



Family Council Network 4 Advocacy
Committed to improving the lives of Ontario Residents in Long Term Care
www.network4longtermcareadvocacy.com

Thanks for attending and adding to the conversation. This was our 52nd meeting and 7th Zoom get together.

Summary of comments:

- This forum was devoted to “round table” discussion to share good ideas and concerns
- Lots of issues on the table. Notably are still the vast differences on policy application and communication styles that family councils experience with administrations of LTC homes. The slide deck shared on our web page is just a snapshot of the many “hot topics” in LTC land.
- Current Practices and good ideas were shared along with concerns and “heads up” including just some of these highlights
 1. Did you know that consultation from public was and is available as national standards are being created? The draft review was closed for feedback March 27, 2022.
 2. The Canadian Standards Association (CSA) Operation and Infection Prevention and Control of Long-term Care Homes (New Standard) will be open for feedback until April **11, 2022**.
 3. Voice that the Accreditation Process helps to drive standards.
 4. **Dominic Ventresca** reminded everyone that the standards are excellent, but a home cannot meet the standards unless there is adequate funding to cover staff increases and increasing need for quality dimensions of care. (Amen!)
 5. Note: we will add links to our webpage as standards review are released and invite those with resources to pass them along
 6. One municipal home has found value in an “oversight body” in the town council to review and have input in the creation of fair policies. They were plugged into the local emergency planning. Other homes in charitable and profit do not have this mechanism.
 7. Many, many, homes are concerned with staffing crisis and at least 2 different staffing survies are in the works. Family Council Action Coalition results will be shared April 4th. (Over 465 responses from 29 out of 34 LHIN areas - impressive!)
 8. Sharing of how some homes relying on donations were able to give treats/meals to staff to show appreciation for their continual stretch of overwork. Emails, communication, songs and hugs are all appreciated by staff.
 9. Distressed at the growing number of homes where care givers are facing harassment charges or being barred from visiting after raising questions about the care levels. There appears to be a real wide gap in the level of communication and trust between family councils and some administrations. A couple of homes are adding “ethicists” to help sort out the decision making and

to help “build bridges not walls” - (great statement!.) Some are hearing the message that family councils just need “to do as we are told”.

10. Homes that had proactive an administration that put policies in place early had fewer outbreaks.
11. One home has been using JITIS company for electronic family council meetings and found it is a valuable replacement for Zoom and it is free. <https://jitsi.org/jitsi-meet/>
12. Family Councils have found increased attendance with electronic meetings, others are frustrated at low interest by families, and some have found that members have started to drop off. What is the cause?
13. Encourage everyone, all family councils to create questions for politicians and prepare a short speech re making improvements to LTC a ballot box issue!

Results of Air Quality Survery

Air quality

Poll ended | 1 question | 21 of 27 (77%) participated

1. How has your home addressed air quality

(Multiple Choice) *

21/21 (100%) answered

Improved HVAC to control temperature and air flow, heppa filters (10/21) 48%

No upgrades planned (3/21) 14%

Upgrades planned (7/21) 33%

Air conditioning only in common areas (5/21) 24%

Air conditioning in residents' rooms (6/21) 29%

The results show an improvement from the last meeting.

Here is a link to the study out of McMaster that Kate Kemp referred to at the round table.

<https://covidinltc.ca/videos>