

George Derby Family Council Minutes – June 11, 2019 - Approved

Tuesday, June 11, 2019 @ 14:00

Meeting Room 2339

Attending: John Knapp, Sandy Moreno, Janet Brown, Lynda Copp, Rita Graham, Joe Sadowski

Regrets: Mary Rossi

Prospective new councillors: Sue Clement, Mychael Gleeson

Guests: Ava, Neil, Lisa, Huini, Suzanne, Dr. Mosely

1. Approval of minutes from May 16, 2019
 - Moved by Lynda Copp, seconded by Joe Sadowski
2. John introduced the new Family Council Members and they in turn spoke about their background and desire to be on council.
 - Mychael Gleeson
 - Sue Clement
3. Dr. Mosely (agenda item 4) invited to discuss invasive medical and dental procedures.
 - i) John introduced the subject: some residents have monumental trauma regarding invasive procedures like blood work, urine samples, vital signs, etc., but in particular, dentistry.
 - ii) Dr. Mosely: explained that there are challenges to residents of all levels of care at GD. All aspects of care can increase anxiety in residents, and although not optimal, chemical remedies are occasionally required. He stated that a policy may need to be developed with staff, and patients' families re medication for any procedure.
 - iii) John asked that a protocol also needed to be developed for any offsite dental/medical procedure when full sedation is required – i.e. non-emergency dental care. Dr. Gupta does not have such a procedure.
 - iv) A general discussion took place regarding:

- a. Researching if other institutions already have this measure in place, such as Geriatric clinics.
- b. Training needed for this work.
- v) Ava: stated that a family member should select a specialist on the outside from a list given. A referral of one professional may turn out unsatisfactory and therefore the choice should be theirs.
- vi) Mychael: stated that in her past profession, even taking a BP may be a problem for a resident for an outside specialist.
- vii) Dr. Mosely: closed the discussion by stating he will ask his colleagues for their input; said there is much work to be done on this issue. A protocol needs to be developed so the resident/patient and their families can follow an agreed procedure ensuring trauma is kept to a minimum.

ACTION - Ava: will work with MDs to develop a protocol.

Dr. Mosely: will raise this point at the next MD's meeting.

4. Ava (agenda item 3): Report from GD Management

- a) Changes in management – new recruit introductions:
 - i) Neil McWilliams – Facilities Manager – Originally from England, Neil was a facility manager for several care homes, including his own business. He is looking forward to a fresh start at GD and to upgrade the facilities as required. Today, new fans were installed in the atrium for air circulation during warm weather.
 - ii) Lisa Yee – Director of Finance – Worked at accounting firms and industries in payroll, fund raising and professional development areas before coming to GD. Her first order of business was to clarify why all residents were not receiving the residential care tax receipt at tax time – only the families that requested it were given this document. See “New Business – CRA Information” which follows.
 - iii) Huini Ge – Manager of Support Services – Before coming to GD, Huini worked at Renfrew Care Centre and liked developing a bond with residents. She will be responsible for the dietary, cleaning and laundry for GD Centre.

iv) Suzanne Darling – Director of Care – After 25 years of experience in Home Health, Suzanne is excited about caring for the residents in GD Centre. She took on the challenge because she likes progress and change, and this is needed for GD residents, for which she has a successful foundation.

- b) Ava: stated there is progress on hiring a Social Worker.
- c) Ava: Constable Lafreniere (RCMP) would like to make a presentation to the GD residents and families regarding fraud of the infirmed.

ACTION - John: will contact the constable to set up a date and time for the presentation.

