

Chester Village Family Council

Minutes: October 30, 2019

Present: Lynne Smith (Chair); Linda Redford (Secretary); Lynda Cottenden; Beverley Desjardins; Glenna Clayton; Mike Plouffe; Lyndia Eberhardt-Butler; Lynda Nash; Tracy Torrance; John O'Regan; Christine Greenland

Regrets: Cynthia McCarrey; Carole Williamson

Guests: Susan Bousfield (First Quality); Shelly Wright (Medicalmart)

Previa Presentation:

Susan Bousfield and Shelly Wright presented us with information about First Quality's "Previa" incontinence products which are being used for Chester residents. Previa is a third generation family company and the products are made in Quebec and Pennsylvania from North American trees. Susan stressed that the company is known for listening to its customers and for its willingness to make needed improvements quickly. They have a patent for "dry fit" and the products, which are breathable, are embedded with aloe and vitamin E to help protect the skin.

Susan and Shelly work closely with Anna Lei, attending her quarterly incontinence meetings as well as visiting Chester bimonthly. They do assessments of residents to make sure they are fitted with the "right product in the right size for the right condition" and help to train the front line staff re fitting, cleaning between changes, appropriate application of protective creams if needed (less is best), and disposal of the products. The product line consists of light liner pads, protective underwear (pull ups), and briefs with various levels of absorbency. It was pointed out that pull ups are not absorbent enough for anyone who is fully incontinent.

In answering the questions of family members present, Susan and Shelly told us that the stripe which changes colour to indicate the need for a change may not change colour at the front if the resident is tilted back in a wheelchair...it is then necessary to check the back of the product. If the resident is wearing the right product for their condition, it will not cause urinary tract infections. They emphasized the importance of being sure that the ruffle around the legs of the brief is pulled outside of the brief. They have sizes to fit all residents. Currently, 80 to 85% of long-term care residents are incontinent. First Quality (manufacturer) and Medicalmart (distributor) work together directly with Chester to cost and provide the Previa products.

Previous Business:

Lynne summarized Cynthia's responses to the September minutes and will follow up with Cynthia about the possibility of family members visiting Diamond to view the diversion doors. There were no questions or comments.

Committee Reports:

(1) Staff Awards:

The winners for July/August/September were:

Lynda Southwick (Family and Community Coordinator)

Sophie Anderson (RPN, Ruby)

Maria Cordero (Topaz, PSW)

The Staff Awards committee is planning to set up a small table at the Bazaar on Nov. 16th to promote this program as well as Family Council membership.

3) Quality Care

Lynne reported the initiation of a new Employee Bursary program which allows Chester's employees to apply for bursaries of up to \$1000.00 for themselves, their spouses, or their dependents in order to help finance post-secondary education. The first twelve of these bursaries were awarded in September.

90% of residents have received this year's flu shot as have 69% of the staff. Many staff members prefer to get their flu shot from their family doctor, in which case they must provide proof of inoculation to Gina. The program is ongoing.

Chester has now linked up with the Ontario Health Network which has facilitated an online assessment with a cardiologist for a resident. Gina feels this network will be of great value for residents who need specialist assessments and are unable to travel to meet with these doctors.

Gina also reported on several areas where ongoing staff training is taking place:

Susan Farnum (Clinical Nurse Lead) has now completed 3 of 5 education sessions re appropriate assessments to determine the need for an ER visit.

Katica Miteva (PSW) is conducting ongoing training with respect to the "5 minutes a day" initiative.

The recently developed palliative care team has almost completed the staff training for the new LEAP program.

Finally, we learned that as of the end of October, a temporary “float” position has been added to the PSW day staff on the 4th floor. A family member mentioned that a similar float had been added to the evening staff on the second floor early in October.

New Business:

(1) Dr. Kushner (Golden Care Dental Services)

Dr. Kushner will be our guest speaker at next month’s meeting to tell us what Golden Care can do for our residents and to answer any questions we may have about dental care.

(2) Workshop at Ina Grafton Gage on Nov. 14th at 7pm.

A representative from Norton Rose Fulbright will conduct this workshop about estate planning. All are welcome to attend.

(3) Lynne reminded us of the annual Wine and Cheese reception to be held on Tuesday, Dec. 17th

(4) It was noted that Robin Nicholson has resigned from Chester for personal reasons. Members present were saddened to hear this...Robin will be missed!

(5) We were reminded of the Christmas Bazaar to take place on November 16th from 10am to 3pm. A member noted the presence of a coloured ad for the Bazaar in the current edition of the Beach Metro.

(6) We discussed the use of the remaining \$5000 in our fundraising funds. The options we have been given were: a new projector for Village Hall or travelling carts containing Snoezelen equipment for use in the units. Some members had also asked about using the money for diversion doors in units other than Diamond. It was noted that there was not enough money to outfit all units with these doors and also, management was not certain that this was necessary and needed more time to assess the effectiveness of the doors in Diamond. Therefore, it was unanimously decided to direct this money to the projector as it would be of benefit to more of the residents. Members also requested that management consider the purchase of new and larger TVs for

each unit if the funds allow. It was felt that many residents were not able to view the small screens now being used...the number of residents in the room requires that many are situated quite far from the TVs. Some members noted that Activation staff had voiced their desire for larger and better TVs as well.

Questions and Comments:

For Cynthia: A member asked if Chester has defibrillator and if not, why? **We do not and have no plans to purchase one. The staff are trained to do CPR on any resident whose level of care requests it and to call 911. The ambulance attendants, who will arrive within minutes, will have the necessary equipment including a defibrillator, if needed.**

Notes of Appreciation:

Members expressed appreciation for the new Staff Bursary initiative as it is certain to both encourage further education and to bolster staff morale.

The temporary float positions added to both the 2nd and 4th floors are much appreciated and will certainly help to ease the PSW work loads.

Members present wished to send good wishes to Robin Nicholson and thank her for her constant cheerful helpfulness in her time at Chester.

Eva McKenzie (a friend of a family member) spent one week processing 75 pounds of grapes from our vines into jelly for sale at the upcoming Bazaar. Thank you, Eva!

The management wishes to let the Family Council know that their meetings are well thought out and the minutes are excellent. It is so nice to know that there is a Family group putting this kind of effort into Chester Village and the care of the residents. Thank you!!

Next Meeting: Wednesday, November 27th, at 6:30pm.

Board Room

Guest: Dr. Kushner (Golden Care Dental)