

Family Council Meeting Minutes
April 24, 2025

Number of family members in attendance: 17

1.0 Meeting was called to order at 6:04 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 CEO reviewed the process for contacting and communicating resident care issues with nursing staff. Initial communication should be with supervisors on the unit (LPNs or RNs). Most often supervisors will discuss concern with the Team Lead. Concerns can be directly addressed with a Team Leads (numbers available on website). If family are unhappy with the response or concern is not addressed, family are advised to contact the Director of Care, or contact CEO and he'll forward concern to nursing management. Supervisor names on a given day are listed on the units on white boards. Contacts for Team Lead, Director of Care and Management are on the website www.hvh.ca/contact (alternatively please refer to pg. 3 of these meeting minutes). Family is also welcome to ask administration staff for appropriate contacts.

Family comment: New Family member shared that staff are very 'customer focused'.

2.2 Licensing Update: Department of Seniors and Long-term Care conducted their inspection Jan 8th and 9th, resulting in 3 requirements: 1. Documentation related to resident positioning. Documentation to take place following the task rather than at the end of shift. 2. Mechanical lift inspections. Fall 2024 inspection was cancelled due to awaiting repairs for some lifts. Inspection was then completed the week following the January inspection. 3. Bi-annual Pharmacy meetings to take place withing the first 6 months of the year and then every 6 months following.

Follow up inspection took place this week, resulting in a 'clean report' related to the previous requirements, however, two new requirements were given: 1. signing off on wound care by licensed staff and 2. Labelling of open foods in fridges on resident units.

2.3 Board Membership: Virginia Uhlman retired from the board in January. Dale Kelly filled her seat on the board. Diane Johnson will retire in June. Lesley Wright will fill her seat following Diane's retirement.

2.4 CEO provided an overview of our current financial report.

Family comment: Families are very impressed with the menu options at mealtime. Dietary is doing a great job.

2.5 Purchases: HVH received provincial grant money for the purchase of a trishaw (3 wheeled electric bike) to enable residents more access to outdoors on trails and other scenic locations. Resident Council approved purchasing a second trishaw so that residents in wheelchairs and those who are ambulatory can have equal opportunity to engage in this new outdoor program.

2.6 Service Agreement: A new HVH service agreement was signed with the province prior to the end of 2024. That agreement is a legal document binding a nursing home to meet province standards and provide services as outlined by the province. A new service agreement will be

signed with the province when HVH moves over to the new building. Expectation for 7-day/week admissions including holidays, resulting in a small increase of licensed nursing and administration staff supporting 7-days week admissions.

2.7 CUPE Update: Essential services plan completed. Bargaining is occurring provincially.

2.8 Capital Projects: looking to replace kitchen dishwasher and garburator, resident dressers, NH roof (approval received), NH cupboards in the kitchenettes.

2.9 Accreditation Update: Accreditation was paused in 2024 due to working on the new build. In 2020 HVH was awarded exemplary status from Accreditation Canada. Accreditation will be resuming with Andre Brideau taking the leadership role under Program Manager, Carrie Frazier's mentorship. Accreditation compares national standards of care practices to provincial standards. We are always looking for family members to sit on accreditation committees.

2.10 New Build Update: We are currently in step 6 of the 11 step process. We have purchased the Hall street property in Lunenburg, the hill above Stelia. We hope to award the tender to a contractor in the next week or so, and break ground in June/July. Residents and family will be invited to be part of this event. The CEO provided a slide show presentation on the new build for family members including an overview of resident rooms and care spaces, common areas, dining spaces, staff areas, administration spaces, grounds, etc. Arrangements will be made for project managers to support tours for residents, family members, and staff. Anticipated completion date of May 2028.

3.0 Education – Programs manager asked family members if there are any education opportunities they would like to see happening at HVH. Past education offered included education on dementia by behavioral consultant, Natalie O'Mara. Previous education topics offered focused on wounds care and falls. Family expressed interest in education on how to deal with dementia. Both group and one to one education opportunity.

4.0 Q and A Opportunity:

Question: How often do Family Council meetings take place?

Response: We aim for 3-4 times per year. It depends on a few factors such as interest and weather during the winter months. Family members were reminded to please not wait for Care Conference meetings to bring forward nursing concerns. They are best addressed on the day you have a concern. Brief discussion following on timeline of admission meetings and Care Conference meetings. The CEO was also asked to clarify the differences in roles between the Supervisors and Team Leads.

5.0 Adjournment 7:05 p.m.

Next Family Council meeting date to be announced.

NURSING CONTACT INFORMATION

Supervisor phones:

Floor 1 – [\(902\) 521-9496](tel:(902)521-9496)

Floor 2 – Sunrise Wing [\(902\) 521-7981](tel:(902)521-7981)

Floor 2 – Cobblestone Wing [\(902\) 521-9490](tel:(902)521-9490)

Back Harbour Square – [\(902\)-521-4404](tel:(902)521-4404)

New Haven – [\(902\) 521-5395](tel:(902)521-5395)

Director of Resident Care – Tina Wight, RN [\(902\)-634-8836](tel:(902)634-8836) ext. 264

twight@hvh.ca

Assistant Directors of Care - Cindy Beck, LPN cbeck@hvh.ca & Annie Mathew,

RN amathew@hvh.ca

[\(902\) 634-8836](tel:(902)634-8836) ext. 224

Order of Contact for Nursing Care Questions & Concerns:

1. The first appropriate contact for questions related to care will be the floor supervisor (Registered Nurses/Licensed Practical Nurses) where the resident resides.
2. The second contact for additional questions or concerns will be the Team Leads for the appropriate area where the resident resides
3. The third contact for care questions or concerns will be the Director of Resident Care, Tina Wight.

Team Lead Roles (Registered Nurses)

There are two Team Leads 7 days a week assigned to cover the resident floors between the hours of 7:30am-7:30pm. Team Lead 1 covers Floor 1, Back Harbour Square and New Haven, while Team Lead 2 covers floor 2 (Sunrise and Cobblestone)

Note – after 7:30pm an RN is designated as Charge and will oversee the nursing department and resident services until 7:30am.

Team Lead 1 - [\(902\)-514-0685](tel:(902)514-0685)

teamlead1@hvh.ca

Team Lead 2 - [\(902\)-298-5393](tel:(902)298-5393)

teamlead2@hvh.ca