***Meeting Minutes***

***Family Council Network Four***

**Tuesday, June 8, 2021 at 9:30 a.m.**

***Zoom Meeting***

**1. Informal “meet & greet” session**

* For 15 minutes prior to the meeting participants were able to talk to each other, then everyone was muted to decrease background noise

**2. Network Welcome**

**Bob Gadsby** *(Chair – FCN-4)* **welcomed the participants to this fifth FCN-4 Zoom Meeting and the 50th FCN-4 Regional Meeting. Congratulations on this … our Golden Anniversary!**

* A total of **60** people registered as participants for the meeting: representing **36** LTC homes (including **52** family members). We were also pleased to include in this total: 8 registrants (representing **6** LTC homes) from outside of our LHIN-4 region.

**(See Attachment 1 – Registered Participants)**

* Bob Gadsby expressed his appreciation to **Carol Dueck** and the ***FCN-4 Advocacy Committee*** for helping to organize this meeting
* ***Family Council Network Four (FCN-4)* represents the Family Councils at 86 LTC homes (about 11,000 residents) in the LHIN-4 area** *(Hamilton Niagara Haldimand Brant – including the city of Burlington and most of Norfolk county)* **and it is the largest in the province in terms of LTC homes.**
* **Confidentiality:**
  + **Bob Gadsby reminded participants that (as usual) they can share ideas openly …**

**when you attend a *FCN-4 Regional Meeting*, you typically sign a note that says:**

*I understand that any and all information that may be disclosed about a member*

*or their loved one is not to be shared outside the meeting.*

*I agree to abide by this rule of Confidentiality.*

**This meeting will proceed under the same ground rules.**

* He encouraged participants to share ***“Promising (Best) Practices”*** from their own LTC homes

**3. Special Presentation**

**Bob Gadsby introduced the Guest Speakers:**

**Dwayne Green** *(Administrator, Malton Village LTC Centre, Peel Region)*

**Mary Connell** *(Butterfly Model Project Manager / Dementia Advisor LTC, Peel Region)*

**Angila Kumar** *(Butterfly Lead Hand, Malton Village LTC Centre, Peel Region)*

**who presented:**

***“Person-Centred Care: The Butterfly Model”***

**The presentation is too large to include as an attachment to the meeting minutes, but it is accessible on the FCN-4 Advocacy Committee website:**

<https://www.network4longtermcareadvocacy.com/>

To access the presentation:

* On the Home Page … go to the point entitled “Our Fifth FCN-4 Regional Zoom Meeting” in the Breaking News section
* Click on the link …
* Then click on the icon which allows you to download the file

**You can find additional background information on the Butterfly Model in the following videos:**

* **Watch the transformation of Peel Region's Redstone dementia unit in a 20-minute mini doc *(Toronto Star)***

<https://www.youtube.com/watch?v=aYrMu3ujs-Y>

* **We Are Family *(Dementia Care Matters 'Feelings Matter Most')***

<https://www.youtube.com/watch?v=4gcaElkEFfE>

**Some *Questions and Answers* about the Butterfly Model presentation:**

* **Why chose Butterfly over the other models out there**
* Model provides kit to implement, tools are validated, structured set up
* 200 Butterfly Homes world-wide … successfully implemented in Manitoba and Ontario
* 25 years of history / experience
* Pilot-model has helped to reduce:
  + Sedation of residents
  + Staff sick time by 75%
* **Cost / Government Funding**
* ***LTC Commission Recommendations:***
  + One pillar is funding for *Emotional-Support Model of Care*
  + Confident funding will be there
* Cost?
  + One-time funding:
    - Painting
    - Hiring staff lead / teaching / etc. (depends on current staffing model)
    - 8 days of training for all staff … PLUS leadership training … is typical
  + If several LTC homes are close to one another – they can collaborate with one another in the project to help reduce the overall cost

**4. FCN-4 Advocacy Committee Report**

**Carol Dueck** *(Chair)* **provided an updated for the *FCN-4 Advocacy Committee***

**The Advocacy Report is too large to include as an attachment to the meeting minutes, but it is accessible on the FCN-4 Advocacy Committee website:**

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**Some highlights from the FCN-4 Advocacy Committee report:**

