

Villa Cathay Care Home

Family Council Meeting Minutes

Saturday, April 17, 2021

In Attendance:

- Philip Yeung - Chairperson, Ilen Toy - Vice Chairperson, Jean Lam - Secretary
- Ivan Chow, Sidney Ng, Po Shan Chow, Winnie Yaun, Watanabe Hiro, Itti Ma, Daniel Leung, Elbert Wong, Helen Hui, Grace Wong, Francisca Lim

Staff in Attendance:

- Szuchi Lee - Executive Director

The meeting is called to order at 10:08.

Agenda:

- The agenda is approved as circulated.

Minutes from previous meeting:

- The minutes from the meeting held January 18, 2020 is approved as circulated.

Business arising from previous minutes:

- none

New Business:

- Welcome and Introduction
 - Chairperson Philip welcomed attendees to the meeting and each attendee did a short introduction.
 - Philip remarked some family members have not seen their loved one in over a year as they have given their visitation rights to another family member.
 - It's been a hard time for all during this time especially our seniors.
 - Family Council has done their best to collect Personal Protection Equipment (PPE) and over 20,000 PPEs have been donated to Villa Cathay.
- Executive Director Szuchi discussed the relationship between Villa Cathay and Family Council
 - Provincial residential care regulation requires the operator to establish councils and to meet with the councils for the purpose of promoting the individual and collective interests of residents and involving the persons in care in decision making on matters that affect their day to day living. To fulfill the regulatory requirements, the attendance of the licensee (aka Villa Cathay) at meetings is necessary.

- Suggested that Family Council's Terms of Reference to take into account the regulations so that staff representative can address any issues and work collaboratively with Family Council and family members.
- Suggests Family Council have a family representative for each floor to bring concerns and questions to Family Council meetings as the completion of the 2nd phase (expected opening November 2021) will add another 3 communities or 97 residences.
- Thanked families for their understanding and sacrifices they have made in the last year due to the pandemic and for following the visitation guidelines.
- Some of the accomplishments the past year:
 - Worked on fall reduction
 - Expanded recreation program
 - Steady improvement in audit results for care
 - Reviewing use of restraints and looking for enhancements or improvements without compromising safety
 - Started student program to train new care aides (student practicum with Vancouver Community College) with supervision
 - Establish more partnerships for the benefit of the residents:
 - one existing partnership is the in-house dental program with UBC Geriatric Dentistry Program
 - Possible future partnerships: Traditional Chinese Medicine, Community Optometry visit
- Open forum
 - A family member suggested creating a family support group separate from Family Council which can provide support to each other through the journey of placing their loved ones in Villa Cathay.
 - Szuchi advised there's a second social worker who works Sunday and can help facilitate a support group.
 - Issue: Participants discussed that Family Council has not been available the past year and family members did not know where to turn.
 - Due to issues of confidentiality and privacy, Family Council did not have access to contact names, telephone numbers or email addresses.
 - Family Council was also hampered by the lockdown restrictions but hopes to be more proactive moving forward.
 - A family member expressed that families might worry about negative repercussion when discussing care concerns with staff presence.
 - Confidentiality and privacy was also a concern for family members when it comes to an open discussion. A family member indicated s/he wanted to be able to talk privately with Family Council but Szuchi advised that the intent of the council meeting is for the families to be able to discuss their concern. The key to preventing the abovementioned concern is confidentiality. In safeguarding privacy and confidentiality, having the staff, especially the top leader present is in effect a safeguard.
 - Issue: relationship between family members and care aides and/or nurses as each individual is coming from a different perspective and the only opportunity to talk is when there is a complaint.

- A family member resorted to emailing the Director of Care who replied back in a timely manner but the family member wasn't sure if the recommendations or arrangements discussed were implemented by the working staff.
- It would be ideal if staff can be given time to talk with family members.
- Szuchi responded that she is aware of this and the Villa Cathay team is working on a system to improve the follow-through and communication amongst staff of the different shifts.
- Annual General Meeting (AGM) of Family Council
 - A vote was held and a majority voted to hold an AGM and elections for Family Council Officers (Chairperson, Vice-Chairperson and Secretary).
 - After good amount of discussion, the participants decided that:
 - A notice will be sent out to families through Villa Cathay Care Home to call for nomination for Chair, Vice-Chair and Secretary. Each nominee needs to include a short self-introduction write-up of 200 words or less.
 - There was also a suggestion to amend in the Terms of Reference the wording *if invited* or *as invited by the Council*
 - Currently the Terms of Reference states
 - The licensee Villa Cathay Care Home shall attend a meeting of the Family Council and shall ensure that staff, including the Administrator and other persons involved in the management or operation of the home attends **if invited**.
 - The licensee Villa Cathay Care Home shall attend a meeting of the Family Council and shall ensure that staff, including the Administrator and other persons involved in the management or operation of the home attends **as invited by the Council**.
 - If a family member would like to suggest an amendment to the Terms of Reference please also submit your submission to families@villacathay.ca by **May 15th**.
 - AGM date: **10:00AM Saturday June 26, 2021**, details to be announced.

Next Meeting:

10:00AM Saturday May 22, 2021 to discuss the details of the AGM

- Please reply to families@villacathay.ca or call Philip Yeung (chair) at 604-351-1208 or Ilen Toy (vice-chair) at 778-237-5777.
- Zoom details forthcoming.

Adjournment:

Meeting adjourned at 12:59 pm.

Meeting minutes submitted by Jean Lam.

