

VILLA CATHAY FAMILY COUNCIL MEETING AGENDA

Saturday, March 18th, 2023, 10:00 am - 11:30 am

華宮家人委員會會議議程

2023 年 3 月 18 日，星期六，上午 10:00 - 11:30

Teams Meeting Link 網上會議連接：[Click here to join the meeting](#) 請點擊此處加入會議

Meeting ID 會議編號：243 836 271 993

Passcode 密碼：Zfgn57

AGENDA ITEMS 議程項目

1. **Welcome / acknowledge new members** (5 -10 mins)
歡迎/認識新會員 (5 -10 分鐘)
2. **Approval of Jan 28th, 2023 Minutes and Mar 18th, 2023 Agenda** (5 mins)
核准 2023 年 1 月 28 日會議紀錄和 2023 年 3 月 18 日會議議程 (5 分鐘)
3. **Administration announcement and updates** (25 mins)
華宮行政公告及更新 (25 分鐘)
 - a) Staff and department introduction : Bernie , Physiotherapist - Rehabilitation Department
部門和職員介紹 - Bernie, 物理治療師 - 康復部
 - b) Gracy Leung, Director of Care, Retirement Celebration event
護理總監梁劉秀芬榮休慶典活動
4. **New Business 新事務討論**
 - a) How often is the dining seating plan updated? (approx. 5 mins)
用餐座位圖多久更新一次? (約 5 分鐘)
 - b) Is it possible for families to get the care staff break schedule? (approx. 5 mins)
Reason: We understand the care staff have a busy work schedule. When families need non-emergency help, it will be easier for all if we know the break schedule.
家人可否獲得護理人員的休息時間表? (約 5 分鐘)
原因：我們了解到護理人員的工作日程很忙。當家人需要非緊急幫助時，如果我們知道護理人員休息時間，這可方便大家的互動或作非緊急需求

- c) Timely and effective lateral communication among departments in the organization and improved effective and timely communication among care team staff (Nurse and Care Aides) and families. (translation time included, approx. 10 - 15 mins)

院內各部門之間及時有效的橫向溝通與改善所有護理團隊工作人員（護士和護理助手）和家人之間有效和及時的溝通。（包括翻譯時間，約 10 - 15 分鐘）

- d) With the consent of Sidney Ng, please note his open letter and question below: (approx. 10 mins)

徵得 Sidney Ng 的同意，請注意以下他的公開信和問題：（約 10 分鐘）

“ How does Villa Cathay address care aid manpower issues going forward, now that west wings 1st and 3rd floors are opened? “

“既然西苑 1 樓和 3 樓已經開放，華宮將如何解決未來的護理援助人力問題？ “

I (Sidney) will also post an open letter below, it related to an experience I went through on the 6th, Monday., in the west wing area. Thank you !

我本人（Sidney）有以下的公開信，是關於我在 3 月 6 日，星期一，在西苑的一次經歷。謝謝！

It was a beautiful Monday morning, being a newly minted volunteer wearing a beautiful red vest, I was in keen participation to have our second face to face chat with a male resident who is visually impaired, otherwise very lucid in mind, he is also in a wheelchair.

I was 15 minutes early to the predetermined 10 am Monday Chat, the gentleman was not in his usual spot in the dining room. So I checked his room, and found him doing what we all do in the morning. He was sitting on the Throne. I waited in the hallway for about 20 minutes, hoping that our care aids didn't forget about him. The resident by then let out some guttural noise, loud enough for people passed by to hear. I guessed he wanted to let his care aid that his business was done, and wanted to get off the toilet.

Having spent a lot of time around care home settings, I totally appreciate that mornings are usually busy with changing/ cleaning/ personal grooming. I like to suggest that residents with special needs like visual impairments and mobility issues, perhaps it would help our care aids and residents if the resident knows where the call bell cords are located: The one by the toilet, and the one by the bedside.

It will raise attention for anyone passing by, when the resident needs help.

那是一個美麗的星期一早上，作為一名穿著漂亮紅色背心的新義工，我熱切地期待與一位有視障男長者面對面聊天的機會，這是我們第二次的會面。他的頭腦很清醒，只是需要坐在輪椅上。

我比預定的時間上午 10 點提前 15 分鐘到達，但這位老先生卻不在他慣常的餐廳座位處。所以我走到了他的房間，發現他在做我們早上都做的事情。他正坐在寶座上。我在走廊裡等了大約 20 分鐘，希望護理人員不要忘記他。他就在這時發出了一些喉音，大到足以讓經過的人都聽到。我猜他希望讓護理人員知道他的事情已經辦好，並且想要離開廁所。

我在護理院的時間很多，非常熟悉其環境及工作程序。我完全明白早上護理人員通常忙於為長者更衣/清潔/個人打扮等等。我想建議為有關特殊需求的長者，例如視力障礙和行動不便的，讓他們知道呼叫鈴繩的位置，也許會對護理人員和長者們有所幫助：一個在廁所旁邊，一個在床邊。

希望這有助長者需要幫助時，能引起相關護理人員的注意。

5. Open discussion 公開討論

a. More information on Unit Representative(s) per floor.

What qualifications are required?

What role does the Unit Rep play?

What are the responsibilities?

What are the terms of this volunteer position?

How the process works, for example, do Unit Reps need to interact regularly with other family members, or do they share with the Family Council members based on their sole experience alone? (approx. 10 mins.)

有關每層單位代表的更多信息。單位代表需要什麼資格？單位代表扮演什麼角色？

職責是什麼？

這個志願者職位的任期是怎樣的？服務過程是如何運作的，例如，單位代表是否需要定期與其他家人成員互動，或者他們是否與家人委員會成員的分享 僅基於他們的個人經驗？（約 10 分鐘）

b. Please send in your questions or concerns that you would like to present for discussion at the next meeting to families@villacathay.ca

請將您有意在下次會議上討論的問題或關注發送至 families@villacathay.ca

6. Next meeting date 下次會議日期

7. Meeting adjourned 休會