

Chester Village Family Council

Minutes: November 27, 2019

Present: Lynne Smith (Chair); Linda Redford (Secretary); Lynda Cottenden; Glenna Clayton; Lyndia Eberhardt-Butler; Tracy Torrance; John O'Regan; Francis O'Regan; Diane Klim; Dianne Surette; Jennifer Saint; Linda Allen

Regrets: Linda Nash

Guest: Dr. Kushner (Golden Care Dental Service)

Dr. Kushner told us that "access to dental care" was the motivation for the establishment of Golden Care Dental. His staff makes regularly scheduled visits to Chester and is able to treat several residents with each visit. They do cleanings, x-Rays, extractions, and fillings. Family members are able to contact Golden Care at 416-484-6228 to arrange an assessment of their loved one which can be followed by regular visits by a hygienist and a dentist when necessary. Golden Care liaises with Chester's staff regularly and our staff will often recommend their service for a specific resident. Though the cost of care is not currently covered by OHIP, he mentioned that the Province has recently announced subsidized dental care for low income seniors. Golden Care's service has been selected by The City of Toronto for their LTC homes and also by the Board of Public Health.

Several family members had questions for Dr. Kushner:

One family member tried to arrange an appointment for her father and was told that she could not request a certain time of day for the visit and that there would be a charge if her father was uncooperative. She was also told that two appointments would be required. Dr. Kushner answered that a preferred time could be arranged and, though there was a charge for the initial assessment, there was no charge if work could not be completed (except for appointments missed for reasons such as the resident had gone out.) Two appointments were necessary because the hygienist and the dentist visit at different times. Work is not performed without the consent of a family member which can be complicated in cases such as where siblings do not agree. Consent can be provided via e-mail and it is not necessary for family members to be present when work is done. When treatments will be done during a regularly-scheduled facility clinic, the family contact is always informed to make sure the resident can be available and clinics are never scheduled during special events at the facility. Finally, though family

members are given notice of appointment times as well as reminders when a treatment is due, Golden Care is careful to respect the privacy of family members by not making repeated calls. In summary, Dr. Kushner promised to be in touch with this family member the next day to sort out the misunderstandings and help her set up a suitable appointment.

Another member was concerned that she had been told that treatment for an infection was not necessary at the present time. Dr. Kushner answered that elderly people tend to tolerate problems; unless a minor and long-standing infection poses a health risk or is causing pain and discomfort to the patient, it is often in the patient's best interest to simply keep an eye on it. His response prompted another member to express appreciation for his understanding of geriatric patients, especially those with dementia. Dr. Kushner told us that his staff is hired for their considerate attitude...since the skills they require can be taught, but attitude cannot.

Another family member asked what is involved in a hygienist visit. Dr. Kushner replied that all cleaning is done by hand scaling and dry polishing...no water is used to avoid swallowing problems. The same hygienist will visit each time to establish some familiarity between the resident and the hygienist. Hygienist generally do not use props to keep the mouth open unless necessary...they keep things quick and simple and often take short breaks to allow the patient to relax. Dental work is usually done in the patient's home unit, often in his/her own room. If they are seated in a recliner or a wheelchair, that's where they are treated. If a family member is present, they may be asked to assist during such treatments as x-rays.

Another family member was upset because a scheduled appointment was changed from morning to afternoon with very short notice and Dr. Kushner said that it was because the dentist suffered a serious medical emergency. It was a very unusual occurrence and would not likely happen again.

After Dr. Kushner's presentation, several family members expressed continued difficulty with their resident receiving effective daily dental care. This is a serious concern as good oral care is necessary to avoid future health problems of many sorts.

Previous Business:

Lynne summarized Cynthia's responses to the October minutes and reminded members present that they are welcome to go into Diamond at any time to view the new door diversions.

A very sincere "thank you" note from Robin Nicholson (in response to the collection we took up for her upon hearing of her retirement) was read and members present were provided with Robin's email contact information.

John O'Regan reported that he has shared contact information with Morgan for companies who could provide a quote for the new projector and possible TV upgrades.

Committee Reports:

(1) Staff Awards:

Next round of winners (October, November, December) will be chosen at the end of December.

