



Saint Luke's Place Family Council Minutes

Wednesday, November 4, 2020, 6:00-8:00pm

Present- Heather, Ruth, Jane, Clair, Cindy, Berta, Sheryl, Yara

Guests – Krista Voisin Goll (Activation Manager), Lorne Jewer (Chaplain)

	Agenda Items	Issues/Discussion/Decisions	Remark/Additional comments from Management
Sheryl	Check In & Introductions	The meeting began at 6pm with 6 members present. Members introduced themselves and who their loved ones are at Saint Luke's Place.	
Guests		Staff Members: Sheryl Millson, Yara Janzen, Krista Voisin Goll, Lorne Jewer	
Krista		<p>Krista introduced herself and her role at Saint Luke's Place as the Activation Manager. She spoke about the changes related to visits and programs because of the pandemic. Krista also discussed how Christmas will look different this year.</p> <p>Indoor Visits – Indoor visiting areas have been set up in the Auditorium now that outdoor visits are suspended until the Spring. To access the Auditorium, visitors can come in the back by D-Wing apartments to enter the building. This allows visitors to be inside but eliminates the risk of walking through resident areas of the building. Each resident is entitled to one visit a week for 30 minutes. Some evening/weekend appointments are available. Indoor visits can be booked through the Activation Department at ext. 233 or at: activation@saintlukesplace.ca. Up to 5 visits at a time can be accommodated in the Auditorium. Indoor visitors are required to have an up to date COVID-19 swab (within the last 14 days). These visitors are required to book appointments in the community.</p> <p>Essential Caregivers – There are many residents who have essential caregivers coming in to help with their care and support their overall well-being. One responsibility that caregivers are completing is assisting with virtual visits and connecting their loved one to other family members or friends. By having caregivers assist with this task, more time is available for recreation staff to do programs and 1:1 visits with residents who do not have visitors. If essential caregivers do not have a tablet/phone, a device can be borrowed from the program department. If it is not possible for the essential caregiver to assist with virtual visits, accommodations can still be</p>	

made to ensure your loved one is staying connected. Essential caregivers can come whenever they are able (including evenings/weekends), without booking an appointment. Essential caregivers are required to have an updated COVID-19 swab (within the last 14 days). Essential caregivers can have their COVID-19 swabs completed at Saint Luke's Place. Please contact socialwork@saintlukesplace.ca for more information about becoming an essential caregiver.

Programs – Krista shared the changes to programs that have occurred during COVID-19. Residents are not to leave their home units for events; instead, programs are happening on each unit. There is no entertainment coming in, except for Katie, the music therapist, who has continued to come in during the pandemic. She does music therapy on each unit once a week, which the residents really enjoy.

Christmas – The Santa for Seniors program that Saint Luke's Place has run for the last 5 years will proceed again this year, though in an online format. The program is like an "angel tree", in which a wish-list is created for each resident of Saint Luke's Place. Family members, staff, and community members can then buy a gift for a resident based on the list of gift suggestions and each resident will get a gift on Christmas. Videos from past years can be found on YouTube by searching "Santa for Seniors at Saint Luke's Place".

Those interested in participating can contact the Program Department at ext. 233 or activation@saintlukesplace.ca to receive an emailed copy of the wish-lists. This year, Saint Luke's Place is asking for gifts to be dropped off by December 4th so that they can be quarantined before they are given to the residents. There has already been significant interest in this program, with half of the residents' wish-lists already taken.

Normally there is a Swiss Chalet dinner in the auditorium, however this year, it will be happening on each unit at lunchtime. There will be options available for those with minced/pureed diets to enjoy the meal as well. Other programs occurring in December include Christmas karaoke and mocktails.

Decorating for Christmas will be happening on November 24th. Christmas trees and the nativity scene will go up as usual. There will also be a "Winter Wonderland" set up in the coffee shop because it has been closed since COVID-19 began. Residents will be able to go and visit the Winter Wonderland at designated times to ensure that residents from different units are kept separate, as part of our COVID-19 precautions.

Krista also shared that Saint Luke's Place received a donation of Google Nests and there is one on most of the units. These are used for videos, music, etc. and the residents are enjoying using them.

