

<b>Vision</b>	<b>A community of continuing care excellence where people care for people</b>		
<b>Mission</b>	<b>We provide person-centred care with dignity and kindness</b>		
<b>Values</b>	<b>Be Yourself Be Present Come from the Heart</b>	<b>Put People First Act Responsibly Empower Others</b>	<b>Work Together with Purpose Balance Living with Safety Grow and Learn</b>

**Resident & Family Council Meeting**  
**Monday, January 25, 2021**  
**2:00 p.m. – 2<sup>nd</sup> floor Library**

**PRESENT:**

<b>Name</b>	<b>Category</b>	<b>Representing Residents On:</b>	<b>COMMENT</b>
Deb Frey	Resident	Tamarack Lane – MD	In person
Wendy Marcus	Resident	Hazelnut Lane – 2A Lemon Lane – 2B	In person
Jerry Onyschuk	Resident	Blueberry Lane – 2C Cranberry Lane – 2D	In person
Marjorie Jamerson	Resident	Chestnut Lane – 3C Maple Lane – 3D	In person
Brian Christianson	Chair, Family Member (husband of Dianne Christianson)	Spruce Lane – MA & Birch Lane - MB	Via Phone
Christine Ludwig	Family Member (daughter of Edna Bruckmann)	Aspen Lane – 3A Willow Lane – 3B	Via Phone
Tracey Buffam	Site Representative	Staff: Site Director	In person
Grace Webster	Administrative Assistant	Staff: Minute Recorder	In person

**GUESTS:**

Brenda Dietz, Manager, Support Services

Gina Braulio, Best Practice Leader & Lead for Infection Prevention Control

**1.0 WELCOME & INTRODUCTIONS**

Brian welcomed everyone to the meeting & the meeting came to order at 2:10 pm.

**Brenda Dietz, Manager Support Services Report****FOOD SERVICES:**

- The current Menu is posted on CapitalCare Website.
- Received Positive feedback on the he Holiday menu specials.
- We are planning a special resident menu for Chinese New Year on Friday February 12, 2021. (The year of the OX) - Ginger Beef, Fried Rice, Spring Roll, Oriental Vegetables and Fruit Tart or Mango Pudding.
- Reminder: Comment card boxes on the neighborhoods have been restocked to ensure you have cards available.

**Recent Feedback on Menu and Responses:**

Menu Feedback	Response
Traditional Turkey Dinner for Christmas was tasty.	We are happy to hear residents enjoyed the meal.
Cream of Broccoli Soup & Hamburger well liked. But more please.	Will check food counts and adjust to provide more servings.
Really like the new Shepherd's pie being served.	We are happy to hear residents are enjoying the meal.
Concern about the texture of chicken breasts, they are mushy.	"Much of the chicken is mass produced in battery chicken farms. They get no exercise and are killed at a very young age. Often they a fed a diet to make them grow unnaturally fast. All these reasons mean the meat is flavorless and excessively soft." Note this may be more noticeable in chicken breasts that have no seasoning.

Concern with Pork falling apart too easily.

In the past we received a lot of complaints on the pork we were serving was tough and difficult to chew from throughout the Dickinsfield campus. We did some research and started to soak the pork for many menu items in a brine. This has made for a more tender product for the majority of our residents to eat.

### **Housekeeping:**

- We continue with enhanced cleaning of high touch points throughout the centre.
- We have hired many new casual and part time housekeeping staff.

### **Laundry:**

- Reminder on ensuring all new clothing is labeled to ensure it can be identified and returned if it becomes misplaced.

**As always, residents and families are always encouraged to bring forward any housekeeping & meal concerns with nursing and food services staff, so we can work together to improve meals & continue to keep our building looking beautiful & clean.**

## **2.0 APPROVAL OF AGENDA**

The agenda was approved as circulated.

## **3.0 BUSINESS ARISING**

### **3.1: Draft Meeting Minutes: November 26, 2020**

- On a motion by Deb Frey, seconded by Wendy Marcus, the November 26, 2020 meeting minutes were approved.
- Grace will post the minutes on the family information board located on the main floor across from reception & the minutes are also circulated to our families who have provided their email addresses.