- d) Neil: will lead the GD Emergency Preparedness team and develop policies over the coming weeks. Some drills/education have already taken place with the staff - i.e.: Purple Dot, Code White.
- e) Ava: reported that six citations that have been recurring over the past few years are now being cleared up i.e.: Code White, Purple Dot, JOSH committee, investigation training, falls, wounds. GD will be using a calendar for maintaining these issues.
- f) Ava: reported that Fraser Health Quality Review of GD is now rated at Satisfactory. 10 months ago it was rated High Risk. This success was applauded by everyone.
- g) Ava: reported that GD Licensing Report shows improvement at the facility. The first six months focused on the residents' needs and care (It's not your job or my job – it's OUR job). Small, neglected problems are now gradually being repaired.
- h) Ava: reported that a 'request for qualifications' of a new 150 to 165 bed complex care facility on GD's 27 acre grounds is in progress. Ava and the board have been working with an architect and engineer on a presentation submission. It is intended to include assisted living, respite, hospice, memory care, a community centre and adult day programs to add to our already existing residential care and independent living.

ACTION - Ava: will submit this presentation to FHA by the deadline of July 16, 2019. Ava will present results of this application at a future meeting – TBA.

- i) Ava: reported that the IODE presented an \$8000.00 grant cheque to GD for Roho cushions (and the supplier donated \$1600.00 more as well), toe and fingernail tools for each resident and some very costly and useful creams for skin care. Everyone will be grateful for this very kind and generous donation.

5. New business:

- a) Family Council participation when residents move in. A discussion occurred how council members might help at this difficult time.
 - i. Suzanne: is working on a process that will include a follow-up with the resident's family three weeks after admission.
 - ii. Ava: advised that the three week checkin should be with the GD medical team in case resentment is in the air, and council should not be responsible for this.
 - iii. Sue: stated she was overwhelmed on all the information given to her on admission. She would also like to have contact information available and a description of escalation protocol.
 - iv. Neil: suggested a new resident's coffee session. A member of the Family Council could be invited to attend.

ACTION - Ava: will add the family council's contact information to the developing move in package that is in the works.

ACTION - Suzanne: will add the family council's contact information to the Resident's Handbook. John noted that family council contact information is already available on the GD website.

- b) Family council participation in 'end-of-life' processes. This item was requested by Mary so is tabled until next meeting when Mary will be present.
- c) CRA information re amounts claimable on residents income tax. John: stated that he believed the tax slip provided by GD for residents/families wasn't quite correct. He thought all costs are claimable expenses – not just Attendant Care costs. Mychael: stated that CRA does understand that GD residents are allowed full costs. The GD tax slip is not very clear.

ACTION - Lisa: will call CRA to verify this expense for tax submissions and report back for the next meeting.

- d) Overgrown hedges.

- i. John: requested that the overgrown hedges in the Special Care gardens be trimmed. Neil replied that he can help with this if he is given the particulars.

ACTION - John: will email the particulars to Neil and he will contract gardeners and landscapers to do the job.

- ii. Joe: stated that he was a landscaper in the past and he could help but, volunteers would not have insurance coverage to do this type of garden maintenance. Joe can, however, observe and give his input should he wish.

~~iii. Ava: stated that the Telus Community has offered to do all gardening on the GD grounds next year as a donation to the community.~~

Ava: revised, Mallory will apply to the Telus Community Charity to consider doing the GD gardening/grounds work for the next year.

ACTION – Mallory: will follow up on this with the Council.

- e) Suzanne: asked how communication between Family Council and the Senior Administration works. All of the council stated that the administration may have their personal emails for GD purposes.
- f) Neil: is replacing all existing lights in GD and on the grounds with LED ones. This expense is under budget at present.
- g) Sue: asked if the items in the meetings are just discussed or are they acted upon. Sandy explained that in the minutes there are red **ACTION** notations that reminds everyone of what needs to be accomplished.
- h) Mychael: asked if a Family Council Member can remain on council after their resident family member leaves or passes away. Ava explained that there are By-Laws regarding this issue and that they have to resign from council.

ACTION - Ava: will ask the board of directors about this request and the By-Laws involved.

6) Next meeting – Tuesday – July 9, 2019 in meeting room 2339.

7) Adjournment – 15:25.

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