Recreation monthly calendars can be found on Saint Luke's Place website under 'accommodations' 'long-term care' and in an orange bar where you can download the calendar. There are several new recreation staff at Saint Luke's Place. The staff on each unit are as follows:

E-Wing – Emma
A-Main – Penny

		<p>A-Second – Dorothy A-Lower – Tracy</p>
Lorne		<p>Lorne introduced himself and his role as Chaplain at Saint Luke’s Place. He discussed spiritual care and that any resident can receive visits from the chaplain, whether they are religious or not. Lorne ensures that each resident’s spiritual needs are met (for example, at end-of-life) and this can involve sharing prayers and providing support. Approaches spiritual care with an interfaith perspective. Lorne approaches our residents as a person-first and religiosity may or may not play a role in their interactions. During COVID-19, there are church services on each unit every Friday morning, as opposed to in the Auditorium, as was occurring pre-pandemic. Priests can come in to perform the sacraments, for example the Last Rites. There is a Celebration of Life service every 4 months in remembrance of those who have passed. In September, there was a virtual service, which staff members and families appreciated.</p> <p>Remembrance Day – This year, there will be smaller services held on each unit, rather than a large service in the Auditorium. There will not be live music, instead pre-recorded music will be played and Lorne will be providing the prayer. There are about 10 veterans who live at Saint Luke’s Place who will be recognized.</p> <p>Christmas – This year, there will be a Christmas Eve service held on each unit. Hoping to have staff go caroling on each unit at lunchtime. Want to bring as much joy to the residents as we can during this time of COVID-19.</p>
Family Members	New Business	<p>Members were asked if they would like a meeting in December or prefer to wait until January, after the holidays. Family Council members shared that they would like to wait until January to have the next meeting.</p> <p>Family Council members were asked which staff they would like to present at future meetings. Members showed interest in having a PSW present. Members were also interested in having the Dietitian, Food Services & Nutrition Manager, and Sharon Brown invited to future meetings.</p> <p>Suggestion from a family member to share a memory about their loved one during meetings. A suggestion was made to start each meeting this way. This may help family members to feel more connected to each other’s relatives, especially for those with significant dementia. Krista mentioned the “All About Me” sheets that are in each resident’s rooms. These sheets are meant to assist staff in knowing some details about each resident so that staff can have meaningful conversations with residents during the provision of care. The format of these pages is that of “scrapbook” style and may include pictures. This is especially useful for nonverbal residents. Family members may contact program staff and/or Krista, to provide information about residents that they would like included in the “All About Me” sheets.</p>

		The Family Council minutes are now posted on the website 'About Us' under the 'Long-Term Care' Family Council tab.	
Family Members	Concerns	<p>Could there be a larger group of family members who have all had negative COVID-19 tests gather over the Christmas holidays?</p> <p>How does a family member get involved in Santa for Seniors?</p> <p>What does the new government regulation regarding an additional 4 hours of care for resident mean for Saint Luke's Place?</p> <p>Is there indication of how quickly a vaccination would be distributed to those in long-term care once one is discovered?</p>	<p>Right now, there can only be 2 visitors in the auditorium at a time. Visits in the auditorium could include 2 essential visitors as well as 2 visitors. Visits are scheduled for ½ time slots and visitors must maintain 6 feet distance from residents and wear masks, always. Currently are not allowing residents to leave the facility because of the risk that this poses to our residents.</p> <p>If you are interested in the program, contact Krista Voisin Goll at ext. 244 or activationmanager@saintlukesplace.ca to receive the list.</p> <p>The Ontario government is promising to establish a new standard that would see nursing home residents receive an average of four hours of direct care every day. Premier Doug Ford pledged to have the new standard achieved by 2024-2025, although this is wonderful news the Ontario's 2020 budget shed little light on how the province will manage to boost the minimum hours of daily direct care that nursing-home residents receive, as it's promised to do. We are still waiting on direction.</p> <p>We will follow the ministry mandates on priority for vaccination. We have not been given any idea at this time when a vaccine will be available.</p> <p>Please note: flu shot vaccines have been made available and our nursing team have already vaccinated all long term care residents who are able/willing to receive the "shot". As well out apartment tenants, staff and essential visitors have overwhelmingly participated in the 1st week of offering. We continue to hold</p>

			clinics to reach the highest percentage of vaccination to keep everyone safe.
Maureen Toth	Comment	<p>We as the leadership team at Saint Luke's Place want to acknowledge all our front-line staff and essential visitors who have been diligent in keeping everyone safe at Saint Luke's Place.</p> <p>It has certainly been a challenging year, but we need to continue to, wear masks, wash hands and physical distance.</p> <p>Thank you to our families for understanding and cooperating with our policies relating to visiting- although I can understand our desire to be with our loved ones, we want to ensure we have taken every precaution to ensure their safety. That is our number one priority. I am truly grateful we have had no positive COVID19 cases in our resident population and it is essential we follow infection prevention and control guidelines and standards laid out by our regional public health unit and the ministry of health every single moment.</p> <p>I wish you all a very happy holiday season and wish you the best for 2021.</p>	

Meeting adjourned at 7:15pm

Next meeting scheduled for January 6, 2021 @ 6 p.m. on Zoom.

Minutes prepared by: Yara Janzen and Sheryl Millson

Response prepared by: Maureen Toth, Long Term Care Administrator