

## **Family Advocacy Meeting**

**February 27, 2020**

Greg welcomed the 6 members and 6 staff to our monthly meeting. We will stay with the daytime meetings for the next six months. Greg will discuss with Stephanie Seymour what the best day/time is. Traffic is very high at YCC on Wednesdays and not too bad on Thursday.

Next month (March) will be Tony Weeks (President and CEO) to present the strategic Plan for 2020.

### **Robin Ricard – VP, People, Environment and Partnerships**

-- introduced the staff who were presenting and sent regrets from Lori McDonald (VP, Care and Research Services) as she was on holidays. Robin asked if there were any questions of him. There were not.

**Rene Comeau – Marketing Communications Specialist** – has been at YCC six months. His responsibilities include:

1. Family Advocacy brochure. Our brochure was very outdated. All the content for new brochure was given to him by Greg and Rene can make any changes as they become necessary. A copy of the new brochure was handed out to everyone present.
2. Family Portal – is now up and running. Goal for portal is to keep families up to date with any changes and what is going on at YCC. On this portal, you will find a blog from Lori McDonald (VP, Care and Research Services), Family Advocacy monthly minutes, resident Council info, a generic menu and any other info will go on here. Login info was handed out to those present. Activities are on the regular website and any invitations that are sent out for special events will also be on the site.
3. Face Book Page – will feature a resident every Monday or Tuesday. Residents age, favorite food, occupation and their advice to others. Face Book now has over 1,000 followers. Check us out!

## **Faye Webb – Manger of Food, House Keeping, Laundry and Facilities**

– if your loved one has allergies, specific diet or preferred textures, let the unit staff know and they will let Faye or Lynn know. Every unit has its own kitchen so let Lynn know if there is something your loved one would like. The menu is a three-week rotation. Every meal has an alternate. A diet list is inside serveries and in the kitchenettes.

## **Tony Weeks – President and CEO** – greeted everyone.

He has been at YCC for one year now. He feels the portal is a good gap filler if family members are not able to be at YCC when and as often as they want. This will allow more info to be put into the hands of the family members. Our fiscal year at YCC is from April 1<sup>st</sup> to March 31<sup>st</sup>. A lot of good things have been done in the last year and looking forward to another good year. We will discuss the strategic plan at our March meeting. We want to see a quick response, quick action.

## **Tim Boone – Director of Facilities & Infrastructure** Services spoke to the following concerns:

1. Wifi signal – YCC may limit band width so you are not able to watch movies. There is free wireless at the café and YCC is thinking about putting it into Friendship Center and front lobby. If there are a number of people on wifi, the band width strength will be weaker.
2. Sled Training – how to evacuate residents with limited staff – Elevators are shut off but when fire department arrives, they have the ability to make elevators operational. Between units, there is a three-hour fire door and concrete walls and floors. Just because a fire alarm goes off does not mean they will need to evacuate. A staff pool is where all available staff go to a given area immediately when a fire alarm sounds. The assigned areas/persons are written on nurse's assignment sheet. Mattresses and curtains in rooms are fire resistant. YCC meets or exceeds all current fire standards. The new fire alarms (chimes) are not so ear piercing.
3. Looking at extending camera network system.

4. TV channels will be put on a summary card and then posted in each room.

### **Stephanie Seymour – Manger of Activities & Volunteer Services.**

Stephanie also looks after booking the van – there are a couple of drivers to take residents to medical appoints and there is a list van driver volunteers.

Each unit has an activity co-ordinator: – Tower 1 & half of Tower 2 is Alyson Hickey, the other half of Tower 2 & all of Tower 3 is Erin Foster, Birch Grove is Meghan Cloutier, Dixon is Emily Wright. Reach out to the activity co-ordinators if you have any ideas for activities. YCC has a lot students in training: Fredericton Christian Academy, Co -OP program, STU students doing internship and activities for 10 hours and Leo Hayes High School students learning to be PSW's. YCC has applied for summer funding. All activities are open to every resident no matter what unit the activity/resident is on.

### **Jamie Roy – Director of Clinical Care & Quality –**

1. Focuses on the day to day operations of YCC, meeting inspection and standards. The unit co-ordinators know the residents the best and they work Monday – Friday. Unit Co-ordinators are: Tamsen Arnold – Towers 1,2, and 3, Wendy Banks – Dixon, Rose Chase – Birch Grove and helps Jamie with admissions. See Jaymie if you feel issues are not being resolved after you have spoken with the unit co-ordinator.
2. Oversees infection control – vaccines for Residents and Staff, as well as education for staff (Jamie has given some courses, overseen some and seeks out experts)
3. Oversees students: first year clinical placements, Eastern College, NBCC, UNB
4. Preceptorship – students can be trained and then hired to work at YCC

5. Admissions: a lot of time spent in this area. She is working on the improvement of the admissions process making it less cumbersome for paperwork, more sharing of info. Wants transition to be as smooth as possible. Our Family Advocacy brochure will be included in the admissions package.
6. Changing resident reviews – felt communication was lacking and what family members want to talk about prior to the meeting. Keeping families in the loop is the key. We have to look at everyone as an individual.
7. Challenges for staffing – YCC had two job fairs and offered an internal RA course. Two professors from UNB developed an internal three week /five-day program for YCC. The students did some practical and theory then one full week of practice. The last program was before Christmas and 18 were hired. The students were paid to take the course. YCC is still struggling with registered staff. Just hired another LPN. Students in the LPN course will soon be graduating and hoping to attract some of them. Staffing is getting better but still challenging.

### **Thoughts from Family Advocacy:**

1. Please feel free to move chairs around during activities in order to accommodate your loved one's attendance.
2. Some current family members would be willing to mentor families of new admissions. Jaymie feels this would definitely have value and more support for new families is great. We need to work together to make YCC a great place.

Greg thanked each speaker and expressed appreciation for all they do.

Next meeting: **Thursday, March 27<sup>th</sup> at 1PM in the Learning Center**