

GES Bulletin

13 April 2023

New Protocols

Thank you to everyone for your patience as we roll out the revised visiting and masking protocols. As per Dr. Bonnie Henry's announcement last week, we are moving from having COVID-19 specific protocols and returning to routine practices for infection prevention and control. We are excited to be moving forward with these changes and, as always, the wellbeing and safety of our residents and team members will remain paramount.

As there continues to be COVID circulating in the community, we still must be aware of the risks and protect ourselves and others as best we can. Over the years, there has been much discussion of the tools and layers of protection we have at hand to reduce the risks: wearing masks, maintaining current vaccinations, and staying home if you are unwell. These actions are still key as we move forward.

Please also be mindful that people will experience different degrees of risk depending on their circumstances. Comfort levels in moving forward with these changes will vary. We all should stay home if we feel unwell and we all should feel supported and comfortable to continue wearing masks even if not mandated.

Here is our current plan and please note that some elements of the protocols will differ between Braehaven and Greenwoods.

Visiting Protocols

As of tomorrow, Friday 14 April, at both Braehaven and Greenwoods:

- Visitors are welcome to visit at any time and signing-in is no longer required.
- Visitors are asked to self-screen – i.e. please do not visit if you are unwell.
- Please continue to practice good, regular hand washing/sanitizing when you enter the residences and as you move about (e.g. after touching door handles, elevator buttons etc.).
- Rapid antigen testing is not required.
- Visitors do not need to be vaccinated.

Mask Use - Braehaven

As of tomorrow, Friday 14 April

- Mandatory mask use is no longer required at Braehaven (visitors and team members).
- Masks will still be available in reception.
- Team members are required to practice point-of-care risk assessments and wear masks if indicated (e.g., a resident is actively coughing, has respiratory symptoms).
- Some residents may prefer that all visitors to their suite wear a mask (including staff). Masks will be available on the ledge outside the resident's suite.

Mask Use - Greenwoods

As we have had recent cases of COVID at Greenwoods, we are hoping to lift the mandatory mask use for team members on **Wednesday 19 April**. This date may be delayed if we continue to experience cases, but we are very hopeful that we remain clear by then.

After the mandatory mask use is lifted, team members will continue to wear masks as per their point-of-care risk assessment. In many cases, this will be wearing a mask only when in close contact during care; however, team members may wear masks more depending on their comfort level and other risk factors. This is also allergy season, so any team member with coughs or sniffles related to allergies will be asked to mask.

It is not mandatory for visitors to wear masks; however, they will be available in reception. Going forward, unless an official outbreak is declared, we will not be sharing if there is COVID at Greenwoods or Braehaven. This is consistent with our practices for other infectious diseases. There are also many reasons why a resident may be placed on precautions and have the isolation signage and supplies by their rooms, so this is not necessarily an indication of COVID. The care team will always let family know if there are any concerns regarding a resident.

Although Dr. Henry announced the end of the respiratory season, COVID continues to circulate in the community. Masks are always an easy and effective means of protection so please continue to grab one from reception if you wish.

COVID Spring Booster Clinic

We will be holding a spring booster clinic for on Wednesday 26 April. The Greenwoods clinic will run in the morning and Barb is seeking guidance from Island Health as to the timing of boosters for the residents who have just had an active infection.

The Braehaven Booster Clinic is Wednesday 26 April at 1.30pm.

Greenwoods Family & Resident Council

On to some very exciting news – the Greenwoods Family & Resident Council is now up and running! Many thanks to Mel Ferrabee and Colleen Simmons for agreeing to be chair and vice-chair. And thank you to Erica for providing the administrative support. Please see attached to this bulletin an information brochure and the minutes from the inaugural meeting. The next meeting is scheduled on **Wednesday 26 April from 4.00pm to 5.30pm**. It will be a hybrid format with an in-person meeting at Greenwoods and a Zoom option.

Please forward any questions, or a request for the Zoom invitation, to the new family council email: family.council@greenwoodseldercare.org.

Office of the Senior Advocate Survey – Experience of Life in Long Term Care

Surveyors have been at Greenwoods the past couple of weeks interviewing the residents. The aim is for every LTC resident in BC to have a voice in providing feedback and we look forward to receiving the report later in the year. Once the surveyors have finished their visits here, surveys will be sent to the family and frequent visitors who provided us consent to share their emails.

Should you have any questions or concerns, please do not hesitate to contact me.

