

Villa Cathay Care Home

Family Council Meeting Minutes

Saturday, January 18, 2020

In Attendance:

Sidney Ng, Jean Lam, Ivan Chow, Ilen Toy, Lisa Kung, Daniel Leung, Grace Wong, Philip Yeung, Rosa Ip, Virginia Tong, Francisca Ling, Po Chow, Ben Jiang

Staff in Attendance:

Szuchi Lee - Executive Director, Catherine Yau – Social Worker

The meeting is called to order at 10:40 am by Sidney Ng

Agenda:

- The agenda is approved as circulated.

Minutes from previous meeting:

The minutes from the meeting held December 14, 2019 is approved as circulated.

Business arising from minutes:

- Family Council webpage
 - Any mention of fundraising should be removed from Family Council's webpage and to leave fundraising to Villa Cathay's official fundraising committee
 - The webpage should display the names of the Family Council members and include a picture of the current Executive Committee members of Family Council
- Gift policy clarification
 - A family member expressed concern about only homemade gifts being allowed
 - Villa Cathay indicated the no gift or tipping policy is to take the burden off the family and a simple thank you is enough when families want to show appreciation
- Medication
 - Family members can request a list of medication at any time, not just at the annual review
 - Proper process needs to be followed including consent to release information and family members can request a consent form from the nurse
 - Residents who can make decisions for themselves or the resident's substitute decision maker can sign the release of information form

- Family members can also reach out to the pharmacy if they have any questions regarding their loved one's medications

New Business:

- New policy for private companions
 - Villa Cathay is a communal care environment and not a one-on-one environment
 - Family members can hire a private companion to provide supplementary care while Villa Cathay staff members will still attend to the essential care of the residents
 - Villa Cathay's main goal with the new policy is to address:
 - Protection of resident
 - Know who's coming to Villa Cathay and who's doing what
 - Conflict of interest when staff is hired as a companion
 - Staff cannot be hired as a private companion to assist a family member as this is a conflict of interest; it is be confusing for others to know if an individual is acting as a staff member or private companion?
 - Villa Cathay will no longer make referrals to known companions or agencies and has decided not to provide a list of names to family members to hire as a private companion as Villa Cathay cannot vouch for the quality of work of each companion agency or individual
 - Family members will have to decide for themselves what qualifications they need for their private companion
 - As an employer, family members will need to apply to WorkSafe BC for insurance coverage and shall complete a criminal background check for vulnerable adults before hiring a private companion
 - If a family hires a private companion then Villa Cathay will ask the family (as the employer) to provide evidence of a clear criminal records check, and to confirm that the private companion has had the flu shot
 - Villa Cathay is developing documentation for families and the private companion to complete
 - If the services of a private companion is terminated then the family should inform Villa Cathay so staff knows the private companion should no longer be on the premise or have contact with a resident
- Family members feeding loved ones
 - Family members are like private companions to their loved ones, and there needs to be a balance between family members and staff helping their loved ones
 - The nurse or dietitian can work with family members to show how to feed their loved ones who may have swallowing difficulties and to recognize signs of distress like choking
 - It was suggested that a seminar or workshop be setup on how to feed a loved one at Villa Cathay
- Process for input and feedback
 - The Family Council mailbox has not been installed in the new tower

- Villa Cathay suggests that the mailbox not be installed and proposes families go through the complaint and concern procedure for feedback
- Villa Cathay wants Family Council to support families by having family members submit a Concern, Complaint & Compliment (3C) feedback form which is located on the first floor reception by the sign-in book
- Complaints needs to go to Villa Cathay in order to address any issues and resolve any internal process; by filling out the form Villa Cathay can respond quicker, manage roadblocks and expectations, as well as look for themes to see if there needs to be any policy changes
- Sign-in sheet
 - A reminder to have all visitors sign-in when they come visit their loved one
 - Purpose of the sign-in sheet is for staff to know who is in the building especially in case of an emergency
- Security
 - There is no one afterhours at front reception and Family Council was wondering how does Villa Cathay safeguard that no one gets in that shouldn't
 - Villa Cathay reports the building's design is to keep people out, for example the exterior door requires a passcode to enter, and the first door must close before the second door opens
 - Please only share the password(s) with people you trust and complete the access form that notifies Villa Cathay which 3 family members (including yourself) have the password; please complete another access form if you need to provide the password to more than 3 family members
- Keys
 - A family member mentioned a staff member had to try a few different keys in order to open a resident's room
 - Staff has a master key for each resident's room
 - Villa Cathay reported staff carry about 4 different keys which may need to be relabelled so the correct key is more easily identifiable; there is a learning curve that management will work with staff to go through
- When will wi-fi be available?
 - Villa Cathay reports they are still working on technical aspects of providing wi-fi to residents and family members
 - Work is being done on a landing page for guests to agree to the terms and conditions before accessing Villa Cathay's wi-fi network
 - Villa Cathay hopes to have something in place by the end of January

Next Meeting:

10:30 a.m., March 14th at VCCH

Meeting adjourned at 12:15 p.m.