3) Quality Care

There has been a second successful virtual consultation done with a cardiologist through our recently established link with the Ontario Health Network.

Flu shots are still being administered with most residents (90%) and staff members (75%) done. It was pointed out that staff who refuse a shot for medical reasons must have a doctor's certificate and are also required to take Tamiflu during the course of any outbreak in their work unit.

Results of this year's Family and Resident Satisfaction Survey should be available in January. **Note – we usually do not get the results until Feb/March of the new year and we were a bit later this year.**

4) Stay Connected

Jennifer reported continued positive response to this program and is working to inform and educate family members about it and how it works. She is making sure they know that it is not necessary for them to be present during the virtual visits. The next session is scheduled for December 21st. Family Council members were asked to "spread the word" about

this valuable resource. We thanked Jennifer for her time and effort in establishing and facilitating this program.

New Business:

(1) A new role has been established by the Alzheimer Society to provide counselling and education for family caregivers of dementia patients. This counsellor, whose name is Risa Kim, will attend our January meeting to introduce herself and explain her role. Referrals to Risa will be made through Lynda or Gabriela.

(2) December's calendar of special events was shared.

Questions and Comments:

For Cynthia:

Re Satisfaction Survey: A member told of forgetting about the survey until just before the deadline and asked if it would be possible to send it out a second time so that family members were reminded and would not have to dig through a pile of emails to locate it. **Unfortunately by the time I received these minutes the survey was closed and no longer available. We did post notices around the building, at the front desk and reception was handing out the links to the survey on pieces of paper during the 3 week blitz. Last year, despite sending out weekly communication via email and posting in the hopes of increasing responses from families, we had the lowest response rate to date.**

Re Website Calendar Updates: A member noted that November's event calendar was never posted online. It was felt that this online calendar was very important especially to family members who live at a distance and are not regularly in Chester...they still like to know about and attend special events. **This could have been corrected had I been aware earlier but I was not advised. This is the first time it has happened and was an oversight. The December calendars are there for your reference and anyone is welcome to request a paper copy from the front desk or Morgan should they need it.**

For Gina:

Re Daily Oral Care: Members would like to know if tooth brushing is tracked daily. It was felt that many residents need to be watched and/or assisted

when brushing and not just left with a toothpaste-filled brush on the bathroom counter. Daily mouthwash rinses would also be effective in keeping teeth clean; and perhaps oral swabs would be easier for some residents to use than brushes. Many members present felt that they must always be monitoring this essential care and/or do it themselves which isn't always possible on a daily basis. **Tooth brushing on it's own is not tracked specifically. All PSW's record in Point of Care a task called 'personal hygiene' in which oral care is included. Individual care plans would identify specific instructions for oral care that the PSW's would follow.**

Re Patient Medication Lists: One member reported taking her relative to a hospital visit where it was found that some daily medications had been omitted from the resident's medication list. Though it turned out that the meds were being administered daily, their omission from the list taken to the hospital caused considerable concern and confusion. **Noted. Gina was previously aware of this concern and has taken measures to correct it.**

Notes of Appreciation:

Members expressed appreciation for the improved lighting in front of and beside the building.

We all appreciate all the special events provided during the holiday season to help make it a joyful, festive time. We know it's a lot of work, but residents love it and we thank everyone involved.

Several members mentioned their appreciation of the quality and variety of food provided for resident meals.

One family member was impressed that so many staff members know her family member's name and take time to say hello to her...even those staff who are not part of her home unit.

A family member expressed her ongoing appreciation for Robert...the day nurse in Topaz. He is intuitive, intelligent, empathetic and funny besides! Those members present who know Robert agreed that he is a very special member of the front-line staff who always goes above and beyond in the care of his residents.

Great notes of appreciation from the families and friends of Chester Village residents. Thank you – I have shared them with the team members.

Chester Village management realizes they are fortunate to have a Family Council who takes the time to regularly meet and discuss the issues that are not only of concern to themselves as families, but also the concerns of the residents. You are appreciated for your efforts. Wishing everyone a very Happy Holiday Season!

Next Meeting: Wednesday, January 29th, at 6:30pm.

Board Room

Guest: Risa Kim (Alzheimer Society)

Note: There will be no Family Council meeting in December.