

## Central City Lodge

### Family Council

#### Annual Update – October 2017

##### Building Update

This year CCL continued with building improvements and updates. Some highlights include:

- New Roof
- Upgrading of light fixtures on the main floor, which use LED lights in natural tones
- Complete Interior Painting floors 4, 5 and 6
- Complete Exterior Painting
- Our heating/air conditioning system underwent major repairs at the end of the summer and we regularly change filters to maintain air quality.

Any building repairs or safety concerns can be forwarded to staff who will complete maintenance requests as needed.

##### Infection Control

Flu Season now and we are working hard to ensure our staff and residents stay healthy:

- Flu shots are offering to all staff and residents since Oct 12, and still available and in process.
- Staff are required to receive an immunization or wear a mask in resident areas from December 1 – March 31.
- Visitors who do not receive the flu shot will also be required to wear a mask and will be required to provide documentation in a binder that will be located at the reception area
- This year, we have more residents have had received flu shot.
- So far we haven't experienced any serious cold/flu outbreaks
- *REMINDER*: please do not visit friends/family if you are sick
- Please know, visits may be restricted in the event of an outbreak

##### Canadian Institute of Health Information (CIHI) - <https://www.cihi.ca>

CIHI is an independent, not-for-profit organization that provides essential information on Canada's health system and the health of Canadians. Information is gathered on resident health and compiled online allowing for comparisons between care facilities across Canada. To access this information go to <https://yourhealthsystem.cihi.ca>

There are 7 area that are looked at:

- Falls
- Pressure Ulcers
- Antipsychotic Use
- Restraints
- Physical Function
- Depression
- Pain

Looking at this information allows us to compare how we perform relative to other facilities and identify ways we can improve our services to our Residents.

Central City Lodge is performing average or above average in all areas excepts restraint use.

### **Multi-disciplinary Conferences**

Each year, our multi-disciplinary team meets to review each residents care, these meetings run from September through late spring. Team members in attendance include: physician, care coordinator (nursing manager), nurses, dietician, pharmacist and social worker.

The team reviews how the resident is doing, discusses their care/support needs and reviews medications. Residents and/or family members are invited to attend and participate either in person or over the phone. This year we purchased new equipment to facilitate participation over the phone for out of town family.

This year our Social Worker has been contacting family members in advance of meetings to extend invitations. If you're wondering when your loved one's conference is schedule please contact either Shelley or Wendy.

### **Services at Central City Lodge**

We have a large team of dedicated care and support staff who work hard for our residents. In addition to our day-to-day care & support staff we offer the following support staff/services:

- **Registered dietitian** – works 2 days/week providing support to residents around their dietary needs including texture and other special dietary requirements
- **Occupational Therapist** – we have new OT Fiona who works on Wednesdays providing support/assessment to residents around equipment/aids. Fiona is very enthusiastic about her role in helping improve residents quality of life
- **Physiotherapist** – PT Liyoung works Saturdays providing assessment/treatment planning for residents physical mobility and ambulation

- **Rehab Assistant** – Cristy works closely with OT/PT to provide day-to-day support to residents' with their rehabilitation plans (Tuesday – Saturday).
- **Recreation** – We have a dedicated team of 5 recreation program coordinators who work 7 days/week and provide individual and group programming that meets the social, physical, emotional, cognitive and spiritual needs of residents. Check out the monthly calendar on the main floor and feel free to join your loved one for a program!
- **Social Worker** – Shelley has been working this past year with Residents & families to improve quality of life. Shelley also supports staff with information/education around residents' needs and how their lives impact their day-to-day care needs (Tuesday – Saturday). Shelley is now on maternity leave for one year and a new Social Worker Krystal will be starting in mid-November.
- **Physicians** – Dr. Rita Lung and Dr. Kiarash Mousavinejad continue to provide weekly and on-call primary care support to our residents. This past year we've also had a nurse practitioner Nadeem Rahemtulla join our team. Nadeem provides primary care support to some of our residents on the 3<sup>rd</sup> floor.
- **Pharmacist** – Diana attends multi-disciplinary conferences weekly and participates in medication reviews with our physicians.
- **Mental Health** – we liaise with Community Mental Health teams. Most notably, the West End Older Adult Mental Health team follows about 1/3 of CCL residents and Clinician Andrew visits CCL regularly.
- **Foot Care** – Free footcare is available most of the time from the VCC footcare education for nurses, they come in about once every 2 months which mitigates the need for costly podiatrist care. Special visits with a doctor of podiatry are available as needed.
- **Other specialists** – sometimes residents will be referred for other medical specialists. We ask families to support by taking residents to outside appointments. Alternately, a companion can be arranged for an hourly fee.

### **Other updates!**

- This year Shelley coordinated in-service education for all of our staff. In the Spring we hosted a 6 part education series with another 4 sessions offered in the fall. Shelley offered half of the sessions and the other half were offered by outside guest speakers. Topics included trauma-informed practice, Indigenous people & reconciliation, mental health, addictions, communication with residents with hearing loss and aphasia. We look forward to continuing to offer education to staff in the year ahead in an effort to provide staff with information to help them better understand and care for our residents.
- In addition, we have been busy this fall providing all staff with an 8 session training series on violence prevention.

- CARE DEPT TRAINING – The main focuses for the care department were full day workshops on Pain Management and Wound Care
- Within VCH, there are initiatives to improve palliative and end-of-life care within the Residential care setting. It is recognized that as our Resident's age and for those with chronic and degenerative conditions we can work to provide care that is in line with their wishes and optimizes their quality of life. We are actively working to improve how we offer end of life care and support to Residents and families here at CCL. If you have questions or concerns re: your loved ones care and end-of-life needs please speak with Wendy or Krystal.
- This year CCL received increased funding for care staff. We used this funding to add an additional day-shift care aide 7 days/week.
- CCL remains a designated 'Specialized Population' by Vancouver Coastal Health. As a result of this designation, residents can be referred to CCL when they have needs that might create challenges in other care homes. Many of our residents have historically resided in Vancouver's Downtown Eastside and may have ongoing alcohol, drug or nicotine use. We recognize our target population is ever-changing and we will continue to strive to meet the needs of our residents and community.
- We have a Resident & Family Handbook. Please contact us if you would like to receive a copy.
- Reminders re: Substance Use. Residents are permitted to drink alcohol in their rooms and smoke on our smoking patios or 6m from our entrances only. No marijuana or illicit drugs are permitted on site.

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