to balance quality of life with safety, but we continue to work hard to do so.</p>

Open Forum- additional agenda items

- **New Shoreham Village – when are we going to break ground? Have we done this and we just haven't been able to share information?**
- **There was equipment and workers back behind a shed recently in the yard, is this related to New Shoreham?**
- **Do we spray for ticks or insects out in the yard at Shoreham?**
- **Are we able to put Nightlights in resident rooms? Is this prohibited in any way?**
- **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?**

Comments:

- We are at step 5 (of 12) in the approval process to be able to break ground, things are moving along quite well. Still a few items we need official confirmation on before we can actually break ground.
- Part of this process is a Land Swap we are doing with the apartments next door, which has its own procedures that we need to follow. Designs have all been approved, we are working through planning for furnishings etc so that when we have the approvals in place we are ready to go.
- No date for breaking ground is scheduled at this time. We can update as we move along.
- Related to soil testing we need to undergo in order to go through our step to step process.
- Not all the testing has been completed yet, it is scheduled for late September and when this happens we can communicate further.
- We have a contractor who comes in monthly and does spraying for this in the summer and when the weather is cooperating. There needs to be a period without rain for some insect spraying such as ants, so we have to do this as we can.
- Maintenance will have to ensure it meets code but should otherwise be okay. Let us know if you have this and we can get things in place.
- 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

- **Water Level Concerns– residents have been eating off of paper plates and disposable cutlery for some time now, why is this happening still long term?**

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.
- We can actually run reports to see who answers, who presses which selections etc., which may help us to better improve upon how to best get these messages out to family in the long run.
- 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 if anyone is interested in hearing what the accreditors found during their visit, Tasha Ross and Nicole Sy Bang with Quality can ensure this is set up.
- Nicole Sy Bang – Quality Associate -
- nicole.sybang@nwood.ns.ca
- Tasha Ross, Privacy Officer, Manager of Quality Improvement
- tross@nwood.ns.ca
- We have done some transition to disposable and paper to try and help with our water concerns in the meantime.
- We do not have water levels in our existing well and water systems to meet the present need for the facility – are working through this.
- We are also working to try and figure out how to fix the problem both long term and in terms of current solutions. We have drilled for a second well, and we are in

- **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?**

- **New Wheelchair Swing out Front – Fabulous!!! Thank you!**

- **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**

process of the implementation and building plans to have this approved and later implemented.

- We are looking to see if there are any leaks or anything causing concerns in the meantime as well.
- We have been trucking in 2 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 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.

- So happy to hear the residents and family are enjoying this. The Shoreham Village Foundation was able to pay for the expense of this for the residents and their families to enjoy.
- Anyone wanting to learn how to use it, reach out to your rec team.
- We will be posting instructions soon in the front entrance for residents and families to learn how to use the swing.

- 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.

- If you speak with the unit staff there are certain things with regard to range of movement that the staff on the floor can

<p>regular exercise? Even 10 minutes a day could assist in bringing warmth and strength back to resident limbs.</p>	<p>assist with on a regular basis and put this into their care plan.</p> <ul style="list-style-type: none">- 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.
<p>Next meeting – Tuesday, Nov 28th 2023, 5pm-7pm on Microsoft Teams</p>	<p>Microsoft Teams meeting Click here to join the meeting</p> <p>Meeting ID: 285 600 306 541 Passcode: ZhK9TZ Download Teams Join on the web Learn More Meeting options</p>