

Family Council Meeting Minutes
September 24, 2025

Number of family members in attendance: 12

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 New Build Update: We continue to work with contractors and government to finalize a budget for the construction of the new building. Updates will be provided for family members as available. Family, residents and community members will be invited to participate in our groundbreaking ceremony.

2.2 An overview of the organization's Strategic Plan (containing goals for the next three years) was reviewed with family members. Board members and staff have had an opportunity to review the strategic plan and provide input. The plan will be reviewed with residents tomorrow at our Resident Council meeting.

Opportunity for family feedback/input on Strategic Plan:

1. ***Suggestion: Education around diversity is important for family members. Can provide opportunity for awareness re: special holidays, traditions, etc. – in turn make international staff feel more welcome.***
2. ***Discussion followed on needing to adjust the framework of the plan based on the new building.***
3. ***Question: Has there been consideration of a tiered approach to services and programs based on resident abilities?***

Response: We offer a range of services for varying levels of abilities and will be included in the plan. Recreation Director reports participation statistics at our Quality & Safety meetings and our goal is to be inclusive to all abilities. Our PT/OT department is very interested in supporting programming to ensure that there are opportunities of engagement for all resident abilities.

4. ***Positive feedback received from family member on the "impressive work being put into the Strategic Plan."***

3.0 Q and A Opportunity:

Question: With budgetary cuts, have there been many changes to the layout of the new build since the original presentation 2 years ago?

Response: There have been no major changes to the layout of resident spaces. Community spaces remain the same. Majority of changes relate to materials and equipment.

Question: Any word on how the new facility in Mahone Bay is functioning?

Response: From studies, residents in new facilities such as Mahone Bay report feeling lonelier. While units are smaller, this results in larger footprints for staffing to provide services. However, smaller units are more conducive to providing the best support for dementia care, likely resulting in less safety issues. Additional discussion continued related to other new builds in our area.

Question: Will the new building have the same amount of resident beds?

Response: Yes, the new build will have the same amount of resident beds, 144. Units will be comprised of 16 private rooms. HVH is the largest nursing home currently in the western zone. Current occupancy date is May 2028.

Question: Do residents have a choice if they are asked to move to another room or unit? How do moves happen?

Response: In most cases, it is the family members who don't want their loved ones to move. Factors that are priority when considering moves include: resident safety, quality of life, participation, overstimulation, communication, and responsive behaviours. Resident moves are discussed in great detail with the interdisciplinary team. Our goal is to have residents reside on units that best suit their needs and abilities to foster their optimal quality of life.

Discussion followed on roles and staff titles. Request for more emphasis on this during the admission process. Furthermore, ensure that families know the new staff when resident transfers from one unit to another.

- 4.0 Care Concerns: If there is a care issue, please advise the Team Lead of concern. If not satisfied with the outcome, then please notify the Assistant Director of Care, the Director of Care, and/or our Programs Manager. Care concerns can also be taken directly to the CEO. CEO will then consult nursing management to determine the best person to facilitate a reasonable outcome and resolution.

Additional: Therapeutic Recreation Services is wonderful! It is so nice to see residents going on outings in the community and enjoying special meals off site.

- 5.0 Adjournment 6:58 p.m.

Next Family Council meeting date to be announced.