### **3.2: Review of November 26, 2020 Follow Up Action Plan Items**

**There were no follow up items from our November 26<sup>th</sup> meeting.**

## 4.0 NEW BUSINESS

## ACTION

### 4.1

#### Facility Outbreak Updates

Tracey introduced Gina Braulio, our Dickinsfield Best Practice Leader who has been leading our COVID management at our site. Gina was invited to our meeting, as our in house expert on COVID.

Gina shared the following:

##### 4.1.1: Resident/Staff COVID Vaccination Roll Out Update

Canada was approved to receive Pfizer and Moderna COVID vaccines. We were very happy to hear the news that CapitalCare Dickinsfield residents/staff would be among the first to receive their immunization.

- Residents: We happily received the Moderna COVID vaccine for our residents at the beginning of January and were able to provide the 1<sup>st</sup> dose to 237 residents in house.
- Staff: Our staff received the Pfizer COVID vaccine off site and to date 173 staff members received their 1<sup>st</sup> dose.

All the questions related to COVID were added to the January 25, 2021 Action Plan.

##### 4.1.2: When Will Our Outbreak Status be Lifted – What is our Process?

We had two more residents test positive, so we have to count 28 days from the last positive case, in order to provide us an opportunity to monitor if any other residents and/or staff have any symptoms. If there are no more COVID positive cases, we will come off outbreak status. In the meantime, we continue with high surveillance, such as taking resident temperatures twice a day and staff temperatures and self checks throughout the day.

We also offer weekly resident & staff asymptomatic swabbing to help identify any case of COVID, in hopes of not spreading it around the centre.

<p><b>4.2</b></p>	<p><b>Hairdresser Services</b></p> <p>Wendy shared that many of the residents are missing the hairdresser, when can she return back? Gina shared that the hairdresser isn't allowed in a facility when they are on an outbreak status, as per the Chief Medical Officer.</p> <p>Tracey commented we know it's difficult to not have certain services available, such as the hairdresser and the Gift Shop - we truly do appreciate everyone's understanding.</p>	
<p><b>4.3</b></p>	<p><b>DATS Services During Outbreak: What can we do?</b></p> <p>Wendy shared many of the residents are missing the ability to use our DATS services, as DATS will not come to our site while we are on outbreak. DATS services are limited to those residents who have medical appointments, such as dialysis. Some residents are booking their own wheelchair taxis, which is a very expensive option. Some residents feel they need to go out and purchase some essential items and just need a change in scenery for their own mental wellness.</p> <p>Tracey shared that this may be an opportunity for our Dickinsfield Resident/Family Council to write a letter to the City of Edmonton and share how the limited DATS services are affecting our residents, this could be a great way to advocate on our residents behalf.</p> <p>Brian stated he would be willing to write the letter to the City, on behalf of our Dickinsfield Resident/Family Council and share how this is affecting our residents. He would appreciate hearing from some of the Council members to personalize the letter and share their specific concerns, which would make a more meaningful impact.</p> <p>Tracey added that our Social Workers could help as well, if needed.</p>	<p><b>Brian will draft the letter to the City.</b></p> <p><b>Grace will connect the residents with Brian and/or collect their statements and send to Brian.</b></p>

4.4	<p><b>Alberta Health Audit January 2021 Update</b></p> <p>Tracey shared we had two auditors from the Provincial Government show up on a surprise visit on January 7 and they stayed for two days. They conducted two types of audits:</p> <ul style="list-style-type: none"> <li>• <b>COVID -19 Audit:</b> this provincial audit focuses on reviewing our COVID process in order to help prevent the spread of COVID 19. They review our processes, such as PPE, enhanced cleaning processes, checklist documentation, etc. to ensure we are adhering to all the COVID safety measures and protocols set out by the Government. <ul style="list-style-type: none"> <li>○ I'm glad to share we did very well and only had to follow up on a few items such as: <ul style="list-style-type: none"> <li>▪ Reminding staff to ensure they sign off the cleaning checklist on a daily basis.</li> <li>▪ Reminding families/staff to sanitize their face shields and/or goggles when entering the building.</li> <li>▪ Reminding our staff to ensure they don't leave resident personal products in the shared bathing rooms – i.e. shampoo and bodywash.</li> </ul> </li> </ul> </li> <li>• <b>Continuing Care Health Services Standards (CCHSS):</b> this audit focuses on the Provincial standards for accommodation and health services are designed to ensure long-term care operators provide quality health and accommodation related services to residents, such as meals, housekeeping, maintenance, etc. They reviewed several resident medical charts and looked through documentation for residents with restraints, wounds and falls, etc.</li> <li>• We did well, but during our COVID environment, we as an organization had to stop some practices, and re-focus on different types of priorities. Every resident received very good care, but the documentation pieces could have been documented better.</li> </ul>	
<b>5.0 STANDING ITEMS</b>		<b>ACTION</b>
5.1	<p><b>Person Centred Care Update</b></p> <p>Tracey shared that during these challenging times, our person centred care philosophy is being put the “biggest test” on a daily basis during COVID – and we believe we are doing well in this area!</p>	<b>DEFER</b>



