## HARBOURVIEW LODGE CONTINUING CARE CENTRE

## Family & Friends Council Meeting – September 23, 2025 @ 2pm

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| 1. | Meeting Called to Order | September 23, 2025 @ 2pm |
|  | 1. Record of Attendance 2. Approval of Minutes of Previous Meeting 3. Approval of Agenda | Natasha Hiltz, Cheryl Ackert, Natasha Sharpe, Monica Spears, Vickie Josey, Nora Currie, Frank, Lawrence & Joanne MacQueen  Minutes from meeting in March handed out to attendees. No attendance at the meeting scheduled for June 2025. |
| 2. | Standing Agenda Items   * Update from Administrator * Staffing * Volunteer Update * Eden * Education   (Low Arousal)   * Recreation * Covid/Flu * Flooring Project * Licensing | **Staffing** – We are actively recruiting nursing staff, and we currently have two travel nurses at Harbourview. Allison and Jennifer.  We also have a couple of new CCAs that have started recently.  Sometimes in the days we are short staffed and unable to fill shifts. We pull together to ensure that the Elders are cared for.  One concern brought up from a family member around one CCA staff on in each house during the night. They have noticed while visiting that it is extremely busy for one person in the house where they visit frequently at night. It is especially busy while getting everyone ready for bed. Cheryl will bring these concerns to management and discuss a possible solution. Sometimes the Elders seem anxious or worried when they don’t see anyone around if the CCA is busy.  **Volunteer Update** – No new volunteers recently. Nora Currie will be back with us soon. We currently have around 40 volunteers on the list.  **Eden** – Kristi Doan from the Eden Alternative arrived on Sunday evening around 6:30 and she was with us for the evening as well as all day Monday. She observed the home, and ensured the Elders are loved and cared for in a family environment. She attended activities and had lunch with the Elders. She will be sending a report on her visit.  **Education (Low Arousal)** – Eden Guides are working on education with staff, and it will be offered soon. Cheryl and Anna to discuss a presentation to the Board around Eden.  Low Arousal education is scheduled for the fall and in the new year as well. This is education on assisting staff and Elders to be safe. It focuses on techniques, distraction, and redirection. There will be one full course and recertification this fall and three full courses in the new year.  **Recreation** – Recreation is very busy with activities. Elders attended the English Tea at the Lion’s Centre for Seaside Festival. We won the best table with our pirate theme.  Recreation calendars are sent out via email and will be on the website as well.  If there are any suggestion for activities, please let Sam and Kayla know.  **Covid/Flu** – We will be offering vaccines soon up until around Christmas time. The second shingle vaccine has been ordered. Family consent is required if the Elder is not able.  **Licensing** – They were on site today for the semi-annual inspection. Our license was given, and it is good up until August 2026. |
| 3. | Old Business |  |
| 4. | New Business |  |
| 5. | Round Table | Families think it is wonderful to see animals in the home with the Elders, as well as children.  Everyone at HVL is doing a great job. Families feel welcome and they are offered things while they are here with their loved one. Staff need to hear how great they are!  Question asked about what Care Plans are? A My Story booklet is given to families to fill out on admission. It provides us with things about the Elder and assists us in completing their care plan. It would include anything to do with their care, like and dislikes etc. These are reviewed and updated as needed.  It was asked if there is a possibility of a Facebook page for HVL. This would give families and friend who live away or can’t visit as often a chance to see what is happening at Harbourview. Cheryl will discuss with management.  Natasha Hiltz joined the meeting and discussion done round table. |
| 6. | Date of Next Meeting | December 9, 2025 @ 2pm HVL Boardroom/Teleconference. |