

Chester Village Family Council

Minutes: January 25, 2023

Meeting Agenda

1. Why we need an Executive Election.

Since Linda Redford's husband has passed away, she has resigned as Secretary. Lynne will take over that role temporarily which leaves us without a Chairperson. We feel that the Chairperson should be someone who has a family member (or friend) as a Chester resident. The Chair should also be someone with the technical skills and knowledge needed to host our Zoom meetings. For these reasons, Lynne is resigning as Chair and has asked **Askari Husain** to act as temporary Chair until we can hold an election.

Lynne assured us that she is not leaving Family Council and told us that she feels she has "gained more than she has given" during her time with the Family Council.

2. Future of Zoom meetings.

Our meetings will continue to be held on the Zoom platform at least until the end of the flu season. Cynthia will continue to attend to update us when needed.

3. How you can help.

Please help us grow by suggesting to new family members that they can send their email address to Lynne in order to be added to our email list. We are also planning to use other means (see suggestions listed in Agenda item #7) to spread the word about Family Council...its purpose and its membership.

Lynne's email address is lynnebsmith55@hotmail.com

4. Introduction of Askari

Askari told us that his mother was admitted to Chester Village 10 years ago and he has been actively involved as her primary caregiver since then. He told us that he became aware of Family Council about 5 years ago and has been attending our Zoom meetings during the pandemic. (Several members will know his mother as "Queen of Chester Village".) Askari emphasized the importance of Family Council and we shared the section of our terms of reference which outlines our purpose:

5. The purpose of Family Council

"The primary purpose of the FC is to improve the quality of life and quality of care for all residents of Chester Village. The FC serves as a support group, as well as a liaison between residents' families, staff and management in order to enhance the quality of life and care of our residents."

6. Overview of Executive

The role of the Chairperson is to preside over all meetings and set the agenda. (Since meetings are virtual at this time, some technical skills are required. In addition, we feel that the Chair should have a friend or family member in residence.)

The role of the Secretary is to record the minutes of each meeting and maintain them as a permanent record. The Secretary will also send a copy of the minutes to all FC members and to Chester's CEO after they have been approved by the Chairperson.

7. Questions and Comments

The family members present at our meeting had lots of suggestions for how to educate people about Family Council and invite them to join us.

- e.g.
- give them information when a new resident is admitted
 - wait for a few weeks before sharing the information (this might solve the problem of new family members being overwhelmed by decisions and information at the time of admission)
 - have a Family Council rep assigned to each unit to help welcome and orient each new family; they could share information about the Council and encourage the new family members to join us
 - perhaps these FC reps could also phone new family members
 - send an eblast out to all family members with information about Family Council and how to join
 - this information could also be sent with one of the monthly billing letters

We will be working on these suggestions in the next few weeks to develop a strategy for boosting our numbers.

One family member asked about the grants being awarded to LTC homes for the purpose of improving the mental health of residents and/or staff. We are not sure of the details of these grants...can we be updated?

Notes of Appreciation

A family member mentioned a very successful Christmas program that was held in Ruby a few days before Christmas and which all residents and family members enjoyed.

All family members present were quick to express their ongoing appreciation of the work that has been done during Covid to keep our residents safe and entertained. There was special mention of the number of volunteers who help out with this work.

There was also appreciation expressed for the number of pre-Covid meetings held by Family Council which featured special guests giving us important and interesting information. Some of these guests were outside sources. Some were members of Chester's management team. It has been more difficult to hold such meetings recently, but we are hoping to re-introduce this educational component to our meetings.

Thanks to the members who attended and contributed to this important meeting!

Next Meeting: Wednesday, February 22nd (time TBD)