



Eastern Health

MINUTES

Regional Long Term Care Family Advisory Council

Tuesday, January 14, 2019

1:00pm to 3:30pm

West Tower Board Room, Main Floor, Pleasantview Towers

In attendance: 2 EH Managers, 4 Family Members

Regrets: 1 Family Member and 1 Resident

1. Review of minutes and agenda
 - *Added to agenda-timely access to Personal Care Homes*
 - *Reminders of opportunities emailed from Darlene Didham*
2. Development of educational video concerning professional communication and interaction with families and residents for new hires
 - *Began review of powerpoint presentation developed by Social Workers and provided during orientation for new hires*
 - i. *Identified presentation was lengthy, quickly scanned, noted key messages, some overlap, maybe some negative framing, couldn't view the embedded video clips*
 - ii. *Members felt seeing the delivery of the presentation would be more helpful*
 - iii. *EH Managers to follow up if family advisors could attend in person during orientation session.*
3. Name Tags-update provided. Feedback by the manager responsible for this area was accepted but tabled for future exploration but no changes expected in the near future.
4. Communication Feedback Loop-Family Advisory Council to Long Term Care Stakeholders
 - *Site specific concerns- Identified and listed existing site specific Resident Family Councils, including frequency of meetings. Agreed that our council has a regional mandate with respect to initiatives, policies, etc. but concerns identified that are specific to a particular site should be brought to those site family councils. Our council can share minutes or updates to site specific councils. EH manager will draft a memo outlining work and highlights of our regional council and share with site family councils. We can request minutes from the site specific councils in order to close the feedback loop. EH manager*

will provide an update to the larger Client Family Steering Committee. It has been suggested by Darlene to network with the site specific councils to recruit members for our regional council from the rural regions in Bonavista, Clarendville and Placentia. EH manager to mention same in the update to be shared.

- *This group suggested that maybe it should be considered to have a policy that outlines expectations for sites to have family councils-including that sites should have them. We should check what the LTC Operational standards have regarding this.*
- *Public communication- Darlene suggested we ask if any of our advisors are interested in being highlighted on the Eastern Health website. Advisors present at the meeting declined but felt they would be interested in being highlighted together as a group.*

5. New Business

- *Sharing family involvement with AUA collaborative and promotion of RRFAC on EH pulse -One of the highlights to share with the Client Family Steering Committee as well as on the EH Pulse concerning our council would be the participation in the Family Workshop in November regarding Appropriate Use of Antipsychotics and the panel guests, 2 family members at the Provincial Workshop the following day.*
- *Concern added to agenda today: timely access to Personal Care Homes; timeframe from assessment to paneling. Level 1s not into PCHs? Is there a tiered system? Example was disclosed: person assessed Dec. 17th, paneled Jan. 2nd and still had not been placed, no subsidy. Is there a different standard for private pay vs subsidized?*
 - i. *We will check if Placement Services can come to a meeting an present concerning the processes*

6. KIV:

- *BLS & CPR Training-update should be available in coming months*
- *Alcohol and recreational marijuana policy development-no news*
- *Feedback: Your New Home in Long Term Care: A Resident and Family Handbook*
- *Feedback: Long Term Care: Move In Day*
 - *Copies of family resources provided to 3 family members for feedback as these are up for revision*

7. *Closing the Meeting and reminder of next meeting date-advisors would be willing to change the date if able to attend the Social Work Families presentation at the next orientation, otherwise, next meeting will be the regularly scheduled date on Feb. 11th at 1pm. Darlene Didham is interested in speaking at our next meeting if we don't go to the presentation. One family member identified that he couldn't make it to the next meeting.*