



Eastern Health

MINUTES

**Regional Long Term Care Family Advisory Council
Wednesday, October 16, 2019
1:00pm to 3:30pm
West Tower Board Room, Main Floor, Pleasantview Towers**

In Attendance: 2 Eastern Health Managers, 3 Family Members

Regrets: 3 Family Members

1. Review of minutes and agenda-*no issues identified.*
2. LTC Management List-*see provided document*
3. BLS & CPR Training-KIV: *no news yet, will update when information becomes available*
4. Themes from last meeting discussion-*see corresponding document*
 - a. Strategic Initiatives –*see provided document*
 - b. Alignment with Eastern Health work to date

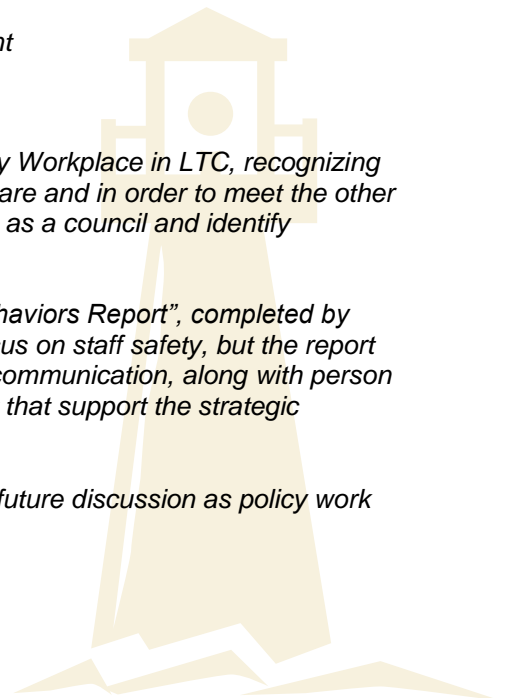
The group reviewed Strategic Initiatives in the context of themes identified as their own concerns. It was agreed that the strategic initiatives of most interest to the council members were:

- 1) *Improved Resident/Family Engagement and Meaningful Involvement*
- 2) *Person Centered Care*

It was also acknowledged that there is overlap with the initiative: Healthy Workplace in LTC, recognizing that healthy workplace and employees are important to ensure quality care and in order to meet the other two identified initiatives. Going forward, we can focus on these priorities as a council and identify strategies.

EH Manager introduced the “Violence, Aggression, and Responsive Behaviors Report”, completed by Eastern Health in partnership with Department of Health. There is a focus on staff safety, but the report includes recommendations to improve resident/family-staff interaction, communication, along with person centered care planning. There are many recommendations in the report that support the strategic initiatives & priorities identified by family advisors.

5. Alcohol and recreational marijuana policy development-KIV for future discussion as policy work progresses.
6. Request for feedback



- a. Your New Home in Long Term Care: A Resident and Family Handbook
- b. Long Term Care: Move In Day

If advisors are interested, this is an opportune time to review and provide any feedback as these documents are being updated. Electronic versions have been circulated and hard copies on request if preferred.

7. “End PJ Paralysis” Movement

Information about this movement was circulated. Advisors acknowledged the importance of this in hospital settings, especially from the perspective of preventing decline prior to going back home or into Long Term Care. It was acknowledged that a person centered approach is needed in Long Term Care settings, respecting resident/family wishes but at the same time encouraging activity level and lifestyle consistent with personal preferences.

8. Business arising:

- a. Upcoming RN Education day-opportunity for presentation of your identified concerns and for your input

Some feedback obtained for content. Most feedback centered on improving approach to resident centered care, individualized care planning, and improving staff to family interaction. EH Managers will follow up via email to solicit feedback for her presentation.

- b. Feedback welcome: Development of educational video concerning professional communication and interaction with families and residents for new hires.

There was some interest in the development of a video among advisors. We will need to brainstorm more about content, etc. There is interest in highlighting positive interactions, unit/staff champions who exemplify positive family interactions. These people may be PCAs, housekeeping staff, etc.

9. Reminder: upcoming CFHI Workshop Nov. 12, 2019.

10. Closing the Meeting and reminder of next meeting date