

VILLA CATHAY CARE HOME FAMILY COUNCIL

MEETING MINUTES July 25, 2021 | 3:00 pm – 4:30 pm

Chaired by: Francisca Ling **Secretary:** Grace Wong

Attendees: Kimy Chan, Po Shan Chow, Ivan Chow, Helen Hui, Amy Li, Hiro Watanabe, Winnie Yuan.

Staff in Attendance: Szuchi Lee (Executive Director), Agnes Cheung (Registered Social Worker)

1. Welcome and acknowledge new members

- Self introduction of attendees and welcome new members

2. Approval of Agenda and June 26 Minutes, Code of Conduct, Family Council Webpage

- Agenda and minutes approved by Winnie Yuan and seconded by Grace Wong
- Code of Conduct acknowledged and approved
- Family Council and Resource webpages have been updated and are now ready for family access

3. Administrator

A) Szuchi Lee - Villa Cathay Executive Director:

- Villa Cathay's mission is to build a HOME for the residents
- Emphasis on the importance of "Culturally Oriented Care" at Villa Cathay
- To make sure that Villa Cathay can provide the residents a sense of security and belonging
- Family members are important stakeholders. A Long-Term Care Home would never be a Home without family members
- Through Family Council, the Management Team can establish a formal communication channel and partnership to enhance residents' quality of care

B) Agnes Cheung – Registered Social Worker:

- Agnes works Sundays and Mondays only. Billy Siu works from Monday to Friday.
- Below is a list of the Social Workers' job functions provided by Agnes:
 - Admissions for new residents/families, orientation, admission package, SW assessment, ongoing support
 - Transfers in/out of Facility
 - Counseling/Support to Residents/Families & Interventions
 - Finances - Liaise between Residents and PG&T or Bloom Group
 - Regular Support to Residents who have no family/friend involvement
 - Care Conferences & Care plans
 - Resident Council and Family Council
 - Quality Improvement Meeting
 - Steering Committee
 - Various Additional Meetings (Christmas Party Planning, Summer Party Planning, Special Resident/Family Meetings)
 - Facility Tours
 - Annual Tax Clinic
 - Elections -- Mobile Polls
 - Maintain records and Documentation
 - Referrals to Resources: Handydart, TaxiSaver Program, Companion Agencies, Alzheimer's Caregiver Groups / Services etc.

VILLA CATHAY CARE HOME FAMILY COUNCIL

MEETING MINUTES July 25, 2021 | 3:00 pm – 4:30 pm

The Family Council would be happy to connect with the Residents Council. It is helpful for the Family Council to understand the concerns and needs of the residents.

C) Villa Cathay Update:

1) New visitation guideline.

For more detailed information please visit <https://villacathay.ca/covid-19-family-visits-2/>

A) The following updates were shared by Szuchi with the Family Council:

- a) The Provincial Medical Health Officer announced on July 8 that changes to visitation to long-term care homes will start on July 19 for visitors who have been fully vaccinated
- b) Scheduling a visit in advance is no longer required starting July 19; however, long-term care homes are required to screen all visitors for signs and symptoms of COVID-19 for every visit. You are welcomed to pre-book your visits [online](#) to reduce each other's lineup time for symptom screening. We also highly recommend visitors be well-prepared before visit instead of dropping in spontaneously
- c) Screeners are available from Mondays to Saturdays 9AM-6PM. Hence, this is also the visiting hours for this coming week. Starting July 26, visiting hours for Thursdays to Saturdays will extend to 7PM. Villa Cathay will continue to evaluate the needs of our residents and the human resources that are required to operate the visitation program safely
- d) First time visitors please contact us to schedule your first visit as you will be required to attend an infection control orientation and to complete a visit agreement. Please call the Family Visit Team at 604-215-3150 or email contact@villacathay.ca to schedule your first visit
- e) All visitors are highly encouraged to be fully vaccinated. Immunization record will be required during the time of symptom screening
- f) Visitors who have not been fully vaccinated or cannot provide proof of immunization record must always keep the mask on. All visitors need to wear a mask in common areas and when interacting with staff. Visitors should only make contact and interact with the resident they are visiting
- g) Visits will be suspended should visitors are unable to follow infection control protocol or unable to wear masks when required
- h) As there are still Delta variants in our community, the management and staff will continue to follow the infection protocol closely and will not compromise the safety and health of the residents.
- i) Currently, over 90% of Villa Cathay staff have been fully vaccinated. For health reasons, less than 5 staff are not able to be vaccinated. The rest, such as the practicum students, volunteers, and new staff, is a timing issue and eventually they will be fully vaccinated. It is a fact that there will be staff not being vaccinated yet as it takes time for the new staff to be fully vaccinated.

