

George Derby Family Council Minutes – April 9, 2019

Tuesday, April 9, 2019 @ 14:00

Meeting Room 2339

Attending: John Knapp, Mary Rossi, Joe Sadowski, Sandy Moreno, Lynda Copp, Teresa Rodriguez – new council member Rita Graham

Regrets: Janet Brown

Guests: Ava, Rhonda, Maria, Theresa

1) Approval of minutes from March 12, 2019

- Moved by Mary Rossi and seconded by Lynda Copp
- Introduction and welcome of new councillor Rita Graham – has a friend on 1M North.

2) John:

- a) Condolences given to Teresa, Bill and Elizabeth on the loss of their loved ones.
- i) Teresa spoke of her interesting journey at GD over the past 3 years. During this period while her father was at GD, Teresa stated it was an “eye opener”, but the closeness she gained with the residents and their families was precious...and the gift of understanding seniors more, and their history, will be cherished. But, Teresa feels that GD “let her and her family down” when her father passed on. She suggested a councillor should be available, not only to family, but to the residents that are called friends, too.
 - ii) Ava stated that when she finds out about a death, she has breakfast at the deceased resident’s table to help with grief counselling. Rhonda stated that it is OK to let the resident’s friends know that he/she is gone. Sandy asked if there was someone on staff that has this position, not only for grief council, but for death and dying, too.

ACTION: Ava stated that a social worker is being recruited to help with this task in the very near future. Ava has hired a Privacy Officer who will be auditing to make sure George Derby is following Privacy procedures. Ava and Rhonda will make sure that Teresa’s circumstance will never happen again.

- b) Congratulations to Mallory for the outstanding first issue of the Derby Digest. Thank you to Mary and Lynda for their help with the newsletter. Mallory will try to produce this beautiful production monthly. It will be posted outside the Canteen at the poster board.

3) Ava: Report from GD Management

- a) Changes in Management – four positions are being recruited – the Director of Finance, Manager of Facilities, Manager of Support Services and Director of Care.
 - i) When the new DOC is hired, it was stated that the goal for sustainable education to all areas will be an important piece (e.g. Dementia Care, Handling Aggressive Residents). It is important to educate the right way.

ACTION: Ava will invite Susan to the next council meeting for Emergency Preparedness information.

- b) Dr. Cameron will be invited to the next council meeting.
- c) Still working on recruiting a Social Worker.

4) Maria Asperin and Theresa (Food Preparation Supervisor) arrived (agenda item 5).

- a) Mary Rossi recapped the Dietician's comments from the last month's meeting. It was agreed that the food is pretty good at GD, especially the soup.
- b) Both Maria and Theresa went over the chopped or canned fruit issue, as well as the chopped vegetables. This is for reduced choking hazards for the residents. The new spring and summer menu will include some fresh fruit like strawberries, raspberries, watermelon and blueberries.
- c) Sandy asked how the process worked for the residents to receive more than one serving of a menu item...or gravy. This request of a diet change needs to be made to the staff or the kitchen. Sandy asked that her mom receive more vegetables, and a follow-up...it worked and her mother is much more happy...thank you.
- d) Joe asked if the kids that come to entertain the residents receive a treat like cookies and juice...and they do.

5) John: small issues (agenda item 4).

- a) Spring Cleaning – Maria stated that the new Manager of Facilities will be in charge of maintaining light shades, windows, the garden, walkways, skylights and general areas. It was asked if the local school children could be asked to help clean up the parking lot and surrounding grounds from time to time.

ACTION: Ava will ask Mallory to see if local schools will volunteer for this job.

- i) ANTS are marching two by two and creating a problem in most areas. Ants have been an issue, especially on Lower North. Pest Control has been working on it.
- ii) Some of the landscape logs are rotting in the garden, possibly causing a problem.
- iii) Special Care's garden needs some tender care.

- iv) Is it possible to make the gazebo accessible to residents for planter boxes?

ACTION: Ava will ask Mallory if she has any ideas.

- b) Air Quality – John noticed that the air quality is not ideal in the public areas. He noticed that people get very sleepy from lack of O₂ circulation. Maria stated that (as we sit in our meeting), a crane is lifting a New Cooling Tower into the inner courtyard and construction and installation will begin soon. This should improve the air quality. Maria also went on to say that a previous resident's family donated 40 fans for the residents. These fans will be dispersed to the veterans of Lower North first, and then to other residents as per the family's wishes.
- c) Moving Residents – John stated that when a new resident comes to GD, this move is traumatic. More importantly, it is vital that the staff think thoughtfully when choosing to move a resident again...to avoid more trauma. Ava and Rhonda responded by stating that, with the new education plan, it has to be necessary to move a resident for safety reasons (e.g. a constant wanderer, or conflict between residents).

6) New Business:

- a) John stated that all units should have the same level of care as Special Care. SC has a better CA/resident ratio than the other areas, and GD needs to move forward to be an equal model.
 - i) Ava stated that it is her goal for all residents that call GD home get special care, no matter what unit they are on.
 - ii) GD is hiring more Care Aides, LPNs and RNs – at present each resident receives 3.03 hours of direct care per day. The Provincial target is 3.36 hours. GD works to the best of its ability to reach this goal, but staffing levels have been an issue in the past. Some staff are working double shifts to help...but this is not ideal.
 - iii) Work Safe BC has repeatedly, over the years, addressed 6 recommendations regarding Health and Safety. Ava has taken on this task and will now follow through with the administration to avoid fines.
 - iv) Accreditation will be in November of 2020. There is lots of work to do until this date. Surveys will be coming soon.

7) Next meeting will be Tuesday, May 14, 2019 at 14:00 in Room 2339.

8) Meeting adjourned at 15:50.