

MINUTES

Regional Long Term Care Family Advisory Council

Tuesday, February 11, 2020

1:00pm to 3:30pm

West Tower Board Room, Main Floor, Pleasantview Towers

Attendance: 2 EH Managers, 4 Family Members

Regrets: 1 Resident and 1 Family Member

1. Review of minutes and agenda-added *Healthy Food Policy*
2. Presentation: Darlene Didham, Client and Family Centered Care Manager, Quality, Patient Safety and Risk Management

Presented powerpoint, summary of advisor engagement feedback and next steps.
3. Development of educational video concerning professional communication and interaction with families and residents for new hires.
 - Review of Orientation Families Presentation-status of request
Reviewed powerpoint content second time. Discerned content that reflected communication and conflict management vs resident centered care. The focus of SW presentation is really more about conflict management and communication, maybe needs a different title. Advisors have a desire to focus on keeping the resident and family at the centre of the presentation. Family member noted that resident centered care is so important that it needs its own presentation/video. Discussed how we will approach Social Workers with our suggestion and how we would like to complement the work that they have done but maybe their title can be changed.
 - Identify key points to include
Discussed: funding, development, next step will be to reach out to communications before we determine the next steps. We will consider applying for Comfort in Care Grant if it's appropriate for this.
EH managers to follow up with other RHAs re: if they may have any videos focusing on Resident Centered Care. We also need to share the link to our online safety video to the advisors.
Some content messages identified for a video: real life vignettes (family involvement in problem solving, an admission process, how other departments contribute, e.g., security, maintenance, TR, housekeeping, Resident Care Conference. Focus on general communication, involving residents in decisions, empathy for first time experience for families vs routine for staff.
4. Communication Feedback Loop-Family Advisory Council to Long Term Care Stakeholders
 - a. Site specific concerns
EH managers to check Accreditation standards re: Family Councils LTC. This council is interested in developing a policy about LTC Family Councils (site specific).
Briefing shared, feedback provided & adopted & EH manager to send out to site specific councils.
Agreed on two way communication, reciprocal sharing of minutes going forward. Another EH Manager will be tracking site specific family council activity (minutes, frequency of

meetings, etc.) and this can be shared with our regional council. Briefing will also serve to recruit for new members from rural areas (Bonavista, Clarendville, & Placentia). Family member to be cc'd on emails to Social Workers at those sites and will be able to be a contact for anyone interested in learning more.

b. Public communication

Advisors are ok with sharing minutes on website for public viewing. We will begin posting once the LTC website is revamped.

5. New Business

a. Sharing family involvement with AUA collaborative and promotion of RRFAC on EH pulse

There is interest in being highlighted in the PULSE. EH manager will start a draft article for advisor contribution.

b. *Added: Health Food Policy update from family member who attend consultation*

6. KIV:

- BLS & CPR Training
- Alcohol and recreational marijuana policy development
- Feedback: Your New Home in Long Term Care: A Resident and Family Handbook
- Feedback: Long Term Care: Move In Day
- Name Tags
- Guest speakers; Placement service re: time frames from assessment to paneling into Personal Care Homes, others?

7. Closing the Meeting and reminder of next meeting date