

RESIDENT COUNCIL MEETING
Purdy Pavilion
MINUTES OF THE MEETING

DATE: March 26, 2024

DRAFT FOR APPROVAL BY COUNCIL

PRESENT:	P1: Mervn Doris Reg Lucy G	P3: Janet S	STAFF PRESENT:	Raylee DeVlaming, SW Nicole Encarnacion, Senior Manager (only present for topic 2.0 on agenda)
	P2: M. Angie Daniel A Carol S		REGRETS:	Helen Sheila Linda Daniel C
RECORDER	Raylee DeVlaming, SW			
TOPIC		DISCUSSION		ACTION
1.0	Previous month meeting minutes	Motion of approval of previous month's minutes by Dan, seconded by Doris.		
2.0	Discussion with Purdy Senior Manager, Nicole Encarnacion	<p>Addressing Questions/Concerns from February Resident Council Meeting:</p> <ul style="list-style-type: none"> • Resident Comments: There is significantly less staff now, as it seems that staff have been leaving Purdy at a much higher rate over the past few months / the past year. It is very stressful for the residents to have a revolving door of staff and there is a serious lack of care aids. <ul style="list-style-type: none"> ○ Response (Nicole): Unfortunately, UBC is quite far for most staff members, and care staff have personal lives that contribute to their decision to work elsewhere. Our employees are unionized, and it is 		

within their rights to have a choice and try out other work sites. When Dogwood Care Home opened, many staff members with less seniority moved there. I can understand that it may seem like there are less staff that you have gotten to know during your time at Purdy, but we are well-staffed, especially compared to other long-term care homes. I feel a lot of responsibility to ensure that we are hiring and training the right people that have the capacity to work at Purdy, and at least 50% of my work is in hiring people right now.

Please note that despite our census being lowered after the closure of Purdy 4, I did not reduce our allied team.

- **Resident Comments:** Residents are not receiving showers at their regular times due to short staffing. This is not acceptable, as then they are required to wait another week before having their hair washed.
 - **Response (Nicole):** Ideally, no resident should miss any shower. If we are short staffed in the day, we would add extra staff (workload) in the evening to make sure people are showered. If you miss a shower, please tell your RCC on that day. You should not be getting any less showers, that is our commitment.
- **Resident Question:** Do we have enough care aids? How many care aids per resident?
 - **Response (Nicole):** The care aid to resident ratio should be between 1:8 and 1:10. It is the RCC's job to balance the ratio, as it can vary according to need. It is based on the ministry budget and needs of care. Purdy is one of the highest LTC homes in terms of VCH resource utilization and we have some of the highest numbers of nurses and care aids.
- **Resident comments:** Residents have heard that Purdy has stopped calling in staff for coverage when the floor is short on nurses and care aids, is this true? Residents have also heard that workload has been cut down, is this true?

	<ul style="list-style-type: none"> ○ Response (Nicole): Those are rumours. If I am going to make any changes, the residents will be the first to know. There are no cuts in nurses or care aids. If you hear otherwise, please ask your RCC and they will clarify it. ● Resident Question: Is Purdy paying staff enough to make them want to stay? <ul style="list-style-type: none"> ○ Response (Nicole): Yes, we are. Staff are well paid with good benefits, based on the collective agreements of their union. ● Resident Question: Why isn't the parking free for staff? Residents are aware that staff are often commuting from far away and they should get some sort of bonus for travelling to UBC. <ul style="list-style-type: none"> ○ Response (Nicole): I also wish parking was free; I am a paying customer as well. It is unfortunate, and the staff working at VGH also must pay for parking. <p>Time with Physician Question:</p> <ul style="list-style-type: none"> ● Resident Question: How much time does the doctor have to see each patient? <ul style="list-style-type: none"> ○ Response (Nicole): Unfortunately, the doctors in LTC are very busy. Please tell your RCC or nurse if you need more time than usual with the doctor, and they will make it happen. 	
3.0 Department Updates	<p>Social Work:</p> <ul style="list-style-type: none"> ● No updates. <p>Recreation Therapy:</p> <ul style="list-style-type: none"> ● The recreation department is back to fully staffed! Sarah will be starting to work Sundays in April, with Brunch Club on P2 (replacing the current Lunch Club) and Bingo on rotating floors. ● For Summer Festive Lunch, we will actually be doing a dinner! Nicole has approved the purchase of a propane fire-pit, and we will be roasting marshmallows & hot dogs over the fire in June. We're hoping our campfire hangouts will 	

become a regular occurrence in the evenings during the summer months.

