

VILLA CATHAY CARE HOME FAMILY COUNCIL

MEETING MINUTES - APRIL 16, 2022

Chair by: Francisca Ling **Secretary:** Grace Wong
Vice Chair: Ilen Toy

Attendees: Amy Li, Sidney Ng, Po Chow, Kimy Chan, Susannah Lam, Helen Hui, Sherra Chow, Laura Wong, Alice Wong, Ken Hui, Darby Wong, Leila Howatson, Winnie Yuan, Mary Ko, Betty Chan, Manda Mok.

Staff in attendance: Szuchi Lee – Executive Director Gladys Chung – Social Worker

Before the meeting started, a few housekeeping items were addressed as follows:

- 1) If family members are interested to learn more about the Family Council, there is a family resource page you can get information on such things as: Terms of Reference, Code of Conducts, Mission Statement, past meeting agendas and minutes.
 - 2) This council always welcomes and appreciates the help, support and input from family members.
 - 3) As you know, this council is run by volunteer board members. We will try to respond to emails as soon as possible.
 - 4) COVID-19 protocol: In order to keep everyone safe, it is strongly recommended by this council that all visitors should keep their mask on when they are inside Villa Cathay. Paying attention to hand hygiene will also keep us safe.
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1. Welcome and acknowledge new members

- Attendees introduced themselves and welcomed new members.
- The Chair was very proud and pleased to see such a good turnout in this meeting.
- We have received many positive feedbacks from family members towards Villa Cathay and this council.

2. Approval of Agenda and Dec. 4/2021 Minutes

- Proposed by Winnie and seconded by Sidney, minutes of the last meeting on Dec 4, 2021 was approved.
- Proposed by Winnie and seconded by Po, the agenda for Apr 16 was approved.

3. Administration announcements and updates

Szuchi - Executive Director of Villa Cathay:

"It is great to see many of you again and also many new faces in this meeting. It is our belief that Villa Cathay can only be a home for our residents with the presence of family. It is inspiring to us to see the enthusiasm and the willingness to strike partnership with Villa Cathay from the family members and we really value the opportunity to work closely with the Family Council to look at how we can make our care culture and the care delivery system better for our seniors and make Villa Cathay a place where they can continue to live a meaningful life. We know that we have a long way to go but with the help and support from families, we know we are able to make the long term care a different experience for our residents in Villa Cathay."

Gladys - Social Worker:

"I am one of the Social Workers here. I am in the office from Tue to Sat to support the residents and their families. If you have any questions, please let me know. I will do my best to assist you."

Gladys: Visitation guidelines: Visitations are from Monday to Saturday, 9am - 6 pm. Next week, starting Sunday, visits will be from 10am to 6pm; one rapid test a week, please keep it to visitation hours.

1) Szuchi: COVID updates

- COVID restrictions have been relaxed, and it is recognized that the residents need family support. Villa Cathay will maintain visitations and require family members to work with us to mitigate risk. The senior population is very frail and vulnerable. We hope that all visitors will wear their masks, even when inside of a resident's suite. There is still a lot to learn about COVID, so we ask that all families continue to self-monitor for symptoms. If you are not sure about your symptoms, we request that the family rule out COVID using a rapid test at home, even if you have done a weekly test at Villa Cathay. We urge families to be transparent with the screener to keep all our seniors safe. Please stay home until you've fully recovered from any symptoms.
- COVID update on 9th floor: Unfortunately, on Apr. 13, two residents on the 9th floor were tested positive. On the next day, one more resident was tested positive, and presumed positive based on proximity on Apr. 14. The COVID protocols were followed, including isolation. Four more swabs were taken on Apr 15 and three on Apr 16. The results were not available yet. Twelve residents on the 9th floor would remain in isolation until symptoms resolve, including those residents who were tested negative but show symptoms. Additional care aides are on shift to provide adequate care. Staff working on the 9th floor will only work on the 9th floor until COVID is resolved. Visitations continue, but visitors to residents in isolation must follow the droplet protection protocol. Szuchi thanked all families working with them to keep the residents safe. Contact tracing is difficult, and it was unable to determine how the transmission had happened. The team was focusing on containing the spread and helping residents recover.

Q&A:

- New family member thanked Szuchi and her team for their fantastic work around COVID.