Meeting minutes submitted by Jean Lam

Villa Cathay Care Home

「華宮家屬委員會」會議紀要

2020 年 1 月 18 日星期六

出席家人成員：

Sidney Ng, Jean Lam, Ivan Chow, Ilen Toy, Lisa Kung, Daniel Leung, Grace Wong, Philip Yeung, Rosa Ip, Virginia Tong, Francisca Ling, Lisa Kung, Po Chow, Ben Jiang

出席華宮代表：

院長 Szuchi Lee, 社工 Catherine Yau

會議於上午 10 時 40 分由主席 Sidney Ng 召開

議程：

- 會議議題被一致同意通過。

上次會議紀要：

上次於 2019 年 12 月 14 日舉行的會議紀要被獲一致通過。

上次會議紀要跟進：

- 家屬委員會網頁內容更新
 - 將關於籌款內容從網頁刪除，籌款事宜由華宮籌款小組負責牽頭。
 - 網頁列出家屬委員會成員名單，並附上執行委員圖像。
- 過節送禮政策修改闡明
 - 有家庭成員覺得祇給自製禮物政策有嫌過嚴。
 - 華宮指出這政策是為減輕家屬壓力。要感謝員工，口頭的感謝就已足夠。
- 藥物清單
 - 家人可以隨時索取親人的藥物清單，不用等到週年回顧期間。

- 索取藥物清單需要遵循正式程序，包括院友同意公開個人信息的同意書。表格可以從護士獲取。
- 能自己作主的院友或院友的代替決策人都可以簽署這同意書。
- 如有問題，家屬也可以與藥房聯絡。

新議題：

- 聘請私人護理新政策
 - 華宮是一家集體式的護理設施，而非一個一對一的設施。
 - 家屬可以聘請私人護理提供補充性服務，而華宮員工繼續提供基本護理。
 - 華宮新政策的主要目的為：
 - 保障院友
 - 得悉誰進出華宮及她們在設施內的活動。
 - 聘請華宮員工為私人護理帶來的利益衝突。
 - 由於利益衝突關係，華宮不允許員工被聘為私人護理，因為從其他家屬的角度，員工身份會變得混淆，很難分辨護理人員是以員工或是私人身份為某院友服務。
 - 由於華宮無法確保第三方的個人或機構護理人員之質素，以至決定停止推薦或提供任何個人護理員或機構名單。
 - 家屬需要自行決定私人護理員的資格。
 - 在聘請私人護理員之前，家屬將需要向 BC 省勞工安全局（WorkSafe BC）購買保險及進行易損長者犯罪背景檢查。
 - 如家屬決定聘請私人護理，華宮請家屬（作為雇主）提供犯罪背景檢查及流感疫苗注射記錄。
 - 華宮正在起草私人護理登記表格。
 - 如家屬一旦終止與護理員關係，請通知華宮，以確保該護理員不再進出華宮或與該院友接觸。
- 家人給親人餵食
 - 家屬就如私人護理員一樣，在幫助親人時在家屬與員工間需要達到平衡。
 - 護士或營養師可以給家人示範如何幫助吞嚥有困難的親人進食和及時察覺哽塞等徵象。
 - 席上有提議在院內舉辦長者餵食講座。
- 意見與反饋程序
 - 家屬委員會信箱在新樓落成後仍未擺設。
 - 華宮建議不再擺設委員會信箱，家人可使用投訴與反饋程序。
 - 華宮希望家屬委員會支持家屬，如有投訴或反饋，可在樓下大堂前台訪客簽到簿旁提取並填寫「憂慮、投訴與表揚」（Concern, Complaint & Compliment, 簡稱 3C）表格。
 - 所有投訴均需華宮處理及調查內部操作流程。書面方式能夠讓華宮更快作出反應及回應，以及研究問題是否普遍存在，和有沒有修改政策之必要。

- 訪客簽到簿
 - 溫馨提示，所有訪客請簽到。
 - 簽到目的是讓員工得知誰人在院內，尤其是如有緊急情況發生。
- 設施保安
 - 由於在辦公時間以外，大樓前台沒有職員當值，家屬委員會希望了解華宮如何確保閒雜人等不能進入。
 - 華宮指出大廈設計主要是防止院友擅自外出，例如前門需要密碼開關，以及一道門必須關閉，第二道門才會打開等。
 - 請把密碼祇分享給可相信的人，及填寫三名家人（包括自己）獲取密碼之申請表格。如超過三人需要密碼，請多填一或多張。
- 房間鑰匙
 - 有家人發覺員工打開院友房門時需要嘗試多把鑰匙。
 - 員工持有能開關每個院友房間的百合鑰匙。
 - 華宮指出員工攜帶四把百合鑰匙，可能需要貼上標籤，使它更易辨認。這是個適應時期，華宮管理層會與員工共同解決這問題。
- 無線上網何時會開通？
 - 華宮報告正在研究提供無線上網給院友與家人的技術細節。
 - 華宮正在起草無線互聯網訪客使用條款網頁。
 - 華宮希望在一月底開通。

下次會議：

3 月 14 日上午 10 時 30 分於華宮舉行。

會議於中午 12 時 15 分結束。

會議紀要由 Jean Lam 提供。