Warm regards
Aletha

Aletha Humphreys
Executive Director
250 537 5561 ext. 222



Greenwoods Eldercare Society Family and Resident Council
Meeting Minutes
March 29, 2023 - 4pm -5:30pm
In Attendance: Mel Ferrabee (Chair), Colleen Simmons (Vice Chair), Ros Woolley, Loretta Rithaler, Mary Grove, Anne Millerd, Brenda Dixon, Erica Innes (Staff)
Agenda circulated prior to meeting

Agenda Item	Discussion	Action
Territorial Acknowledgement	Welcome and Territorial Acknowledgement was done by Mel Ferrabee (Chair)	
Additions to Agenda	<p>Agenda Approved with one addition</p> <p>Regional Family Council meeting summary:</p> <ul style="list-style-type: none"> - This first meeting was a foundational meeting with the first official meeting for only Chairs to be held in October. - Goal is to have all LTC facilities to have family councils to increase family involvement - Island Health focus is on Resident & Family centered care 	Minutes from the Regional meeting will be emailed to all members.
New Business:		
Leadership Structure Executive model vs Leadership Team model	<ul style="list-style-type: none"> - Within the Leadership Team, everyone shares responsibility for outcomes - It was highlighted that members would like to cultivate a culture of collaboration regardless of which model of leadership is chosen -It is a group effort, with everyone having all the best interests, and it was established that at this point there is no need to define leadership 	
Decision Making Process Consensus vs Voting	<ul style="list-style-type: none"> - It was suggested that a combination of decision-making styles would be appropriate - Decision making process may be influenced by the frequency of meetings - Council will have to work with what they have when called upon to make decisions -Trust within the group that those making decisions will proceed thoughtfully. - If it is not appropriate to make a decision based on low attendance, they may have to defer the decision making to another meeting if possible. - It was established that there would be a combination of consensus and voting based on what is being decided 	

	<ul style="list-style-type: none"> - for larger issues the council may need to address the larger group of families via Greenwoods Family Bulletin (Aletha) 	
Terms of Reference	<p>It was agreed to use the Terms of Reference as written in Ministry of Health Document titled: Developing, Supporting and Maintaining Resident Councils and Resident Family Councils in LTC (pgs. 32-33)</p> <ul style="list-style-type: none"> - it was highlighted that individual members' specific concerns or complaints are separate from the family council. The family council instead will focus on bigger picture improvements in quality of life and care for loved ones. - There is a process already in place to support family members in regards to specific concerns and complaints. The process is clearly outlined on the Greenwoods Eldercare Website <p>(click the links below to view complaints process and Residents Bill of Rights)</p> <p>https://greenwoodseldercare.org/concerns-and-complaints-process/</p> <p>https://greenwoodseldercare.org/resident-bill-of-rights/</p>	Terms of Reference document will be emailed to members
Resident and Family Council Brochure	<p>Additions suggested</p> <ul style="list-style-type: none"> - Including mission statement - Including a comment on “working collaboratively with management and staff at Greenwoods” 	Colleen to work on additions to brochure to review at next meeting
Goals and Projects	<ul style="list-style-type: none"> - Family opinions are very valuable and provide weight to issues that management are addressing -Family council can provide support and advocate for residents and for staff in some instances -Family council can help identify inefficiencies and put ideas forward to assist staff -Examples of project could include special events like a Strawberry Tea in June, or providing lunch/tea/fruit for staff, gardening groups etc) 	Members to brainstorm lists of projects and goals to bring to next meeting for discussion

Minutes	-staff administration assistance will be provided by Erica for meeting technical support and minutes (with the exception of in camera session) -minutes will be made public and sent to family members via Greenwoods Family Bulletin	
Meeting Dates	-next meeting scheduled in one month Wednesday, April 26 (4-5:30)	At next meeting members will establish regular meeting schedule going forward
In-camera session/ wrap up		
Adjournment	5:30pm	



The Greenwoods Family &
Residents Council's

Mission is to:

Improve the quality of life
for all residents by
promoting an atmosphere
of sensitive caring and
support among staff,
family members and/or
the resident's
representative of
Greenwoods Eldercare
Society

Welcome to Greenwoods Eldercare Society Family and Resident Council

Council email:

family.council@greenwoodseldercare.org



**GREENWOODS
ELDERCARE
SOCIETY**



FAMILY & RESIDENT COUNCIL



Council email:

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WHAT IS THE FAMILY AND RESIDENT COUNCIL?



The Family and Resident Council is made up of residents and their family members or representatives who advocate on behalf of all residents. We promote respectful communication between the council, management, and staff and strive to improve residents' quality of care and quality of life.



HOW DOES THE COUNCIL WORK?

During meetings, we discuss concerns about care and brainstorm possible solutions. We offer suggestions and recommendations for improvement to management in writing, and they respond to us in writing. We also share meeting agendas, minutes, and information with our members through our email network.

We meet quarterly in a private meeting room located in the Greenwoods Eldercare facility, with hybrid options for attending in person or via Zoom.



Why Join the Council?

By becoming a member of the Family and Resident Council, you will have the opportunity to become involved in decisions affecting residents' care and quality of life. We offer orientation, support, and information for residents' family members/representatives. Understanding the long-term care system can be challenging, but we can help. There are no membership dues or fees.

