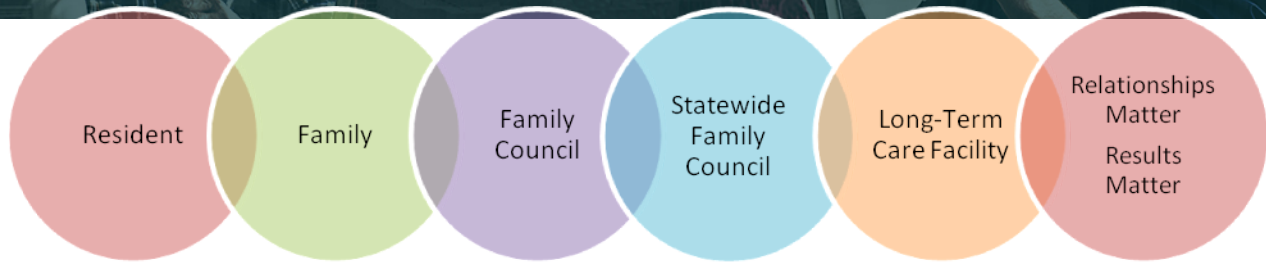


Connecticut Statewide Family Council



MINUTES

TUESDAY, NOVEMBER 22, 2022

A Meeting of the CT State Family Council (CTSFC) was held on November 22, 2022, via Zoom.

The Meeting was called to order at 7:07 pm by Chair, Amy Badini and all in attendance were welcomed

ROLL CALL: Amy Badini Chair, Rick (Frederick) Kaeser Vice-Chair, Robin DeLieto Recording Secretary, Tom Canellakis, Andrea Elliott, Mary Naccarato, Beverly Olsin

Motion to Accept the Minutes of October 25, 2022: Amy. **Second** Robin.. Motion passed unanimously by those present.

NEW BUSINESS:

Amy - Introduced and welcomed the new members. Beverly Olsin, Mary Naccarato

Amy - Reviewed notes from the Ombudsman's meeting on November 3, 2022.

Rick - Posted links in ZOOM Chat to Resident Councils and Family Councils information on the LTC Ombudsman webpage.

Amy - Have a list of for Profit and Not for Profit Facilities. A draft LTC Admissions flyer has been created to be included in the Facilities Welcome Packets to introduce families to Family Councils and the CT Statewide Family Council.

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Rick - We can send out the draft of the LTC Admissions flyer to the group for feedback. Amy agreeable.

Amy - Speakers/Topics for future meetings:

Arlene Lugo - Assistive Technology Program

Matt Barrett/Mag Morelli - Nursing Home Association

Cinnamon St John - CMS Advocate

Medical Director - Advance Directives

Hospice - When to ask?

Care plan meetings—questions to ask/things to include, etc.

As the group expresses their major concerns or interests, more experts speakers can be added to address the topics of interest.

Rick - Legislative Council was created by issues that came out with COVID. We were advised by Mairead to wait till after the 1st of the year for the new Legislative sessions to have new committee members appointed. Ombudsman's office is going through changes and will not be able to support us until January. Strategies for 2023 - 2 topics of focus for the CT Statewide Family Council.

1.) Legislative initiatives (staffing ratios and requirement of FCs) 2.) Expand the number of FC represented at our meetings and at Facilities.

Amy - Ombudsman's office visits facilities once a quarter. We can ask them for their help to identify if facility has a FC and contact. Also, the NHA can be asked if they can help to distribute admission flyers to their facilities and to have them report back if they have a FC and contacts.

Comment - Good to have follow-up after about a month. Admission package given to resident and family found in room. Reminders are good. We should work this into the admission flyer information.

Rick - Bill in 2021 - Staffing levels of 3 hours of care hours per resident.

Amy - 3 hrs of hands on care, formulas for number of staff is difficult to determine....they count nurse with med pass. Would like legislature to revise bill to reflect ratios such as 5 residents to 1 CNA. Would also like to see Facilities required to have a Family Council. At this time, they must just show effort. Still have an issue with the ZOOM countdown clock. Mairead said it is a license glitch. In the meanwhile we will have 40 minutes before we get kicked out and have to sign back in.

Comment - Another issue of staffing is Pools for qualified staff. Pools don't treat residents the same as someone that is there all the time. Staff with residents on regular basis, get to better know the needs of each resident.

Amy - Resident Centered Care. Discussed with Mairead Workforce Development, to incentivizes staff to stay and move up. Need creative thinking.

Comment - Reason for moving her loved one was because the staffing ratios were better. They have a training program. Free if they stay for 1 year. Free education and step up with experience. Have more familiarity with residents so can better care for them.

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Comment - High School in Hartford - career fairs to bring more people into industry. Perhaps where they train EMTs they can offer care position training.

Amy - We have a spreadsheet for all the LTC facilities in CT. Ombudsman's Office can help. There are over a hundred facilities that potential could have a FC. If we can grow our council, we will have more volunteers to break off into subcommittees. Governor's office has a Fellow. One role will be to address the STAR rating system for facilities. Need to base rating on quality of care, accountability, and resident experience.

Comment - High school has a nursing program. Adult education cannot do training since they do not have the equipment available. Resident Council meetings at Facilities are on the schedule but they often don't have people to bring residents down for meetings.

Amy - Resident Council meetings are generally run by staff. Family members not allowed. The CTSFC is willing to help you to start a FC, support resident life, and to network. One facility had shadowboxes outside their room with items that give insight into the residents background and life prior to coming to the facility. During COVID lockdown some have painted rocks and put on window sills to let residents know people care. The Essential Support Person law (ESP) - Resident can have 2 ESPs and they can never be locked out from being with their loved one again. Must follow all protocols for PPE, etc. Liz and Amy were involved with getting it passed. CT PA 21-71. Recently, NY locked families out again. The more we educate people the more power they have when facilities say they are just following the rules. This is their home. Need to create a flyer with the ESP law information that will go in the admissions packet and be posted at the facilities. Executive committee to work with the NHA on the 2 flyers.

Rick - Put a form up to take to the Nursing Home.

Comment - made a flyer to advertise for a FC. Invited families that they saw visiting other residents. Facility has to support it but to them may feel like it is another job and they are already short staffed.

Rick - Open meeting up to 2023 Nominations for Officers of the CTSFC. Taking nominations for Co-Chairs, Vice -Chair, and Recording Secretary this meeting and up to elections in January. 1 year terms.

Comment - Member nominated all current officers for the 2023 officers.

Amy - Stated she would accept as Co-Chair, Rick would accept as Vice-Chair. Robin willing to stay on for now.

OLD BUSINESS:

Amy - Local FC formation. Would like to present flyer for admissions packages when meet to Matt/Mags of NHA.

Rick - We can put the flyer out to the group for feedback by next meeting. Ombudsman's page - sent link. Need to update names. Rick instead of Cindy. Nov/Dec agenda posted.

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Rick- Liz and Rick working with Nursing Home Group, with representatives from Unions, Cinnamon St John - CMA, Mairead, and AARP. Issues being discussed include: Resident Centered Care, defining adequate staffing levels, financial transparency, and possible penalties for not maintaining adequate staffing levels (ie - No new admissions until they reach the necessary staffing levels.

December meeting will be December 20, 2022 at 7pm with guest speaker Arlene Lugo - Assistive Technology Program.

Motion to Adjourn Amy. Second - Rick Motion passed.

Meeting adjourned at 8:09 pm.

Respectfully submitted,
Robin DeLieto, Recording Secretary