VILLA CATHAY CARE HOME FAMILY COUNCIL

MEETING MINUTES July 25, 2021 | 3:00 pm - 4:30 pm

Family Council's recommendation on COVID-19 vaccination:

- 1) Visitors who are fully vaccinated, please consider keeping their masks on when they are with their loved ones and in the resident's room
- 2) Visitors who have not been fully vaccinated, please consider taking the vaccination to protect the residents and staff at Villa Cathay

2) Phase II Progress and Programs.

- a) 97 beds will be open for new residents and 4 double rooms available for couples
- b) There will be a total of 11 floor units in the Care Home which includes 5 units in the New Phase and 8 units in the Tower. The rooms are basically the same in all units. Phase II has a big neighborhood, and the Tower is cozier with a small floor unit size
- c) There will be one Day Time Nurse in each unit. In the Tower, there is still one Nurse for every two units in the evening and night shift. It is believed that this arrangement would improve the workload for the nurses. Major changes of Care Aides are not expected in each unit unless some of them would like to apply for the new positions. There will be an approximate increase of 70 new staff and therefore there will be new staff orientations and education programs to ensure that the Villa Cathay culture will be able to carry forward. Due to the large number of new staff coming on board, there is a considerable resource of funding to be assigned for new staff training programs. Given the reality that there is a huge shortage of nurses and care aides in our community, the new staff will be more than likely are new in their health care career. Some of the care staff might not be Chinese speaking. Therefore, the management is prepared to give a brief overview of the residents' Chinese culture, some simple Chinese language and a new communication book for the new staff who do not speak Chinese.
- d) Some new programs will be coming in the new year after Phase II is completed. The management is in a process to finalize the future partnership with Kwantlen Polytechnic University for their Traditional Chinese Medicine program to come to Villa Cathay. The model will be like the UBC Geriatric Dentistry Program. The students are at the end of their academic training and ready for their practicum in Villa Cathay with supervision by licensed Traditional Chinese Medicine doctors to serve our residents
- e) Registered Massage Therapy programs is also in process. More detail information will be provided later
- f) Fortunately, a very good music therapist has been identified by the management. Hopefully, there will be a Music Therapy program starting this fall for our residents
- g) In June 2021, the Mobile Optometry Clinic began to provide eye examination for our residents on the last Tuesday of each month
- h) Our outdoor garden will be available for residents when Phase II is completed. However, there will be an access control to the outdoor space because this is a big building and over 200 residents with different ability and needs. The access code will be given to family members for residents who are less independent
- i) The anticipated occupancy time of Phase II is in November provided that the recruitment of enough staff goes smoothly

VILLA CATHAY CARE HOME FAMILY COUNCIL

MEETING MINUTES July 25, 2021 | 3:00 pm - 4:30 pm

4. Comment on meeting and new business

♥ *One new FC family member said: "I have nothing but good things to say about the care that my mom is receiving at Villa Cathay".*
The Family Council would like to echo that praise and express our gratitude to all the VC staff, especially the nursing team, for all the love and care that they give to our loved ones.

1) Heat and smoke prevention

The design of the main air conditioning pumps cool air into the rooms when the residents' room doors are open. It would be a challenge to the Air Conditioning system if the hot air keeps coming in through the residents' open windows. It is a good practice to keep the windows and curtains closed in the residents' room to prevent the heat wave coming in during the hot summer days. We also respect the personal preference of the residents if they would like to keep their windows and curtains open.

2) Ceiling lift safety

Concerns were being raised about the proper use of the ceiling lift in the residents' room. We understood from Szuchi that auditing on the practice of the ceiling lift is an ongoing process. She will follow up on this issue with more details in the next meeting.

3) Resident Privacy

Privacy for the residents is a common reason when family members are being asked to leave the room when care service being provided to the residents. The question is when the residents do not mind their family being around during the care service, are the family members allowed to stay and understand how the service care are performed?
Management will continue the discussion on this topic next time.

5. Next Meeting Date

Sunday, September 12, 2021. **Time:** 2:30 pm to 4:00 pm

6. Meeting adjourned

Meeting adjourned at 5:00 pm