



Family Council

Meeting Date/Time: March 26th, 2024 5pm-7pm **Facilitated by:** Meaghan Murchison, Jennifer Tucker, Shannon Corkum & Emily Johnston-Smith

Agenda Item	Action and Responsibility
<ul style="list-style-type: none"> - Welcome to new Staff Members Review Previous Meeting Notes – Dec 5th/23 Outstanding Items to Address from Previous Meetings - Possibility of hooks for hanging plants in place of bird feeders - Concerns regarding spots on the cutlery - Questions re: exercises before lunch – which exercises are being done and how often does this take place? 	<ul style="list-style-type: none"> - Meaghan, Shannon, and Emily had the opportunity to introduce themselves to Shoreham family members and to give some background on their previous work before joining their current positions. Comments: - No bird feeders are permitted at this time because of the bird flu but residents and families are welcome to put a potted plant outside of the window instead (maintenance and upkeep would be up to families). - There is currently no resolution to this, but dishwasher investigations are underway. It was mentioned that previous water concerns may have contributed to the spots on the cutlery at that time. - The goal is to have a 30-minute exercise period prior to lunch in the main lounge that is open to all residents. Without a PTA this was on hold but hiring just took place and we're hoping this program will begin in the next week or two.
<p>General Updates</p> <ul style="list-style-type: none"> - New Build Updates (Jennifer) 	<p>Comments:</p> <p>Shoreham Building Replacement</p>

<ul style="list-style-type: none"> - Building Progress Reporting (Meaghan) 	<ul style="list-style-type: none"> - This project has been in the works for a number of years but just last week a community meeting was hosted in Chester to share building plans and to seek feedback. Happily, the design and layout (step 6) were approved, and we are now just waiting for the treasury board to sign off on the financial side of things. - The Land Swap agreement with the apartments is not complete yet but should be any time and concerns with the wells have also been settled by deciding to have a separate water arrangement from that of the apartments. - The hope is for shovels to be in the ground in the Fall. This news will be shared at the next Resident Council meeting and a rendering of the layout will be stationed at the door in the coming weeks! Very exciting! - In order to continue keeping families informed updates will be communicated through the newsletter, website, and Facebook.
<p>Family Communication Pilot</p> <ul style="list-style-type: none"> - Experiences with the New Cliniconex Communication System (Meaghan) 	<p>Comments:</p> <ul style="list-style-type: none"> - It seems to be working well but there has been some confusion around what method to expect a message to come through (sometimes it comes as an email, other times a phone call or text). It was explained that the form used is usually determined by the type of message being sent, for example if a survey link is being circulated the system will try to access most people by email. It was also discussed that families are able to notify staff of their preferred communication method so that this can be updated in the system for future. - There was also mention that sometimes messages are received only once if someone is listed as a contact for more than one resident and this can cause problems when looking to receive documents for each individual (e.g., needing to receive a survey link for 2 family members rather than 1).
<p>COVID-19 Updates</p>	<p>Comments:</p>

<ul style="list-style-type: none"> - General Updates (Emily) 	<ul style="list-style-type: none"> - Kim, IPAC nurse at Shoreham, sent along a Cliniconex message to families about the upcoming Spring booster campaign in April. The hope is for this campaign to become annual in the future! - We are still masking at this time. We know that masks help stop the spread of infection and keep us safe but that they can also impact relationships so we will be reevaluating this after the Easter long weekend. Hopefully as we get into nicer weather where we traditionally see less respiratory viruses, we'll be able to stop masking and reimplement their use only if needed in cases of an outbreak.
<p>Pre-Submitted Agenda Items</p> <ul style="list-style-type: none"> - Hub Education Review (Meaghan) - Resident and Family Experience Surveys and Action Plan (Meaghan) 	<p>Comments:</p> <ul style="list-style-type: none"> - A PDF document of Staff Education on Abuse Prevention was pre-circulated to the group in an effort to include families and caregivers more in the process of reviewing care related documents and policies. It was felt that the information was helpful and educational but that the included videos were fairly outdated and seemed American. The second video also contained 3-4 minutes of nothing where the camera was left running, could a different, more current video be found to replace this? Meaghan will look into this. - There was a typo identified on both Survey Result documents that there was reference to “Northwood” programs and services rather than “Shoreham”. - Discussion was had about whether it was surprising that only 19 families took part in the survey and if data would still be considered useful if there were only a limited number of responses that came back. It was explained that unfortunately it wasn't overly surprising that the survey responses weren't higher even after reminders were sent – the hope is that people chose not to response because they didn't have concerns to bring forward. It was also mentioned that even if only one person completed the survey the responses would be taken into account to ensure voices continue to be heard. It was mentioned by a family member that the inconsistency of the number

- **Admission, EoL, and Disclosure Survey Results (Meaghan)**

of responses would skew data when it comes to comparing year by year.