Villa Cathay Care Home

「華宮家屬委員會」會議紀要

2021年4月21日星期六

出席家人成員：

- Philip Yeung - 主席, Ilen Toy - 副主席, Jean Lam - 秘書
- Ivan Chow, Sidney Ng, Po Shan Chow, Winnie Yaun, Watanabe Hiro, Itti Ma, Daniel Leung, Elbert Wong, Helen Hui, Grace Wong, Francisca Lim

出席華宮代表：

- Szuchi Lee - 院長

會議於 10 是 08 分召開。

議程：

- 會議議題被一致同意通過。

上次會議紀要通過：

- 上次於 2020 年 1 月 18 日舉行之會議紀要被獲一致通過。

上次會議紀要跟進：

- 沒有跟進題目。

新議題：

- 歡迎新成員及會員介紹
 - 主席 Philip 歡迎出席成員並讓各成員自我介紹。
 - Philip 指出由於很多家屬放棄了自己探訪親人的權利，將其給予其他家庭成員，以至一年多沒有探望院友。
 - 這對很多人，尤其是長者們，是一個困難的時期。
 - 家屬委員會期間盡其所力搜集個人防護設備，獲得二萬個個人防護設備，捐贈給華宮。
- 李院長討論華宮與家屬委員會之間之關係。
 - 省政府對安老院管理之條例要求運營者設立家屬委員會並與其接觸，致力促進院友的個人及團體利益，以及鼓勵家屬參與關於院友日常生活細

節相關事宜的決策進程。為了實踐這些條例，執照持有機構（即華宮）在開會時有在場之必要。

- 李院長建議考慮將家屬委員會之章程修改，反映該條例之要求，讓院方代表能解決任何問題，並能與家屬委員會及家人更緊密合作。
- 建議家屬委員會在每樓層提供一名代表，將問題傳達給家屬委員會；尤其是在重建計劃第二階段完成後，將會有更多院友入住。第二期預期在2021年11月完成，屆時將會新添三個樓層社區，合共97名住客。
- 感謝家人在過去一年，由新冠疫情帶來的探訪限制所作出的犧牲和體諒，以及遵守探訪準則。
- 在去年部分之建樹包括：
 - 減少跌倒方面的工作。
 - 增添娛樂節目。
 - 持續改善護理審查結果。
 - 對約束工具的使用重新審核，繼續尋求改良方案，同時不降低安全要求。
 - 展開了有監督的新護理員學徒培訓計劃（與Vancouver Community College合作的實習項目）。
 - 為院友建立了更多合作夥伴，包括：
 - 現有與UBC大學老年牙科合作的院內牙齒護理服務。
 - 將來有可能的合作：傳統中醫、院內驗光服務。
- 公開討論
 - 有席上成員建議在家屬委員會以外建立互助小組，對新入住華宮住客的家人互相扶持。
 - 李院長指出，將有第二名社工開始工作，並在週日上班，可以協助該互助小組。
 - 席上提出問題：出席成員討論在過去一年家屬委員會沒有活動，家人沒有援助渠道。
 - 由於隱私及保密原因，家屬委員會沒有收到新家屬聯絡人、電話或電子郵件等信息。
 - 家屬委員會的活動同時亦受到社交限制所影響，但希望在未來會作出更主動的態度。
 - 有家屬成員表示在有華宮員工在場情況下提出問題，擔心會對雙方關係帶來負面影響。
 - 家人對在會議時公開討論話題之保密及隱私亦表示顧慮。席上家人成員表示希望能夠與家屬委員會作私下討論。李院長則指出，委員會開會的目的是讓家人討論她們的問題。防止上述問題發生之關鍵是在於保密。有職工尤其高層領導在場，其實是隱私和保密的保證。
 - 席上提出問題：由於站在不同的立場關係，家人與護理員和/或護士之間的觀點會有不一致。由於交流機會不多，以至交流往往在有投訴的情況下發生。

- 某家人借助電郵方式將問題發至護理部主管。主管通常都會做出及時的回復，但不知道討論中的建議或安排有沒有被工作人員實行。
- 最理想的是員工能有更多與家人溝通的時間。
- 李院長回應指出，她對這問題知情，而華宮團隊也正在建立機制，改善對問題解決流程的跟踪，及上下班員工之間的交接和溝通。
- 家屬委員會週年大會（AGM）
 - 在會議中就週年大會事宜進行投票，由大部分出席成員贊成舉行週年大會及委員會新行政人員選舉（主席、副主席及秘書）。
 - 經過多方面討論後，出席成員決定：
 - 由華宮發出通告，通知家人提名競選主席、副主席及秘書等職位。決定參加競選者須提供不超於 200 字的自我介紹。
 - 同時亦有建議修改家屬委員會章程字句，由「如被邀請」改為「應委員會之邀請」如下：
 - 章程現有版本子句
 - （現版本）**如被邀請**參加委員會會議，執照持有機構華宮安老院將確保包括院長或其他管理或運營部等人員出席委員會的會議。
 - （改後版本）**應委員會之邀請**，執照持有機構華宮安老院將確保包括院長或其他管理或運營部等人員出席委員會的會議。
 - 如家人希望修改委員會章程，請於 5 月 15 日前發電郵至 families@villacathay.ca 提交建議。
 - 週年大會日期：2021 年 6 月 26 日星期六上午 10 時。會議詳情將另行通知。

下次會議：

2021 年 5 月 22 日星期六上午 10 時舉行。

- 請發電郵至 families@villacathay.ca 或致電 604-351-1208 Philip Yeung（主席）或 778-237-5777 Ilen Toy（副主席）聯繫。
- Zoom 網上會議鏈接細節會於會議前提供。

休會：

會議於 12 時 59 分結束。

會議紀要由 Jean Lam 提供。