

Family Council Meeting Minutes
October 7, 2026

Number of family members in attendance: 15

- 1.0 Meeting was called to order at 6:00 p.m.
 - 1.1 Welcome to family members.
 - 1.2 Roles and guidelines were reviewed with the group.
- 2.0 Report from CEO
 - 2.1 Introduction of Jerin Kottakal, recently promoted from Assistant Director of Care to Assistant Administrator.
 - 2.2 Board Update
 - 2.2.1 Membership update: Jackie Moore remains Chair, Leslie Wright is new Vice Chair, Melanie Cooke remains Treasurer, and Peggy Vickers remains Secretary. Board vacancy filled by Mark Narsansky.
 - 2.2.2 Financial statement: discussion on budgeting system, direct care and non-direct care budgets. Overspent a bit to purchase the trishaws for resident trail outings. First one was purchased with grant funding, our resident council voted unanimously in favour of purchasing a second one.
 - 2.2.3 Changeover in management staff: Programs Manager, Carrie Frazier moved to New Brunswick, and Safety Manager, Jeff Skinner is retiring October 16. We are looking at how we will fill these roles and services.

2.3 Labour Disruption: Family were thanked for their understanding and assistance during the strike. Much of the information seen on social media and the news pertaining to the strike and retro pay is not true. Retro pay was paid out yesterday to unionized staff. HVH managed relatively well during the strike. Little animosity was experienced between staff and management. We were able to negotiate an increase in staff in needed departments to support basic resident services. We are currently experiencing an increase in absenteeism. We are working with staff to support staff to be at work. Discussion followed on our attendance management program. Environmental and dietary departments are experiencing the greatest shortages.

Family Comment: Thank you to management for their feeding assistance at mealtime.

Question: Since last month there have been noticeable shortages in the kitchen. Are you concerned? Is this related to stress?

Response: Yes, this is a response to the labour disruption. Discussion followed on our Employee Assistance Program offered to all staff.

Concern: Lack of communication when we have change from regular food service delivery to tray service.

Suggestion: To put notice on the menu board in MDR of change to tray service for family.

Concern: Family expressed dissatisfaction with menu. **Response:** Concern will be forwarded to Food Services Director and Dietitian. Discussion followed on menu changes when there are staffing shortages in dietary. Another family member shared that she enjoys the meals when she visits her loved one over mealtime.

2.4 Complaint Process for Family Members: A complaint form can be accessed on the HVH website if family feel their concerns are not being addressed with verbal discussion. When there are care concerns, please address them with the Unit Supervisor or Team Lead (numbers are on the website). If not receiving a satisfactory response, family members should call the Assistant Director of Care or the Director of Care to determine a resolution. Concerns related to clothing or diet should be addressed with the managers of these departments (contacts for these managers are also on the website).

2.5 Social media: CEO can not respond to social media content. CEO will give family members the contact info for the Department of Seniors in Health and go through the proper channels if wanting to make a complaint related to care and services. The department will conduct a thorough investigation and follow up with any applicable recommendations. Discussion followed on family perspectives and ensuring family are aware of our care and services. Feedback received at CCC meetings, satisfaction surveys, etc. are considered when making changes to care and services.

Discussion followed re: government funding and meal costs.

Residents participate in a menu committee and complete menu satisfaction surveys. Feedback is considered when making changes to the menu. This feedback is also presented with Resident Council. The large meal is now offered at supper time, with the lighter offering at noon time. This change has resulted in a reduction of food waste.

2.6 Conduct Policy for Visitors: the CEO is working on a draft policy much like the hospital has in place relate to visitor conduct. We have zero tolerance for visitors who are making threatening remarks to staff, providing staff with protection in the workplace. Visitors presenting with aggressive behaviour toward staff will be asked to leave. Workers' compensation has recently added psychological safety in the workplace much like in the hospital setting.

2.7 New Build Update: Construction is on track. Structures are going up. Some other builds in the province are experiencing some challenges with supply and demand (etc. labourers and materials) which may cause a 4-6 month delay. We are not at this point yet. As construction continues, links to videos on our website and possible opportunities for small groups of family members to visit the construction site may be available. Discussion followed on the change management process and how families can be involved as we move closer to the moving date. The new building will consist of the same number of rooms as our current building, 144. All private rooms with private bathrooms. Sixteen bed units, which is a recommendation for infection control best practice. There will be some adjoining rooms for spouses, and 4 bariatric rooms.

Question: What will happen with the current building? **Response:** The Board has 6 months to decide on what will happen with the old building following the move of residents to the new site.

2.8 Recommendation received to offer additional short story, poetry, and quotation style programs for residents.

3.0 Adjournment 6:50 p.m.

Next Family Council meeting date to be announced.