- It was expressed that people may not be receiving the survey link through the Cliniconex message system and it was explained that the database allows us to see if someone receives the message or not. It was also mentioned that those without email or texting capabilities may not receive the survey and that paper copies being offered might help alleviate this concern. This is a great idea. Previously, the recreation department made telephone calls to anyone unable to access the survey online and supported families in completing the surveys over the phone instead.
- Family members liked having the option to add comments at the end, this would be a good function to carry forward to other surveys.
- There is an error on page 2/16 in the Resident Survey Results document where it states that we have exceeded the internal benchmark for Food but the stat is actually just shy of meeting this criteria.
- It was mentioned that some families find the surveys to be quite long and that shorter surveys may help increase response rates. It was shared that we previously sent shorter surveys but received feedback from licensing that we weren't covering enough material. We are now attempting to send one large survey every two years, as we did this year, then focus on more targeted smaller surveys every other year.
- These surveys are linked to the accreditation process and help us make sure our policies are meeting the needs they are set out to address. We will be sending these out twice a year and hope that people can appreciate the value they bring and how they allow us to make changes based on feedback.
- A concern about response times in terms of bed alarms was brought forward by a family member and it was noted that this is not currently an item on the Action Plan. There was a recent incident where a bed alarm was ringing for 7-10 minutes and the only staff member on the unit at that time was busy with another resident, 3 other staff were around but didn't help. Protocol is that there should

- **Engagement Opportunities for Families (Meaghan)**

always be one staff member on each wing at all times and if additional assistance was needed staff from other wings could come help respond. Family was asked to please let the supervisor know if this ever happens again so we can follow up with staff. This topic will be brought forward at the next staff meeting.

- It was mentioned that the alarm at C wing nurses station seems to ring constantly. There are actually a couple of different alarms that ring to that station including the main nurse call bell for the whole building and the door alarm. The new building will be better equipped with a different alarm system which will hopefully help with this.
- A question was raised about what the government recommendations are in terms of the staffing ratio for the new building and we were informed there will be no changes in this area. Currently funded for 2.54 hours CCA care per resident/24 hours which will go up to 3 hours once we are able to release our RN travel staff and our eligibility increases.
- There was an incident where two different men were confused and have entered a resident's room in the middle of the night. This was going to be reported to staff the next day but unsure if this happened. Questions were asked about the staffing ratio during those hours and if there are cameras in the facility. Currently there are two staff members per wing in the evening and one staff per wing overnight. There are cameras strategically placed throughout the building but staff do not have access to this footage to use as a preventative measure to monitor wandering, they are more so available for if an incident occurred and it needed to be reviewed to see what happened.
- There will be more opportunities for families to help with the review of care related policies and staff education documents in the future.
- There will also be upcoming recruitment of residents and family members to join standing committees (e.g., Pharmacy and Therapeutics & Infection Prevention and Control Committees).
- Differences between the Family Council and the Client and Family Advisory Council were

	<p>discussed and the hope was expressed to increase recruitment to the current council meetings in Shoreham.</p>
<p>Open Forum- additional agenda items</p> <ul style="list-style-type: none"> - Fireplaces Concerns - Water Update - Bulletin boards - Signage for Visitors - New info from Jennifer 	<p>Comments:</p> <ul style="list-style-type: none"> - It was mentioned that though the heat coming from the electric fireplace in D wing is lovely, the vent gets very hot and there was concern for the possibility of residents burning themselves. Would it be possible to have something in place to block this from people leaning against it? Staff will follow up. - Previously water was being trucked in routinely, but now that our latest well is producing we have water onsite. There was a brief instance where the water was discoloured a few weeks ago, likely when hookup was taking place but this has been resolved. - It was mentioned that the bulletin boards may need to be updated with new information on ways to engage (e.g., survey and Family Council information). This will be taken back to the leadership team. - Would it be possible for there to be more signage by the main entrance to help new visitors who are less familiar with the building to find their way? Also, there is not always an appropriate place available to visit with loved ones. It was mentioned that sometimes it's good to have an interaction with someone new to the building as a sort of safeguard and also that the new building will have all private rooms and more spaces for families to gather. - Provincial government is in the planning and approval budget phase. We have heard that we will be seeing an increase in our raw food budget, roughly 20%, which will be very helpful for quality of food and meal planning purposes. With inflation food prices have gone up so this is great. We also have benefited from LTCAs through temporary grants and have been informed that next year will continue as status quo while this position is standardized across facilities and will

	<p>transition into permanent funding! LTCAs are instrumental to the work we do and play such a crucial role so knowing we aren't losing these positions is a huge win! We also will see our IPAC role become permanent as well which will help to provide stability to the team.</p>
Next meeting	Comments: <ul style="list-style-type: none">- Next meeting date will be determined and circulated in the coming weeks.