* **Recent Advocacy Activities:**
* Communication: Regional Meeting /Team Meeting ... Webpage / Newsletters ... Liaison with other Regional Networks
* Email blitz to Minister LTC, MPPs, ***LTC Commission***, Medical Officer of Health
  + Urging implementation of all 85 Recommendations in LTC Commission Report
  + ***Push for Four Hours of Care NOW … not in 2024!***
* Protect Essential Care Providers and Promote Visitation
* Return of Residents’ Activities – increased visiting as of June 9th
* Concern with staff hesitancy of vaccination
  + **Poll re vaccines:** 57% support new mandate – watch for results of education sessions to reduce hesitancy
* Fostering Family Councils back into action
* Concern that inconsistency of application of LTC Directives and reduced communication from admin to families persists
* **Advocacy Team is monitoring for:**
* ALC (Alternate Level of Care) transfers to LTC to relieve surge in hospitals … with staffing crisis, how are LTC homes managing?
* Development of National Standards
* Is new sick pay helping?
* New CLRI training programs for families (e.g. IPAC / Dementia Tool Kits / use of Technology)
* Training dollars for PSW and Nursing – effective curriculum, clinical mentors? Retention?
* Air Conditioning – some homes received funding to upgrade HVAC ... others have AC only in common areas.
* LTC is likely to be a key issue in the next provincial election.
* **Opportunity for you to participate:**
* Family Council, Cedarvale Lodge Retirement and Care Community and 2 experts presented proposal for funding
  + ***Positive Approach to Care*** part of PSW curriculum
  + Compulsory Training for all LTC staff
  + Add the PAC Champion training package to geriatric and gerontology micro-credential courses to begin to standardize coursework
  + ***If you support this – ask for email address to respond to these folks***
* **Some education ideas for your Family Council in the fall:**
* Connect with *Alzheimer Society of Brant Haldimand Norfolk Hamilton Halton*
* First Link Programs can provide guest speakers ... [educationhamilton@alzhh.ca](mailto:educationhamilton@alzhh.ca)
* CLRI is providing FREE certificate course for educators in LTC
* **What can you do to help?**
* Send a handwritten letter, email, call, or invite YOUR MPP for coffee
* Sample letters are on our webpage asking for implementation of all 85 recommendations of ***LTC Commission Report*** for this budget year
* **Keeping in touch:**
* Feel free to contact our *FCN-4 Advocacy Committee* at:

[advocacyFCN4@Protonmail.com](mailto:advocacyFCN4@Protonmail.com)

**5. Round Table Discussions and Promising (Best) Practices**

**Carol Dueck** *(Chair – FCN-4 Advocacy Committee)* ***invited the participants to share their views on several topics … the feedback included the following suggestions:***

* **How do you provide Employee Recognition during this time of restrictions?**
* During the change of shift (e.g. at 6 am) say thank-you to the staff … and give out (individually packaged) home-made cookies
* Each month one or two staff members are chosen as “Guardian Angels” and given a ($15) “Tim’s Card” with a thank-you note
* **Using Zoom … several Family Councils have grown in attendance**
* One Family Council that “fizzled-out” during the pandemic … have now started a “new” Family Council using Zoom
* **Family Council developed its own webpage**
* In the past, Wentworth Lodge had an excellent webpage
* But you need a webmaster to help maintain the webpage … and keep it current
* Another Family Council now has a spot on the webpage created (and circulated) by the LTC home
* **How do you recruit new Family Council members?**
* Email blitz: posters in elevators with email address to join Family Council
* Reminder … that you do not need to leave if you resident (loved-one) dies
* Sharing announcements of meetings with other family members with flyers posted in common rooms and elevators … or attached to monthly billing that is mailed from office
* Add to the LTC home’s newsletter
* Need to keep email addresses current
* Update “Admission Package” to include Family Council information
* Provide Family Council Newsletter (and/or Brochure) at the LTC home’s sign-in desk
* **Helping to find / create / support the role of Chair for your Family Council**
* Co-Chair position could lighten the load … and two people could share the role
* Talk to one another and share ideas
* Key role to help new family members based upon your past experience
* **Visiting your loved-one in LTC:**
* **Poll Results:** things are getting better …
  + 91% reported that outside visits are now happening
  + But only 41% currently permit non-medical outings
  + And 25% said it was still difficult to schedule a timely visit
* **Air Conditioning:**
* **One idea shared on call with OHC – for a home with no or little air conditioning – Family members were going to take ice cream and freezies to staff and residents**

**6. Suggestions for the next Zoom Meeting**

* **Date:**
* Depending upon the availability of a Guest Speaker, the next FCN-4 Zoom Meeting will take place in September or October 2021