

N. Smokler, Chair J. Withers, Co-Chair

D. Duclos N. Connely M. Laberge D. Sliwinski S. Elliot C. Laing S. Gagne R. Jones
S. Kappelle M. Mattice

Teleconference: K. Bellisle T. Wood L. Ykema J. Fox

Guests: S. Brachvogel, Operations Director
E. Shantz, Veteran Service Agent, Veterans Affairs Canada
R. Ratcliffe, President, Veterans & Community Resident Council

1. REVIEW OF AGENDA / ADDITIONS

No additions brought forward at this meeting.

2. REVIEW OF MINUTES – NOVEMBER 20, 2018

No additions/corrections brought forward. FAC minutes and agendas are posted at <http://sunnybrook.ca/content/?page=focus-vets-fac>.

3. OLD BUSINESS

3.1 Veterans Centre Occupancy ~ Update:

Overall occupancy at the Veterans Centre stands at 85% (85% Nursing Home Level, 86% Complex Continuing Care). There are 40 Preferred Admission Veterans awaiting placement.

3.2 Family Conferences ~ Follow up to November Meeting:

Attached is an existing sample document available in Point Click Care (the Veterans Centre electronic documentation system), entitled "INTERPROFESSIONAL Family Care Conference". N. Smokler brought the following proposal to FAC members:

Prior to the meeting, members of the care team input notes for discussion. Staff not present who have documented note, would have their comments read aloud. Following the conference, the document is updated to include expectations such as required follow-up (from one or multiple areas). Once completed, a copy of the document would be given provided the appropriate family member has signed a Release of Information form. Those in attendance were in agreement.

The final process to provide these will be organized and more information is forthcoming once this is finalized.

3.3 Welcome Letter for New Family Members ~ Review:

Please review the attached draft letter. Feedback may be provided at any time to N. Smokler

3.4 Oral Care Discussion ~ Review of Feedback:

One family member provided feedback to N. Smokler, which was shared with Sylvia Brachvogel. Sylvia asked that N. Smokler present the item at Program Council.

3.5 Online Calendar Update:

Attached is a draft version of the online calendar. Items such as appointments, Recreation Therapy activities, physiotherapy, etc. are available to view daily, weekly or monthly. The program will be looking at ways to put this into action over the coming months.

3.6 Podiatry Update:

The Veterans Centre is working on a process to improve podiatry services to include both foot care nurses and a podiatrist.

3.7 Sunny's Renovations Update:

Food Services have reported that renovations in Sunny's are running smoothly, and are slated to open for full service on March 7th.

4. NEW BUSINESS

4.1 No items for discussion brought forward for this meeting.

5. GUESTS

5.1 Veterans Centre Updates ~ Sylvia Brachvogel, Operations Director, Cipriano Centre for Seniors Health:

Peter Cipriano has generously donated money to build a centre focused on geriatric medicine at Sunnybrook. A portion of the K Wing ground floor will be home to the Cipriano Centre for Seniors Health. A full range of outpatient services in a senior-friendly space will be available, giving seniors and their families, much needed resources. The project is currently in the planning stages, with building/renovations to begin within 1 – 2 years.

Retirement Announcement:

Nancy Smokler will be retiring from Sunnybrook on March 29, 2019. Sylvia will be posting the position, in hopes of having the successful candidate in place shortly after Nancy's departure.

5.2 Online Accounts Access ~ Evan Shantz, Veteran Service Agent, VAC:

My VAC Account is an online service provided by Veterans Affairs Canada, available to Veterans, Canadian Armed Forces (CAF) or Royal Canadian Mounted Police (RCMP) members. Registering a *My VAC Account* allows users to:
learn about VAC benefits and services

- Apply online for VAC benefits and services
- Upload documents to support applications
- Track the status of applications
- View a summary of benefits
- Sign up for direct deposit / change your banking information
- Update personal information

For further details or to register a *My VAC Account*, please go to https://www.veterans.gc.ca/eng/e_services.



Details of eligible VAC benefits are listed in *My VAC Account*. You will be issued a VAC Medavie Blue Cross Health Identification Card, to present to healthcare providers. Medavie Blue Cross is the claim administrator partnered with VAC. To register for access to all your benefits information, coverage details, claims and payments, please go to <https://secure.medavie.bluecross.ca/info/reg/?lang=en>.

6. SUNNYBROOK SPEAKER SERIES

Sunnybrook Speaker Series

Managing Incontinence

28 January 2019 / 6:30 pm - 8:30 pm

McLaughlin Auditorium, E Wing Ground Floor

Leading Sunnybrook experts will discuss:

- **Social and Physical Aspects of Bladder & Bowel Health:** Sue Sebastian, Advanced Practice Nurse and Nurse Continence Advisor (Veterans Centre)
 - **Diversions and Wound Care:** Stephanie Chadwick, Nurse Practitioner
 - **Prolapsed Bladder & Surgical Options:** Dr. Louise-Helene Gagnon, Surgeon, Division of Urogynecology
- Moderator:** Larry Jackson, Pharmacy Clinical Coordinator, Veterans Centre

Free admission. Free Parking (Garage One)

Please RSVP your attendance to (416) 480.4117 or email speaker.series@sunnybrook.ca

NEXT MEETING

DATE: February 19, 2019

TIME: 1:30 – 3:00pm

LOCATION: KGE 35

HOW TO TELECONFERENCE TO FAC MEETINGS

At 1:30pm on the day of the meeting dial **(416) 933-3840**

When prompted enter conference **ID 6785468** to be automatically connected

For more information on the Family Advisory Council, including previous minutes, go to www.sunnybrook.ca/veterans

AGENDA ITEMS FOR FUTURE FOLLOW-UP

On-Boarding / Welcome for New Families	February 2019
Medavie Account Access	April 2019
Oral Care Discussion	TBA 2019
Online Calendar Update	TBA 2019
Food Services Update	February 2019