

## **Family Council Minutes from October 29<sup>th</sup> meeting**

### **Welcome and introductions**

Our meeting opened with a welcome from Askari and we introduced ourselves. There were eight in attendance for all or part of the meeting.

Askari called the meeting to order.

### **Questions from September's Meeting**

There was an apology from Askari for not getting the September minutes out before October's meeting...there were some questions from that meeting that he had not gotten around to asking and getting the answers.

A comment was made that September's meeting had yielded some very good ideas to promote attendance at Family Council meetings and now we were a month behind.

### **Family Satisfaction Survey Feedback**

The Family Satisfaction Survey was next on the agenda. It contains 36 questions and it was suggested that Family Council add a few questions to help in the promotion of our monthly meetings. The survey will be sent out mid-November so these additional questions will have to be sent in ASAP. All in attendance suggested to have a copy of the draft questions to review over the weekend and provide feedback along with 5 additional questions. Askari informed members that the questions are exclusive to CV and cannot be benchmarked with other Homes. Suggestions from members of FC were included in the draft response to Cynthia.

### **Quality Care Update (Lynne)**

Lynne then presented the Quality Care Report.

*- Report to follow*

### **Questions and comments**

Lynne also brought answers to questions that came from the report...they follow below.

There were also questions that Lynne was able to answer during our meeting.

#### **1...Is there a wound-care specialist?**

Yes...Robert in Topaz is a wound-care specialist (check CV web site).

#### **2...Does CV have airbeds?**

Yes

**3...What about covid shots for staff?**

They are not required but encouraged and available on site. For residents, POA must give permission when residents can't answer for themselves.

**4...Is masking in place?**

Yes, from October 1<sup>st</sup> to at least the end of March.

**5...In what ward did psychotic drug go missing?**

Lynne suggested contacting Gina Santos about this. All staff can be contacted using their first name plus @chestervillage.ca

**6...Can we ask that staff without covid shots not interact with our family member?**

It was suggested at the meeting that any family member who had concerns about staff vaccination should speak to their unit nurse or Gina for clarification.

**Response:** *Current protocol for Covid vaccination - Staff covid vaccination is no longer mandatory but it is still encouraged and offered to the staff. It is available for them at Chester Village.*

**7. Question regarding why information was missing with newly admitted residents from hospitals? Was this because of time constraints or is there another reason?**

**Response:** *It is not time constraints but sometimes it's simply there isn't any information sent with the resident on what the reason for the use of antipsychotic meds and Chester Village will try to get the information from wherever a resident is admitted from but most of the time, we do not get an answer. The other reason this gets captured in the QI, "Use of antipsychotic meds without the diagnosis of Psychosis" is that the medication was prescribed to treat something else (like BPSD or Behavioural and Psychological Symptoms of Dementia) other than the acceptable reasons of Psychosis and related diagnosis.*

**8. RE the Critical Incidents report: which two units had Covid outbreaks? I know one of them was Sapphire ...what was the other one?**

**Response:** It's actually Topaz and Amethyst and yes we had 1 hospitalization.

## **9. Clarification of Critical Incidents email:**

**Response:** I reported on Quarter 3 Critical Incidents. We reported an outbreak in July on Ruby with 2 cases and no hospitalization. In September there was another outbreak, in Topaz and Amethyst with 1 hospitalization. Sorry, I know it was a lot of information

### **Closing comments**

Morgan will be asked to if it's possible include dates of Family Council meetings on the monthly social calendars.

There's an opportunity to promote Family Council at the Christmas Bazaar.

Also, Askari will promote Family Council at a future well-attended entertainment event.

### **Next meeting**

Our guest speaker for our **November 27<sup>th</sup>** meeting will be Derek Middleton, Environmental Services Manager.