5.2	Centre Upgrades	DEFER
5.3	<p><b>Recreation Activities</b>  Recreation remains limited in terms of having folks gather in groups due to our current outbreak status.</p> <p><b>Christmas 2020 Season Reflection:</b>  Christmas has come and gone, the decor is down but some of the warm moments included:</p> <ul style="list-style-type: none"> <li>• The kindergarten class from St Anne's parading by to wave at our folks and plant their wooden Christmas trees on our lawn in front of the A and C side windows. They asked us to bring them indoors and give to folks, which we did in the week before Christmas. Residents loved receiving them.</li> <li>• Blue Cross donated viewings of the Citadel Theatres production of the Christmas Carol theatrical which residents on 3AB were able to partake in.</li> <li>• We purchased a video version of Shumka's Nutcracker that was enjoyed by our (Ukrainian and other) residents on 2A</li> <li>• Tastes of Christmas programs were held on various neighborhoods.</li> <li>• Pictures with the newly configured Santa scene on third floor were popular with residents. For families who had given consent, some of these were emailed to them and some received pre-recorded Christmas messages.</li> </ul> <p><b>COVID Vaccine:</b> Pictures were taken of many residents who got their first dose of the vaccine, some of the photos were 2 part, the first of the administration of the shot, the second of the glass of bubbly they got to celebrate and toast their health for 2021! Lots of the pictures were featured on Facebook.</p> <p><b>COVID Pinatas:</b> A couple of COVID pinatas are in the process of construction. They will be painted and we will get some of the residents to tackle beating it up with a club that resembles a needle.</p>	

	<p><b>The Health Arts Society of Alberta (our Concerts in Care organizers)</b> have graciously donated 2 tablets that have already loaded short musical concerts from their classical performances. Staff have taken the tablets at various times to show to folks for a different concert experience. They work extremely well, particularly for those residents in their rooms because we don't require an internet signal to stream them.</p> <p><b>Neighborhood Grow Towers:</b> Seeds have been started for our neighborhood Grow Towers on 2B, 2D and 3C. The seedlings will be transplanted into the towers by the middle of next week. Our focus will be on flowers and not edible plants for this next growing cycle. It will be nice to have some greenery in the building before spring arrives.</p> <p><b>Window/virtual visits</b> continue through the online booking form. We have been at almost 100% capacity for bookings since the week prior to Christmas. Rec staff who were able did pick up additional bonus visits for families in the couple of days leading up to Christmas to ensure more folks were able to connect. Current bookings for next week are around 50%, but these usually fill up in the days prior to be close to 100% capacity. Thanks to the MB family members (of Lorette Gibbon) who generously donated 2 new iPads for expanding our reach with virtual connections during MB's outbreak.</p>	
<b>5.4 QUESTIONS/KUDOS/CONCERNS/ RUMORS, ETC.</b>		
	All the KUDOS were added to item #3.2 Action Plan.	
<b>6.0 ADJOURNMENT</b>		
	The meeting adjourned at 3:30 PM	
<b>7.0 DATE OF NEXT MEETING</b>		
	<p>As always, if there are any issues/concerns before the next meeting committee members are welcomed &amp; encouraged to come speak directly with Tracey.</p> <p><b>DATE:</b> Monday, March 29, 2021</p> <p><b>TIME:</b> 2:00 PM</p> <p><b>PLACE:</b> 2<sup>nd</sup> floor library (for residents/Tracey) &amp; via phone Brian &amp; Christine</p>	



