



Victoria Chinatown Care Centre

Family Council Meeting Minutes -Sept. 28-2022

Purpose of Meeting: Regular Quarterly Meeting

In Attendance: In Zoom - Louise Lam, Peter Yu, Bill Lum, Dan Chan, Fay Lee, Janice Bentley, Kate Corbett, Susan Ko, LowellAnn Fuglsang

1. **Welcome** - Kate Corbett, Director of Care, welcomed everyone on Zoom at 5:15.
2. **Additions to Agenda** - None were suggested at this point.
3. **Updates By Kate**
 - a. **Introduction of Social Worker, Susan Ko** who summarized her family connection to VCC and her career history working with people with disabilities. Currently, she also has a side business helping seniors move from home to care centers. She explained that she begins with what you need or want and then she helps you get there. Every situation is unique. Basically she is a problem solver. Kate wonders if a monthly support group for dealing with problems would be of interest to the group. Some topic ideas include a handout on the Health Fund, what is covered, what you need insurance for, where to look for funding. To connect with Susan with your questions and issues, let Kate or Rowena know and they will facilitate the connection.
 - b. **Visitor Policy Update** - The Ministry has sent out some new guidelines around meals with residents, and other visitor roles. We are looking for your feedback. Let us know what is on your wish list around visiting family so that we can look at ways to expand the time with your loved one.
 - i. **Suggestions** - book a lunch with a loved one, more than two visitors at a time for one resident, walk-in visits without appointment, extended hours to evenings and weekends.
 - c. **Off Site Outings** - The staff has been discussing activities that can offer some mental stimulation. We are considering some simple trips



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- viewing the trees in fall colours, viewing holiday lighting, Beacon Hill Park. We can use HandiDart for a small group. We hope that some family members could volunteer to help with this. Bill said he would help.

- i. **Other Ideas** - a monthly activity, shopping centre for coffee, simple rides around the city, November festival of trees in the Bay Centre.
- d. **COVID Booster, Flu, Pneumonia Clinics** - These will happen in the next couple of weeks and we will be looking for consent forms again. Side Note: Dr. Snodgrass will also be looking for some consent forms due to a change in his work relationships.
- e. **Volunteers** - We are bringing volunteers back! Currently, we have a Gardener who has made the garden look beautiful. And today we got someone who will play Mahjong with residents. We have also identified a Volunteer Coordinator who will be reaching out to find more people to volunteer. Our goal is to extend resident activities to six or seven days per week rather than three as it is now. See Volunteer Opportunities on the website. Please circulate the word that we are open and recruiting volunteers.
- f. **Staff Appreciation** - Many of our staff have been working extra hours and a lot of overtime over the past couple of years because of COVID. On October 5th, we will recognize them by hosting a BBQ. Rowena and Kate will cook some hamburgers between 1:00 and 3:00 pm. If families would like to stop by and participate, or add their appreciation, they are welcome.



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- g. **Spiritual Health** - We are seeking feedback because we want to include some aspect of spiritual health to our programs. We have been approached by the Chinese Presbyterian Church to come and visit. But we wanted to know if you have suggestions, if we were to approach other organizations to come in? Please let us know via email.
 - i. **Questions:** Will this just be opportunities to chat or a service? How long would a service be? Is Buddhism included in our choices?
- h. **Contractors At VCC** - We have a number of contractors who are not actually our employees - Social Worker, Occupational Therapist, Dietician, Physiotherapist. We are asking you to send your questions to either Kate or Rowena so that all questions can be collated and forwarded on as one email. The reason for this is that we get charged separately for every email they receive.
- i. **Newsletter** - Our aim was to have it out in time for this meeting so that we get your feedback and suggestions. The first one is now written, but still requires some editing. It will be made available on the website early in October. Please send us your comments if you have any.
- j. **Questions** -
 - i. **About the bath schedule.** Is there only one person doing them? Is it only once per week? What if a resident misses her turn? *We have trained three more staff to do them. We have determined that the bath person will not be pulled off to cover*



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when others are missing. Residents get a bed bath morning and evening.

- ii. **About the cleaning schedule.** How often do complete room cleanings occur? Are the bathrooms cleaned more often? How often are the main floor bathrooms cleaned? *Resident rooms and bathrooms are cleaned weekly. Main floor bathrooms are cleaned twice daily. The problem identified will be reviewed by Kate and she will endeavor to address the situation.*
- k. **Improvements To The Centre** - Improvements are happening more slowly than we wish. It takes time to locate the services we need due to current shortages. We have some painting under way - notice the gate. There will be new painting at the front door to indicate No Parking. The garden has been cleaned up. The main lounge will be rearranged to accommodate visitors and resident activities. The website will take on a new look. We got a grant that will be used to purchase new mattresses for everyone.
- l. **Palliative Care and Advance Directives** - The medical order on scope of treatment (MOST allows you to express your treatment wishes-if you are unable to communicate what you want. You can make these orders for yourself or for your loved ones. We have posted more information on the-website that will provide more information and can help prepare you for Care Conference discussions. Also, this is something that Susan, the Social Worker, could help you with.
- m. **Website Update** - We are working on a new look and a couple of new pages that will be directed toward Families and Volunteers. Hopefully the new look will go live early in October. As a reminder,



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you can sign-up to receive automatic notices when something new is posted to VCC News, by subscribing under the **Stay Connected** link. Currently there are few items under VCC News that are password protected. You can use the password **FamCares** to gain access. Please save this password but not share with others.

More Questions -

- i. **About the Front Doors** - Can the front door be set so that both doors open, preventing injury for people in wheelchairs? *We discussed this with technicians and have booked time for them to fix the doors. Our current tentative work date is in late January 2023. In the meantime, staff can assist by opening both doors manually when you ask.*
- ii. **About Missing Clothing** - What can we do about getting missing clothing returned? *On investigation, we found that the labeling machine is broken. We have another on order. We have one person slated to identify all resident's clothing, labeling them, and ensuring they are returned to the right place.*
- iii. **About Laundry** - Is laundry done off site or in house? *Bed linens and towels are done off site. Personal laundry is done by staff in house. Going forward Kate will be reviewing the process for this and endeavoring to make improvements.*
- n. **Adjournment at 6:15** - Thanks to participants for joining us. Next meeting date suggestion: December 14-2022 @ 5:15 via Zoom.