

George Derby Family Council minutes – November 12, 2019

Tuesday, November 12, 2019 @ 14:04
Meeting Room #2339

Attending: John Knapp, Sandy Moreno, Pat Weger, Lynda Copp, Sue Clement, Joe Sadowski, Mary Rossi, Janet Brown (late)

Prospective new councillors: Sally Shillingford, Noelle LaFleche (late)

Regrets: Rita Graham

Guests: Ava Turner – GD Management Representative

NOTE: **RED ACTION:** Items that should be resolved and reported on by next meeting.

Blue Action: Items that will require time to resolve – information only.

- 1) Approval of minutes from September 10, 2019 – moved by Pat Weger; seconded by Mary Rossi
- 2) Introduction of new councillors:
 - a. Sally Shillingford is a retired Telus employee that has an active past time, in particular in mountain biking. Her mother is on Main North – her admission was in August 2019. She was a very active 88 year old that became debilitated due to a stroke. Sally's father (92) remains in their family home. Sally hopes to understand the operation of GD and its challenges through being on council.
 - b. Noelle LaFleche came to Canada from Australia in 1968. She was a nurse professional. Her husband is a resident on Main North. Noelle lives in Derby Manor.

John replied to the question: "What does council do?"

"This is our opportunity to bring suggestions, concerns and praise to Ava Turner regarding the staff and team at GD. It is also an opportunity for GD management to update families on new events occurring at the centre." He explained that GD does all the work and council is not required to change or do anything; just be an advocate for the residents and their families.

- 3) Welcome – Family Council 2020
 - a. Commitment for the coming year was received from 11 councillors. It was also noted that all areas at GD are represented on Council through the areas that their loved ones reside: John (BSTN-W), Sandy (MS), Pat (BSTN-W), Lynda (LN), Sue (LN), Joe (MS), Mary (MS), Janet (BSTN-E), Sally (MN), Noelle (MN) and Rita (MN).

- b. Election of officers: It was unanimous that John Knapp remain in the President's position and Sandy Moreno remain in the Secretary's position. It was proposed and accepted that Mary Rossi assume the Vice-President's position and Lynda Copp assume the new position of Family Council Liaison.

Moved by Sue Clement; seconded by Mary Rossi; unanimous

- c. The Confidentiality Agreement was distributed and signed by all.

Blue Action: John will undertake to have Rita sign the document in the near future.

4) Red Action items from September:

- a. Autumn Festival report – This event was very successful and well attended. The cake walk, corn husking, roulette and pumpkin painting were especially delightful. Thank you to everyone, staff and volunteers that made this event so fabulous. One suggestion – that the event's time be changed from 13:00 to 15:00 as 16:00 seemed to be a bit long. **Action items from September on this topic are now closed.**
- b. Locked patio doors on BSTN – Pat and Janet continued their report on BSTN and the locked patio door – suggesting a keypad lock. Also, some rooms only have locked closets – why? Is the smoke detector working efficiently on BSTN?

RED ACTION: Ava will check with Licensing regarding the keypad lock.

5) Ava: Report from GD Management:

- a. New care coordinators have been hired and Suzanne Darling DOC will decide their area placement. The names and areas will be announced in December.
- b. General update:
 - i. A Christmas Family Tea is being organized tentatively for Dec. 12 or 13.

POST-MEETING UPDATE: GD will have full Christmas celebrations all over the Centre on Friday, December 13. Details in the next newsletter.

- ii. The Remembrance Day Ceremony was successful and well attended. Mallory and her Recreation Team were fabulous at the organization of this thoughtful event.
- iii. A request for the proposal of Phase 2 of the new plan for the GD community has been accepted. Ava will meet with the architect in December to organize a new submission for independent living, assisted living, residential long term care and special care. Ava will continue to network for funding.
- iv. Ava is in the process of hiring a resident manager to oversee the day to day function of Derby Manor.
- v. Ava was pleased to announce that the people from the Quality and Licensing Report (which did not have a great score for the past 4 years) were extremely impressed with the work Ava's team had accomplished. GD's successful action plans and improved quality was due to the improvements and education that has been ongoing.
- c. Sprinklers on BSTN – The sprinkler work in BSTN, which was thought to be a simple renovation, has become a major undertaking. BSTN's architecture does

not match the main building and now the hot water system in the entire facility needs to be repaired. The health authority is now required to approve every change or requirement along the way.

- d. The Burnaby Fire Department must now attend the GD facility and announce an “all clear” before the fire panel can be reset when an alarm is triggered.

6) New Business:

- a. Lynda – Lynda proposed that a plexiglass stand be placed next to the sign-in sheet to house the Derby Digest newsletter for better exposure. This item spawned a discussion regarding the fact that some visitors do not sign in. Ava has asked the receptionist to alert the visitors not doing so, but this is not always effective. It was discussed that the podium may have to be placed in the centre of the atrium for better response. Lynda will add this item to the next newsletter.
- b. Mary – Mary, John and their families had a wonderful Thanksgiving Dinner in the Town Hall even though the food servers didn’t know what to do about the purchased “ticket” for the event. John spoke to Huini about this unfortunate part. Sue stated that her food was horrible, but Mary and John stated that theirs was great and their celebration was successful.
- c. Joe – Joe asked if a tour of the kitchen and laundry facility could be arranged for council members.

Blue Action: Ava will look into this.

- d. Ava – mentioned that a recycling program is being developed at GD.
- e. Sandy – Sandy asked if it is possible that a resident’s doctor contact the family when a medication change or health change is required.

Blue Action: Ava will bring this issue to the attention of the Medical Director.

- f. Sandy – Sandy mentioned that communication to care-aides, nursing or the Care Coordinators doesn’t always have a clear path. Ava suggested that if an issue is not resolved at this level then contact Suzanne Darling DOC for assistance. Ava went on to say that Leadership and Ethics needs to be constantly developed for the GD team.
- g. John – John was pleased to announce that the GD Dental Office – Dr. Gupta and Dr. Jain – arrange all needs for dental procedures now. Whether they are done in GD or the resident needs to be transferred to another facility for the procedure.
- h. John – suggested that medical/dental costs should not be going through the comfort fund, but should be billed directly to the family.

Blue Action: Ava will look into this matter, and will also ensure that all family members receive monthly statements regarding the resident’s comfort fund account.

- i. Sue was distressed that her husband’s cheque that was delivered to GD, was opened by staff before giving it to her husband.

Blue Action: Ava will contact finance and will also ask that the Derby Digest newsletter make note that all resident’s mail should go to the POA or next of kin – not be sent to the resident at GD.

- j. John – noted that residents and families should be told of what to bring to GD and what NOT to bring. Sally mentioned that this information was available in the GD Handbook. Ava reported that a GD Handbook for new residents and their families is being updated – including what to bring and what not to bring.
- k. John – John reported that the access to the family Council email is now on the GD Website.
- l. Open Forum:
 - i. John warned that a “couple” who are behaving like companions, is coming to BSTN to provide “comfort” to residents. Unfortunately they are also submitting financial statements and asking for money from the residents. John has heard the name “Jill” used.
RED ACTION: John will try and learn the name of the couple.
RED ACTION: Ava will follow up this issue.
 - ii. Lynda asked if the Town Hall is open for Christmas celebrations with families. Ava responded that it was indeed.

7) Meeting adjourned @ 15:58

Next Meeting Tuesday, Dec. 10, 2019 at 2:00pm – Room 2339