**CCD Resident & Family Committee Meeting: January 25, 2021**

**Updated: March 11<sup>th</sup>**

Category	Issue	Assigned To:	STATUS
Linen	Towels & Face Cloths: seem to be very rough lately – has something changed recently?	Brenda	Brenda followed up with KBRO, our linen supplier. They reported nothing had changed with their washing cycle, but will be adding more softener to improve the softness in our towels & face cloths.
DATS	Concern about DATS not being able to come to our site for a very long time, due to our outbreak status. Suggestion about sending a letter to the City of Edmonton and sharing how this decision has affected the quality of life & mental wellbeing of our residents. Would be more compelling to hear directly from us.	Brian/ Grace	<b>POST MEETING NOTE:</b> Alberta Health Services (AHS) has directed owner/operators to contact Sandra Colangeo at AHS to deal with DATS transportation concerns. To date, this seems to be working for us now and residents are able to book DATS for outings.
Staff Changes	Why are our regular staff changing unit sides? We miss having our regulars take care of us.	Tracey	We try and balance staff assignments between both sides, so you have staff who know your care needs. Due to our COVID one site employer rule, we have had some regular staff select their other employer and we have had to hire new staff. We have also created floater positions to help some vacancies.
COVID: A-Symptomatic Swabbing	We are getting tired of being swabbed and re-swabbed if we don't feel sick and don't have any symptoms.	Gina	Gina shared that it isn't mandatory to be swabbed, its voluntary and its part of the protocol with our COVID related outbreak status.
COVID: Resident Immunizations	We have heard that not all residents haven't chosen to get immunized – what if they get sick and infect us?	Gina	Gina shared we cannot legally force anyone to receive the COVID immunization. If a resident displays any COVID symptoms, they will be swabbed and/or isolated for the fourteen day period.
COVID 2 <sup>nd</sup> Dose Delay	With all the COVID vaccine delays in the media, how will this affect our residents at CCD – will we receive the 2 <sup>nd</sup> dose in the correct timeframe?	Gina	The second dose vaccine timeframe is from (Provincial) Public Health which follows the Federal Immunization Guidelines, and the World Health Organization recommendations. It is acceptable to provide the 2 <sup>nd</sup> dose within a 38-42 day timeframe and at this time, we haven't been informed of any delays.

Category	Issue	Assigned To:	STATUS
COVID Vaccine Delay	What if you don't receive more COVID vaccine in time to administer the 2 <sup>nd</sup> dose to our residents and family members?	Gina/Tracey	<p>We will receive instructions from Alberta Health Services.</p> <p>Tracey shared there would also be communication sent to all our residents/families, if there were any delays.</p>
COVID: Leaving Building	Are we able to leave the building?	Gina/Tracey	<p>We understand this is a challenging time. During our outbreaks we have been able to allow our Designated Visits on a daily basis. If you feel you need to leave the building for a need or a want, please discuss it with your Care Manager and we will share the risk assessment pieces – such as where are you going? Ensuring you're wearing a mask and adhering to hand hygiene, etc.</p> <p>Balancing Living with Safety has been a real challenges during this COVID period.</p>
COVID: Deaths	Has anyone died here due to COVID?	Gina/Tracey	Yes, sadly we have had six resident COVID related deaths. This information has been shared in our resident and family communications as well.
COVID: Resident/Family Meetings	If we are not on outbreak status and can socially distance, would the family members be able to physically come on site to participate in the meeting?	Tracey	TRACEY will follow up with corporate office.
KUDOS	Jerry shared "God Bless All the Staff" for their good work during these challenging times.		TRACEY will share with staff.
KUDOS	Wendy shared "Thank you to all the Staff" for coming in with smiles on their faces and making us feel safe and normal.		TRACEY Will share with staff.
KUDOS	Marjorie shared "Thank you to all the Recreation Staff" – they keep us entertained with fun activities.		TRACEY will share with staff.
KUDOS	Deb shared "Thank you to all the staff for continuing to keep our spirits up" in this crazy time.		TRACEY will share with staff.