

VILLA CATHAY CARE HOME FAMILY COUNCIL

MEETING MINUTES December 4, 2021. | 2:30 pm – 4:00 pm

Co-hosted by Chair: Francisca Ling and **Secretary:** Grace Wong **Vice Chair:** Ilen Toy

Attendees: Amy Li, Hiro Watanabe, Manda, Po Shan Chow, Sidney Ng, Winnie Yuan.

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

1. Welcome and acknowledge new members

- Welcome new member Manda.
- Francisca thanked all the volunteer family council members who helped with phase II clean up

2. Approval of September 12 Minutes and December 4 agenda

- Approved by Ilen Toy and seconded by Winnie Yuan

3. Administrator

3. Szuchi Lee (Executive Director), Gladys (Social Worker), and Bernie (Director of Rehab Services) joined our meeting with more updates.

3.1) Phase II update

Szuchi echoed with Francisca that a tremendous amount of cleaning was done by the volunteer family members. It was amazing and their help made a huge difference in the preparation of the opening of Phase II.

The license was approved by the end of November 2021 and waiting for the paperwork to arrive. It was the commitment of the Villa Cathay management to ensure the current service for the residents of the Main Tower continued as usual and the opening of Phase II was delayed due to 3 RN and 5 RCA positions needed to be filled. Due to this, it is unlikely the West Pavilion will be opened before Christmas.

The earliest date anticipated is mid-January, if the positions are filled by the end of the year or by the beginning of January 2022.

There are more RN and RCA openings to be filled. The new staff can cover for vacations, as many staff are overdue for vacation. In anticipation of the influx of new staff, measures will be put in place to ensure quality of care. Each resident has a care plan, bedside care plan and an ADL (Assisted Daily Living) sheet already in place. The ADL sheet is one part of the bedside care plan that allows each carer to know what each resident needs for daily personal care. Each neighbourhood has nursing care records, and assignment sheets that are updated daily. The goal is to refine these tools so it's easy for new staff to understand the care plan.

There are Chinese and non-Chinese staff. When hiring staff who do not speak Chinese, their ability to understand culture and non-verbal communication are screened. Simple Chinese terms are included in the orientation. The communication board and notebook are continually refined.

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Currently exploring different options around cultural language. One option being put together is to recruit about 20 volunteers to be cultural language brokers. Volunteers will have to go through reference checks, a criminal reference check, and be fully vaccinated.

The first neighbourhood (3rd floor) will have 26 residents, and there will be 5 nurses and 11 care aides in each neighborhood.

Szuchi introduced Gladys, the new social worker.

3.2) Visitation Guideline (Gladys)

Current visitation: Mon-Wed, anytime between 9am - 6pm; Thursday - Saturday, anytime between 9am-7pm. No official times set for Sundays. This schedule is in place as a program assistant needs to fob the elevators for visitors.

Overseas visitors need to provide proof of vaccination, and it is highly recommended that they wait a few days before coming to visit.

4. Guest speaker: Bernie – Director of Rehab Services

Bernie is in the office 3 days a week: Monday/Tuesday/Thursday and Tuesday/Thursday/Saturday respectively.

Bernie was invited to speak to us about an adaptive clothing program for seniors.

Adaptive clothing is unique clothing that looks very similar to everyday regular clothing. The made and designed are specifically for individuals who have difficulty or flexibility problems to dress and/or undress with regular clothing. The adaptive tops and pants would allow the care staff to provide proper and safe care to the seniors. The adaptive pants are very important for seniors using the universal slings or the ceiling lift as it provides the comfort and easy access for care while bathing, toileting or transferring. As for staff, it also reduces the risk of injury.

Adaptive Clothing is one of the initiatives that was related to the transferring safety issue we had talked about sometime ago. The care team would identify the ones who may need adaptive clothing and a team of designated staff would do the assessment. The assessment with measurement would be forwarded to the social workers who will connect with the family members. The social workers will notify and provide a list of vendors to family members for review and purchase.

5. Open discussion

- During the open discussion, the attendees have agreed and decided that our future FC meetings will be held on Saturdays.
- Phase II update will be a standing agenda item.

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- Regarding the safe bike lane and crosswalk on Union Street, both Szuchi and Francisco have followed up with the Strathcona Community Association and the City of Vancouver. The City of Vancouver has heard our concern, but it will take time to see any action from the bureaucratic system. We are still working on it.

- Szuchi reminded us that there will be a workshop on Dec. 18, 2021. on the KPU acupuncture program for Villa Cathay. This will be a very informative workshop for seniors and their families interested in the free acupuncture for the seniors starting in January 2022.

- Villa Cathay Social Worker Unit Assignments:

There are three social workers, both Billy and Agnes are full time staff and Gladys is on a 6 month assignment. Agnes covers the residents on the 3rd, 9th and partial 5th floor. Billy is covering the remaining units. Since Billy will be busy with the new admissions of West Pavilion, Gladys will cover Billy's units. All three Social Workers have a general understanding of all the residents, so they can cover for each other during sick leave or vacation.

- Family members expressed interest in a small workshop on different types of slings mentioned in the previous meeting.

- The current Family Council Board has structured the family council meetings with the presence of the Villa Cathay management including Szuchi, Social Worker as well as guest speaker and this arrangement benefits all related parties in terms of effective communication and problem solving. Our Chair, Francisca, emphasized that we do follow up or review all agenda items discussed in our meetings.

- Received positive feedback from new family members about our meeting.

- Family members sent thank you messages thanking the staff for promptly addressing the ceiling lift issue.

6. Next Meeting Date

Pending

7. Meeting adjourned

Meeting adjourned at 4:00 pm