

Family Council September 18, 2025, Meeting

The meeting covered updates about hospital transfers and care quality concerns. The group reviewed various facility initiatives including a new pharmacy transition, assessment tools, and upcoming accreditation preparations, while addressing maintenance issues and pest control measures. The conversation ended with discussions about resident care improvements, including new training programs for care aides and plans to enhance privacy and comfort for residents, particularly older women.

Next steps

- Follow up with Dania about the Family Council being more engaged in new initiatives or, at the very least, informed.
- Send Families the SafeCare QR code learning sheet. This program targets job learning for care aides. Bite size real life scenarios are posed for care aide decision making in response to questions.
- Family Council to update the bulletin boards.
- Family Council issuing a survey in person on Sunday September 21, 12-3 and emailed the link to all families. The purpose of the survey is for feedback about Family Council. We will use the results of the survey to determine what steps we will take to attract more families to participate and how we will conduct our meetings going forward. Currently, we plan to hold our next meeting on October 16 and November 20 with a break in December.
- Family Council is having its Executive meeting with Louis Brier Senior Leadership October 9 – narrow the agenda.
- Family Council encourages families to show up for Rob Menes retirement party on October 16 at 2:30PM at Louis Brier

Summary

Introducing New Director of Care

Danie Cox - Director of Care

The Family Council meeting at Louis Brier welcomed new participants and introduced Danie Cox, the Director of Care, who shared her background in nursing and long-term care. Danie explained her career progression, highlighting her experience in various nursing roles and her recent transition to the Director of Care position at Louis Brier. The meeting focused on getting to know Danie and discussing how the council can support her work and collaborate with her in the future.

CLINICAL CARE UPDATES

1. **New Pharmacy:** Inlet Pharmacy on September 1st,

2. **When an individual is admitted to a long-term care (LTC) facility, an interRAI Long-Term Care Facilities (LTCF) assessment is completed.**

interRAI Long-Term Care Facilities Assessment

The interRAI LTCF is part of a comprehensive suite of clinical assessment instruments developed by researchers and used all over the world.

New Resident Assessment Tool interRAI - that reports into [CIHI](#). **CIHI – The Canadian Institute for Health Information** data is available for Louis Brier to access and measure trends over time. Reporting is every 3 months for each resident. Update major changes can be made when they occur. **Switch to interrail is January 1st – big undertaking for staff!**

3. **Accreditation Canada in October 2026**, with ongoing staff education to ensure compliance with standards.

4. **Two new physicians, Dr. Rembez and Dr. Orth.**

5. **Transition to new incontinence products from Tena and the trial of new skincare and wound care products.**

6. Hospital Transfer reduction program

Danie explained that the facility is working on reducing unnecessary hospital transfers through education, improved medication availability, and new on-site medical tools. Family Council has been requesting reductions in unnecessary transfers for years, particularly in areas like fall prevention, dehydration, and wound care.

C.A.R.E. (Comprehensive Approach to Reduce ED Transfers) Collaborative

While hospitals play an essential role in our health system, a trip to the Emergency Department (ED) can be distressing and disruptive for residents. Unnecessary transfers to hospital expose residents to preventable harm such as infections, disorientation, or functional decline. They also strain families and staff and add pressure to an already overburdened acute care system.

The C.A.R.E. Collaborative is a part of a VCH/PHC wide Quality Improvement initiative focused on:

- Strengthening clinical decision-making in the care home
- Improving communication and care home transitions.

- Supporting staff, residents, and families with timely, patient-centered care

Enhancing Resident Care and Family Council Engagement

Family Council expressed their interest in being in greater communication with the Director of Care. Family Council asked for greater transparency and inclusion in the initiatives Louis Brier undertakes. This includes asking Family Council for representation on committees and on projects.

What is on Family Councils mind?

1. The positive impact the care aides have on dining experience in everything to our resident dining experience. Danie was asked if she could provide a member of this care aide team to the Food Advisory Committee meetings.
2. Topic of intravenous capability at Louis Brier: Danie discussed the blood transfusion program: in place for residents requiring routine transfusions.
3. A request for enhanced rehabilitation and physiotherapy. Families should speak to Rehab directly

4. Pest Control and Resident Concerns

Danie explained the pest control measures in place at Louis Brier, including weekly visits from a pest control service and daily checks by the environmental team. She noted a significant improvement in pest sightings since August 2024. However, ongoing concerns were raised with specific current and persistent examples in Home West.

Additional maintenance issues were raised : noisy radiator and plumbing issues with the toilet. Families are encouraged to use the contact list and reach out to maintenance directly or ask reception to file a ticket with maintenance.

Danie agreed to follow up on maintenance concerns and will email the family with answers after a few days.

One family member has found that electronic repellents and cleaning the floor and perimeter with bleach have worked substantially to reduce rodent sightings. Danie took notes and will follow up with the appropriate departments.

Safe Care BC Training Initiative

Family Council learned about a new training initiative called Safe Care BC, which provides care aides with interactive scenarios through QR codes to practice responding to resident interactions in a safe, real-life context. Danie explained that this pilot project, developed by On The Job, is based on real experience and will collect data on staff learning and feedback, with potential for expansion to other facilities. See attached

5. Person-centered care

Family Council raised the question about **Dignity Care Training**:

Danie outlining upcoming education on dignity care, trauma-informed care, and the importance of understanding residents' histories to prevent triggers, all of which align with the strategic plan and upcoming accreditation. Lorrain Mock is a local well known Dignity Care specialist:

<https://www.thebreakthroughcoach.ca/>

Examples of consideration to groups of our residents who:

...are older women who were raised in the 1920s-1940s and may be uncomfortable with personal care, especially showering (being hosed off)

Danie explained that existing training programs like GPA and plans to audit care practice will go a long way to identifying individuals who have special needs.

6. Family Council as a change agent

Family Council shared successful fundraising experiences and suggested enhancing shower and bathroom facilities. This was offered as a fundraiser after our first successful fundraiser before COVID. Working with The Foundation supported our success and we would love to work with The Foundation again to fundraise for targeted resident needs directly to the family caregiver audience.

The group agreed to explore options for improving resident privacy and comfort, with Danie committing to investigating further and follow up.

Questions we did not have the chance to discuss will be send to Danie from Family Council
Please continue to connect with us so we can elevate the voice of residents and families throughout Louis Brier!

Email: lb.familycouncil@gmail.com or Call: 604.341.1447 and leave a message