Resident comments: Residents are very excited about the idea of a propane fire-pit; however, residents would prefer a Summer Festive Lunch, instead of dinner. They would like the campfire hangouts to be a regularly scheduled activity but would enjoy a festive lunch with a special menu.

- **Response (Caitlin, RecT):** Sounds good! Resident Council can work with Eric on a lunch menu. We've already budgeted the entertainer for the Festive Lunch to come during the evening for the campfire, so there just wouldn't be any music at the Festive Lunch.

Rehab:

- **Occupational Therapy Updates:**

- Dan had his last day at Purdy as an OT Assistant on March 8 because he can finally work as an Occupational Therapist in BC! Dan was an OT Assistant at Purdy for 5 years before leaving to train overseas to be an OT. We miss him, but we're very excited for him about this next phase in his career journey.
- Darien's OT students will be returning as part of the Purdy LTC-Student Therapist Enhanced Program on March 25. We're really looking forward to welcoming Amrit and Pascale to the team for 7 weeks!

- **Physiotherapy Updates:**

- We now have a new Physiotherapy Rehab Assistant – Dolla Kapat, who joined us on March 14th, 2024 and soon will start to pick up on the PT department's caseload with Vishwa.
- Another cheers to our newly hired Physiotherapist– Mary Ann Bautista, who has joined our Purdy team and will be onsite starting April 8, 2024 – this much awaited position has been finally filled!

Dietitians:

- No updates.

Comments/Request sent to Recreation Therapy.

	<p>Nursing:</p> <ul style="list-style-type: none"> No updates. <p>Management:</p> <ul style="list-style-type: none"> Ella, RCC-Purdy 3, will be on medical leave starting April 22, 2024. She will be away indefinitely. We have posted Ella's position and will be interviewing first week of April. We are hoping to fill the position as soon as possible. We wish her well! We now have a wheeled virtual interpreter device activated in addition to the tablets we already have. We encourage staff to use it in situations where it could benefit a person in care or their families. We are celebrating the commitment and hard work of our social workers, pharmacists, and dietitians on this month of March. If you see them, please give them a special shout out in appreciation for all that they do. Thank you to resident council's feedback regarding staff wearing their nametags. We have ordered the nametags last December for most of the staff who have lost or misplaced theirs. The name tags finally arrived last week and were already distributed to the staff. It is an expectation for all staff to wear their nametags when providing clinical care. Clinton, Nursing Unit Assistant on Purdy 2, will be moving to Dogwood Care Home on April 8, 2024. We are interviewing for the position next week. We have hired part time Speech-language pathologist, Kayla, who will start on April 8, 2024. She will work Monday, Tuesday and Thursday at Purdy. We will have an accounts receivable clerk who will come on site regularly. Tentative start date-April 15 or April 22. There are some delays with starting the new foot care nurse in addition to Francine. The new foot care nurse will start in April. If you would like to choose a cheaper option (as requested by resident council) or prefer a new foot care nurse, please reach out to your respective RCCs. 	
4.0 New Business	Spring Festive Lunch Review:	

	<ul style="list-style-type: none"> • Resident comments: Residents found the Spring Festive Lunch to be very enjoyable this year. They thought the food, decorations, music, and participation were all fantastic. <ul style="list-style-type: none"> ○ Response (Caitlin, RecT): Great to hear! <p>Purdy Community Gatherings:</p> <ul style="list-style-type: none"> • Resident comments: Residents are requesting regular all-floors community gatherings outside (preferably with food). Residents are hoping that these gatherings can be in addition to pub or could be combined with the pub activities. <ul style="list-style-type: none"> ○ Response (Caitlin, RecT): That sounds great! Can Resident Council give us some direction on what they would prefer, as these community gatherings can take up a lot of staff time: <ul style="list-style-type: none"> ▪ Option A) More community gatherings, but less regularly scheduled programs during the day, or ▪ Option B) Move the regular Lunch Club gatherings outdoors for the summer and keep the regularly scheduled programs. <p>Visitor Security:</p> <ul style="list-style-type: none"> • Resident comments: Residents request that staff approach any visitors that they do not recognize/are not regular visitors to ask them to identify themselves and state who they are visiting. <ul style="list-style-type: none"> ○ Response (Nicole): Noted. I will share with the RCCs to disseminate to their respective teams. 	<p>Comment sent to Recreation Therapy.</p> <p>Request sent to Recreation Therapy Department.</p> <p>Options to be discussed during April Resident Council meeting.</p> <p>Request sent to management.</p>
5.0 Meeting Adjournment	Motion to end meeting by: Angie, seconded by: Reg.	
Next Meeting: April 30, 2024		