

George Derby Family Council minutes – January 14, 2020

Tuesday, January 14, 2020 @ 14:05

Meeting Room 2339

Attending: John Knapp, Sandy Moreno, Sue Clement, Mary Rossi, Janet Brown, Rita Graham, Noelle LaFleche

Regrets: Sally Shillingford, Lynda Copp, Pat Weger

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.

John read a thoughtful letter from Joe Sadowski regarding his resignation from council following the passing of his wife Doreen. We all wish Joe love and peace at this time.

- 1) Approval of minutes from November 12, 2019 – moved by Rita Graham and seconded by Sue Clement.
- 2) **Red Action** issues from November resolved.
 - a) BSTN patio doors – possible keypad lock – costing and IT team to be involved.
 - b) Predators on residents – resolved to the satisfaction of the resident and family with Ava's support.
- 3) Ava: Report from GD Management:
 - a) The introduction of the newest members of the management team will take place at the March meeting. Ava will appoint someone to fill in for her for the February meeting while she is away on vacation.
 - b) The next step of the proposal presented to FHA and BC Housing regarding the 165 new, additional long term care beds was approved. It is envisioned to be a four story complex with underground parking. It will be constructed on the 29 acre parcel of land that George Derby sits

on. Ava, Casey, and Jim, met with the Burnaby Mayor and he is on board with the exciting upcoming development.

- c) FHA has approved GD to be fully funded as of January 2020. This means that the ratio of care to resident has risen from 3.06 hours to 3.36 hours per day. This accomplishment was greatly due to the Quality and Licensing report that Ava presented to FHA, and FHA was pleased with the outcome. Ava and Suzanne (DOC) will prepare a staffing plan to submit to FH. Once approved rotations are developed and presented to the unions, positions will be posted to increase Care Aides.
- d) After several months of recruiting, Ava was pleased to announce that a Social Worker will start at GD in March 2020. Ava is encouraged that he will be involved in the Ethics committee and, especially, overall support for the residents and their families.
- e) Forest Lawn Memorial Park is proposing a seminar for residents and their families regarding Funeral and Estate Planning. After a discussion, it was decided that this was beneficial and the new Social Worker might be involved in this presentation.
- f) A Family Satisfaction Survey draft was presented by Ava to the Family Council. Several recommendations and additional suggestions were presented by the council and Ava will take these changes back to the editor before presenting it to the residents and their families.
- g) A newly designed GD recycling program and staff education will be presented and take place this spring.
- h) Dr. Liciu is the new medical director of GD, replacing Dr. Cameron. The Department of Medicine is recruiting more MDs for George Derby residents.

4) New Business:

- a) Ava asked for two prospective family council volunteers to be included in the Quality Assurance Committee chaired by Catherine Kohm. Lynda Copp had already put her name forward and Sandy Moreno agreed to be the second.
- b) Mary reported that Christmas Eve and Christmas Day celebrations in the Town Hall and the Rose Room were very joyous. Several families filled the Town Hall with their festive decorations and cheer and the meal purchased from GD was delicious.

- c) Sandy brought up a situation and concern regarding the fact that it is possible that some LPN/RNs do not assist the Care Aides when required. During breaks when there are several Care Aides away from their assignment, sometimes a resident does not receive help from the LPN/RNs on the floor.

Blue Action - Ava will bring this issue to the attention of Suzanne.

- d) Sue brought up the Monthly Greeting gathering for new family and residents. Sue also brought up that she is concerned about the menu for the residents – that some meals are repeated weekly. Ava explained that the meals are on a 4 week rotation at present, so this shouldn't occur. Also Ava went on to say the Family Satisfaction Survey may bring any issues to light.

Red Action - Ava will present the Monthly Greeting proposal to Suzanne and possibly the new Social Worker when he starts in March.

- e) The Family Councillor photo for the Derby Digest will be taken next month when all councillors may be in attendance.
- f) Mary asked Ava if there is a need to hire more Care Aides as it seemed that over Christmas many were doing overtime hours. Ava explained that many staff members are off over Christmas and due to replacement and sick time, many Care Aides were doing overtime. Ava went on to explain that there is a shortage of Care Aides in general, but she is recruiting vigorously for new staff members, in light of the Increased FHA funding, as well.

5) Meeting adjourned @ 15:10

Next meeting is Tuesday, February 11, 2020 at 14:00 in Room 2339.