

Chester Village Family Council

Minutes: June 27th, 2018

Present: Lynne Smith (Chair); Deidre Balyk (Secretary); Tracy Torrance; Diane Klim; Glenna Clayton; Mike Watson; Kathy Van Laethem; Beverley Desjardins; Hannah Trumper; Gary Schleiffer; Shelley Allen; Scott Torrance

Old Business:

Lynne reviewed the minutes of both the April and May meetings. Members present were pleased to know we can post meeting notices in the elevators; we also hope to further develop the idea of a volunteer-run Skype opportunity for residents. Since none of the idea's originators were present, efforts will be made to connect with them before our next meeting with the hope of setting up a committee to run with this initiative.

Committee Reports:

1. Quality Care:

Lynne reported some positive funding news from the June Quality Care meeting. MOHLTC has released funding for each long-term care home to hire one RPN as a full-time Behavioral Support Lead. The Ministry will provide training for this person who will be responsible for assessments and care plans for residents with behavioral issues, as well as training and education for staff, and serve as liaison with the outreach behavioral resource teams such as the one from Michael Garron Hospital. Funding is also to be provided for one RN to act as a full-time Clinical Care Lead who will assume responsibility for residents with complex clinical care issues. Both positions have been funded retroactively to April of this year and, as such, the funding provided has allowed Chester to hire two new full-time PSWs to act as floats on the 1st and 2nd floors, as well as an additional full-time Activation staffer for Diamond. There will be enough funding for these new PSW and Activation positions to be in place until at least March of next year and Gina hopes to be able to continue the positions beyond that date. These additional positions are already in

place and the new nursing positions will be in place as soon as hiring can be completed.

With respect to our current Quality Improvement Plan, Gina reported that focus groups of residents had been conducted in June to gain information as to the “not enough variety in meals” issue. Already, there has been one special meal added to the menus each month: in April the meal was prime rib; in May it was shrimp; and in June it was fried chicken. These new special meals have been well-received by residents and family members alike. In addition, a committee comprised of resident and Food Services staff is being formed to review menus every six months.

In an effort to reduce unnecessary ER visits, nurses have received training in recognizing and dealing with diabetes and hypoglycemia issues and 82% of Chester’s nurses have also received additional training in the use of anti-psychotic drugs.

2. Staff Awards:

Lynne reported that the next group of 3 winners will be chosen early in July.

New Business:

Lynne pointed out to members present that the Star had recently run a four-part investigative article about the Butterfly Home unit located in a Malton long-term care home. The articles were also available on the Star’s website (thestar.com) along with a video of this unit. Tracy had kindly brought in the print version of the articles for anyone interested. (This Malton unit is the one Lynne had told us about at our April meeting.) The management of Chester is well aware of this concept and much of our staff training focuses on various aspects of the resident care used in Butterfly homes. There are huge barriers in the way of funding and required staffing levels to fully implementing the Butterfly model. (The Star reported that the program cost an additional \$400,000.00 per year per unit.) Lynne reported that she had brought the Star article to the attention of the members of the Board of Directors who attended the Quality Care meeting...interest was expressed, and questions were asked.

Questions and Comments:

For Food Services:

Members asked if there could be a posting in the units of when each month's "special meal" was planned. This would help family members make sure not to plan to take their loved out of Chester for that meal and allow family members the opportunity to purchase a meal ticket at Reception to enjoy the special meal with their loved one. **Definitely. I have passed this along to the departments who organize the special meals.**

For Cynthia and Gina:

All members present expressed enthusiastic interest in the Butterfly home model and wonder if the article could be shared with front line staff. **We had already shared this article with the staff in various ways with discussion as to what components we can still capture while not entirely moving to the full and very expensive program.** While we are aware of the expense involved in its implementation, we would like to know what we can do to support the ongoing work Chester is doing towards improving dementia care. Could there be a special fund-raising account set up to help support initiatives such as the Butterfly model? **I can look into adding a special account specifically for this purpose on the Canada Helps link on our website so that when you go there you will see it as a choice as well to donate to and not just the general cause.** We would like to assist in whatever way possible in making Chester a leader in this area and we wonder if there might be a way of generating some funds through the website. **Chester Village has always subscribed and trained staff in the many other models such as Gentle Persuasive Approach and Montessori that are the pioneers of this type of experience for dementia care, and we continue to look at ways to educate staff and develop our own "home experiences" here for the residents. Currently, the 'doll therapy' program in Diamond is a huge success and the PSW's are all being taught the intervention so it does not just fall on to the activation staff.** We would also like to know if the Board of Directors is fully aware of this model. **Yes, the Board members themselves brought up the article in the paper and asked questions of management as to what kind of things we do here that could support this model.**

Members also expressed a desire for the minutes of Family Council meetings to be forwarded to members of the Board so that they would be aware of the concerns of family members as well as gain an understanding of the role of Family Council. **The Board receives very high level reports**

from all committees through the CEO monthly report and from the sub-committees of the Board, including a report from the Board's Quality Committee with a Family Council Update. I will bring forward your suggestion at our September meeting and then get back to you with their response.

Could there be a plaque placed in the garden in memory of Chester? While I appreciate the Family Council's reasoning for wanting this, it was felt this was not an appropriate plaque item at this time. The current plaques in the Garden and around the building were placed in recognition for donations exceeding \$10,000.

Members expressed appreciation for the unit balconies but feel that they are under-used. Could they have buttons for automatic access...especially for residents who use mobility devices? The balconies would be a great resource for all residents, especially for those who are non-verbal, as they provide us with a change of scenery. (It was noted that Topaz residents have been fascinated with the nesting mourning dove in one of their balcony planters.) At this time, the expense of automatic doors (\$1500 per door as you need one inside and outside) is not in the capital or operating budget. We strongly encourage staff, visitors and volunteers to assist residents out to the balconies if a resident expresses a wish to do so. I will ask the Activation staff to do a survey and find out which residents are wishing to enjoy the balconies and see if we can get more interest to go outside.

For Morgan:

One member present commented on how lovely the bell choir is and asked whether additional bells could be purchased to replace those that are broken and to expand this program to other units. I have forwarded this on to Morgan.

More low-key music events (even pre-recorded music would be welcome) in the garden during summer months would be welcomed by residents and family members and they could be enjoyed from the balconies as well as in the garden. I have forwarded this on to Morgan.

Is it possible for the gazebo lights to be turned on in the evening for events which take place in the garden? Apparently, the evening Activation staff is not aware of how to do this. The lights are on a timer that we set only during the Christmas months, I will request from maintenance if

they can accommodate them to come on each evening for a set period of time.

Notes of Appreciation:

Family Council members have been very aware of the training given to front-line staff over the past few years and the positive results are very much appreciated. Thank you. We currently are in the process of making sure all Full time and Part time PSW staff receive the “Excellence in Resident Centered Care” training as funding has been extended for another round by the MOHLTC.

We are also very happy to hear about how the recent influx in Ministry funding is being used to improve resident care. We too are very excited that this funding has been given to LTC homes to really assist us in improving the programs and care we already have in place.

The recent Sunday Tea hosted by Little Trinity Anglican Church was lovely. Residents were especially pleased by all the babies and pets in attendance. I have passed that on to Morgan and her staff 😊

Chester Village wishes to express our gratitude for the Family Council who clearly care very deeply about the residents that live here as well as the staff and efforts that we all make. Your minutes are full of good ideas and comments and help us to look at things in a different light sometimes. Keep up the positive work 😊

Please note that there is no meeting scheduled for July.

Next Meeting: Wednesday, August 29th, at 6:30 pm in the Board Room.