



**Saint Luke's Place Family Council Minutes**  
**Wednesday, October 7, 2020, 6:00-8:00pm**

**Chair/ Recorder:** Sheryl Millson- Social Worker, Yara Janzen- Social Worker,  
**Present:** Sharon M, Teresa S, Kim P, Cindy B, Debbie F, Jane A, Clair A, Elizabete S, Berta P  
**Guests:** Sandy Rayner- Director of Nursing and Personal Care, Paul O’Krafka- Chief Executive Officer

	<b>Agenda Items</b>	<b>Issues/Discussion/Decisions</b>	<b>Remark/Additional comments from Management</b>
Sheryl	Check In & Welcome!	The meeting began at 6pm with 9 members present.	
Guests		Staff Members: Sheryl Millson, Yara Janzen, Sandy Rayner, Paul O’Krafka	
Sandy	Presentation	<p>Sandy Rayner, Director of Nursing and Personal Care, provided an update on swabbing protocol for staff and residents. Residents are swabbed if they present with any COVID19 symptoms. No residents have tested positive for COVID19 since the pandemic began.</p> <p>Essential caregivers can be tested/swabbed at Saint Luke’s Place now. Given the lengthy line ups in community clinics, drive-thru clinics have been- we at Saint Luke’s Place have been given authority to test as well test for those staff members who may be showing signs and symptoms of COVID19. This ensures that results are received in a timely manner and staff can return to work as soon as they are feeling better.</p> <p>Thank you to the Program Department for coordinating visits with families over the summer via virtual visits, window visits, and outdoor visits. Essential caregivers are now responsible for connecting residents with their loved ones and is freeing up time for the Program Department to do programming in long-term care. Thanks to Lorne, Chaplin, for providing spiritual care to the residents.</p>	

		<p>Saint Luke’s Place was better staffed in Summer 2020 than in Summer 2019. Significant efforts were made to ensure all lines were full. This required the use of some agency staff. We continually work to recruit front line staff to care for our residents and diligently screen all staff and essential visitors upon entrance and exiting the building to ensure our residents remain safe and healthy.</p> <p>Flu shots –Staff and residents are being strongly encouraged to receive the flu shot, especially due to the pandemic. Flu vaccines have been ordered and families are being contacted to provide consent for the flu shot their loved ones. The flu shot will be administered during the week of Oct. 19<sup>th</sup>. The flu shot provides protection that lasts for about 6 months. The vaccine is a trivalent vaccine that protects against two influenza A strains as well as Influenza B. The vaccines are prepared with older adults in mind. We also hope that the wearing of masks, the increased hand washing, and the enhanced infection control protocols will provide added protection against the flu this year.</p> <p>Q: Do you recommend that essential caregivers get the flu shot?</p> <p>Q: Are flu shots mandatory for every resident?</p>	<p>A: Yes. Normally, the flu shot is administered to our staff, volunteers, any other essential provider (physio, medical professionals coming in) by our Registered Staff. Saint Luke’s Place is exploring the possibility of offering flu shots to essential caregivers this year. We will be letting you know if this is possible. It is important that everyone entering the facility to have their flu shot. Studies show that it is the immunization rate of the staff that protects residents in a long-term care setting. The more people who are immunized, the greater the “herd immunity”. Some staff have already gone to receive their flu shot at the pharmacy or Dr’s office.</p> <p>A: No, consent must be provided for the flu shots. We will respect a resident’s wishes regarding immunizations.</p>
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Paul		<p>Saint Luke's Place is slated to discuss the severing land at Saint Luke's Church for the new build at an upcoming city hall meeting. There are currently many empty apartments and long-term care beds at Saint Luke's Place. Staff are working on renting these as well as filling the empty long-term care beds.</p> <p>Staffing challenges – We lost about 70 staff at the beginning of COVID. We have hired new staff but have had to use agency staff throughout the summer.</p> <p>A new position of "homeaide" has been created during the COVID19 pandemic to assist with tasks such as portering, bed making, high touch cleaning, laundry, feeding and snack delivery. They also spend time with residents to provide companionship and increased stimulation. A homeaide is not a trained PSW and is not able to provide direct hands on care to residents. The family members who have had contact with homeaides and have found the role to be very positive experience and some doing an exceptional job.</p>	<p>Please feel free to contact us at any point (Sheryl ext. 264, Yara ext. 289, Paul ext. 223, Sandy ext. 225)</p>
Family Members	Concerns	<p>Q: Has any medication changed for my loved one?</p> <p>Q: What are the responsibilities of essential caregivers?</p> <p>Q: Is there some way of providing ongoing communication with family members? Regular email "progress reports". How family member is doing physically and emotionally, especially if interventions are in</p>	<p>A: POA's should always be informed whenever an order is changed so POA can consent to it. You should be contacted whenever an order is continued/discontinued. Please contact Sandy Rayner, DoN&amp;PC, if you are concerned that you have not been informed about a medication change</p> <p>A: Essential caregivers are to provide practical and/or emotional support to our residents. This may include going through residents' closets, providing nail care, brushing hair, giving a hand massage, putting on makeup. Bringing in a photo album or a speaker with some favorite music to reminisce about is another idea. This kind of contact helps the PSW's and is a good way to connect with loved ones. Essential caregivers are to just be spending time with the resident they are the caregiver for and must remain in their rooms.</p> <p>A: Call into nursing station for an update whenever is convenient for you and request an update. You can call the nurse manager at ext. 284 or Sandy Rayner,</p>

		<p>place to receive an update about if they worked or not (ex. Antibiotics for a UTI... did they work/is the resident better?).</p> <p>Concern about nursing calendars and how resident appointments are kept track of and wanting to ensure that information is not lost between shift changes.</p> <p>Concern expressed about ensuring residents are having their care done and getting them out of bed, etc.</p> <p>Q: Going out for walks with the resident</p>	<p>DoN&amp;PC ext. 225. We will push this forward to the nursing staff.</p> <p>Saint Luke's Place tried to institute an Outlook Calendar but found that a paper calendar in the nursing station worked best for the nursing team.</p> <p>Residents are encouraged to get up and have their care completed and are approached several times if they refuse. However, staff are required to respect residents' wishes (e.g. if they do not want to get out of bed on a particular day).</p> <p>A: Please connect with social work, chaplain, or program department if you would like to take your loved one out for a walk. You can have an RPN page someone to let you out of the coffee shop door. We prefer that people do not go through the main entrance because it is congested and not everyone in the main entrance is wearing a mask yet.</p>
		<p>Frequency of meetings: would like monthly meetings during Covid-19 for updates, concerns, etc.</p> <p>Programs Department to be invited to next Family Council meeting in November.</p> <p>Minutes will be posted in display case across from Coffee Shop.</p>	<p>We will investigate posting minutes on the website for next meeting.</p>

Meeting adjourned at 7:10pm | Next meeting scheduled for November 4, 2020 @ 6 p.m. on Zoom.

Minutes prepared by: Yara Janzen and Sheryl Millson  
Response prepared by: Sandy Rayner, Paul O’Krafka, Maureen Toth

*Minutes provided to Administrator (or designate) within 2 days of meeting date. Administrator (or designate) provide Home’s Response and post final document within 10 days of meeting date. Copies also available in the reception desk. Larger print version available upon request at the reception desk.*

**\*\*\* End of Document \*\*\***