- Question 1: If one senior has COVID, do all residents of that floor get tested?
 - Szuchi: Not right now, we are only allowed to test residents who have symptoms. Symptoms are screened twice a day, and temperature is taken 3 times a day.
- Question 2: Are residents who were tested positive for COVID still allowed to have visitors?
 - Szuchi: We are not allowed to apply visit restrictions. We do encourage families to consider if they need to visit residents being tested positive for COVID.

2) Telehealth: Before the COVID, family members usually took care of the specialist appointments for their loved ones. But COVID changes a lot of the health care practices. After COVID, Telehealth becomes a very common health care option, and there are rising expectations for RN to participate in the specialist appointment but it is not always possible. As we know the specialist appointments usually take 45 minutes to an hour, while the on-duty nurses have to take care of approximately 26 to 32 residents. So, it becomes a challenge as the other residents also need the attention and care from the on-duty nurse. We realize that it is not sustainable for the on-duty nurse to sit through the whole appointment. We would like to ask for families' understanding that the on-duty nurse will be involved with the telehealth appointment for 10 minutes in the room with the resident. All related medical information will be provided to the doctor before the appointment. At this point, the Villa Cathay Leadership Team Members are not able to participate in these functions due to the COVID situation, the opening of West Pavilion, and training of new care staff. We will re-evaluate our capacity in six months. We have to be transparent on this issue and sorry if this becomes a disappointment to some families. Szuchi reassured us that the family member will be arranged, as always, in the room with the resident during the telehealth appointment.

3) Restraints in LTC required assessment and consent. Restraints include the use of any chemical, mechanical, electrical, physical or other means to control (restrict) the freedom of movement of the resident. Sometimes these are considered as regulatory requirements, such as the use of medication to calm or sedate a resident, a seatbelt or a tilt wheelchair as a position device. By the licensing regulation, the care home requires the family representative or substitute decision maker to sign the consent form annually for each device used.

4) The family doctors for the residents are not hired by Villa Cathay. The doctors have an on-call system after office hours. The on-duty nurse will contact the on-call doctor if there is any changing medical condition of a resident after the regular business hours.

5) & 6) These two items go hand in hand. The recommendation of ceiling lift, the use of slings and Safe Transfer of residents have been on the Family Council agenda for the last 6 months. We recognised that consistency of practice needs improvement. Around October and November in 2021, our Rehab Team and Education Team started a systematic review, and the carer education on safe resident transfer and handling. We also updated the clinical assessment, documentation and care plan on the use of proper sling for residents. Many residents have changed from the hygiene sling to universal sling. This led us to the topic of Adaptive clothing in the previous meeting. Villa Cathay offered to help order the proper Adaptive clothing for

residents through the social worker, Gladys. The staff also has put together a document which elaborated on the different types of Adaptive Clothing and vendors information for families to make their selection and purchase directly.

7) Szuchi thanked the families for providing the input to Villa Cathay. The survey forms have been received. The board is focused on soliciting input to inform their strategic department.

4. Open Discussion, Questions, Networking

a) Once the workshop on Universal Slings is ready, family members will be notified.

b) Oral care has been on the council's recommendation list for care improvement. Beginning this month, breakfast time has been postponed by 20 minutes and this arrangement would allow the care staff the time to perform proper morning oral care for residents. This change, of course, would impact the workflow for all staff and be challenging at times. Changing breakfast time helps to promote the incorporation of the preferred morning care routine for residents. This is one small step in strengthening the "People Centered Care" approach we believe in.

New Family member: This is a great initiative and proactive approach taken by Villa Cathay. Efforts of Szuchi and all Villa Cathay staff are greatly appreciated.

c) New family members have difficulty identifying the care staff, a nurse or care aide, because the staff look so much alike behind the face masks. Family members have suggested various creative ideas to help identify the staff.

"Get to know your nursing team" is on our next agenda.

d) Szuchi acknowledged that the Family Council volunteer members helped to clean and make the beddings on the 3rd floor of West Pavilion before admission.

e) Szuchi would like to ask the new family members to provide feedback on their experience at Villa Cathay such as what works well or doesn't.

f) A long-time council member thanked Francisca for the design and implementation of the current council platform. A job well done, Francisca.

5. Next meeting date

June 18, 2022 - tentatively.

6. Meeting adjourned

Meeting adjourned at approximately 4:15 pm.