

Chester Village Family Council
Minutes: April 26, 2023
13 Participants

Guest Speaker: Andrea Macina

Lynne introduced Andrea Macina who oversees volunteers...she has been with CV for 16 years. She told us how the program was affected when Covid hit...everything was shut down. From 100 volunteers, with 52 regulars, there are now 22 active volunteers.

The hope is that these numbers will grow now that things have opened up.

Andrea told us that CV is overseen by the Ministry of Health and has been accredited so there are criteria for volunteers to follow...police checks, references, TB tests, and up-to-date vaccinations and boosters. After a phone and then personal interview, volunteers are encouraged to help out where their interests lie or to try something new.

There are training courses available for volunteers, some of which are mandatory, to ensure safety of residents and confidence in volunteers. These courses are offered online via the computers in the education room at Chester (through Surge Learning). Andrea is open to any suggestions that will add to the enjoyment and participation of residents...she gave us a long list of opportunities such as: serving in the Café, acting as a friendly visitor, escorting a resident to an appointment, assisting with activities, helping with feeding a resident, clerical help and many, many more.

Introduction of New Secretary

Lynne then introduced me...Cathy Vander Zwaag. I'm one of Marie Mannion's daughters, Emerald wing. Living in Nova Scotia, I see Mom only once or twice a year and so I'm happy to be able to be of some help to her home and those who take care of her.

Quality Care Report

Lynne then gave a report from Quality Care. In the first quarter there were three outbreaks of the common cold, which were not serious. The most recent outbreak (#4) was Covid and affected 18 residents in two units, all fully vaccinated. Unfortunately, three residents were hospitalized. This variant very quickly affected the respiratory system and, sadly, one resident died.

Spring boosters for the new variant will be given to the 125 residents who are eligible, to new admissions and to all other residents once they are beyond six months since their last booster or three months since having had or been exposed to Covid. It was noted that the POAs (or designated caregivers) of residents will be notified and asked for permission before vaccines are given.

Lynne reported some very good news...11 new PSWs have been hired which allows for 4 PSWs on each of the morning and afternoon shifts in each unit. This lessens the need to use the agency staff.

CV had an inspection done recently which is available to all in the lobby...look for the binders hanging on the wall at the beginning of the corridor leading to management offices. The recent inspection was

focused on three previously-issued non-compliant orders, all related to one incident of administration of insulin. The inspectors were satisfied by the actions taken in response to these orders. One further instance of non-compliance consisting of a medication cart being left unlocked momentarily was witnessed by the inspectors but was declared “remedied” on site.

We were reminded that the great majority of recent admissions are “crisis” admissions and not from our local wait list. The Ministry is currently planning to require that a designated portion of admissions are from local wait lists.

More good news...there is a new initiative in LTC homes, called PREP LTC, which trains current staff members to act in a 1-1 capacity as mentors to student nurses and PSWs. Both the training and the extra time needed are funded by the Ministry and our Director of Care has so far managed to establish a group of about 35 preceptors .

Guest Speakers

Lynne asked family members for suggestions re future guest speakers...either from within Chester or from outside. One family member suggested inviting the person from the pharmacy who is responsible for overseeing medication reviews. Lynne agreed to check with Management about this request.

Questions and Comments

There was a question about what assistance was available to residents who needed help with filing Income Tax. Lynne will check this out.

A suggestion was made of having a volunteer on each floor to welcome new residents and tell them about life at CV. Lynne said there was nothing official but that could certainly be done by any family member who so wishes.

Notes of Appreciation

There were several comments in appreciation of the staff of Chester Village, including an account of a PSW who provided a Koran for a resident from her personal collection. This kind of generosity and empathy is often seen among staff members, and family members are very grateful.

Next meeting...Wednesday, May 31st. Time TBD.

Family Council Executive: Askari Husain; Lynne Smith - Co-Chairs
Catherine Vander Zwaag - Secretary