

Family Bulletin – May 2018



Family Council

Monday, May 14, 2018
3:15 to 4:30 PM
Activity Room
Refreshments served

Presentation

Community Support for Family Caregivers

Over one million people provide unpaid care for adult family members and friends in British Columbia. Family caregivers are a vital part of the health care team, and they need help too. Ben Ziegler from the Family Caregivers of BC will join us to share information about the services and supports offered by the organization in Victoria. Bring your questions.

Everyone welcome!

Family Council Updates

Planning Ahead: Mark Your Calendars

The Co-Chairs have been busy organizing guest speakers for the upcoming Family Council meetings. We hope you can join in!

- Monday, June 18 – Reverend Deb Redman and Funeral Planner Susan Benesch (Earth's Option) will present on ritual and memorials
- Monday, July 16 – 6th Annual Berry Shortcake Social

Therapeutic Fibbing

At April's Family Council meeting, Staci joined us from the Alzheimer Society of BC. She shared tips about communicating with people with dementia to support the person with dementia and also reduce family caregiver stress. To start, she suggested understanding that communicating with people with dementia is like learning to hear and speak a new language. Instead of correcting the person with dementia, it's important to connect with the person in the reality they are in: "The person with dementia's reality is so real to them, they cannot step out of it, but we can step in." Staci explained that therapeutic fibbing, or creative storytelling, is one way to do this so the person doesn't feel isolated. For example, if the person with dementia is requesting their bank statements, their family could respond with "We're gathering them together and making copies. We'll bring them in when we can." This can help relieve the person's worries in the moment even if the family doesn't plan to bring them their banking information. Or, if the person is asking to go "home," instead of answering with rational reasons they can't go home, their family can be warmly curious:

“You are always talking about home. Tell me what it’s like. What was your bedroom like? What do you love about your home?” etc.. These conversations are opportunities to learn where the person with dementia is coming from and support a sense of connection.

Kiwanis Pavilion Updates

Happy Family Caregiver Week!



It’s Family Caregiver Week in British Columbia from May 7 to 13 and we extend our heartfelt gratitude to each of you for your partnership, help, warmth and presence.

Thank you for your collaboration and the joy, humour and love you bring to the Pavilion community. We wish you time for rest and replenishment and honour your resilience.

Changes in the Hair Salon



We are bidding farewell to Marilyn Bloomfield, who has provided hairdressing services at the Kiwanis Pavilion for the past seven years. Our deep thanks to Marilyn for her service. As

of May 1, Cathy Nguyen will take over the salon. Cathy has been a hairdresser since 1999. She has had a focus on seniors for many years and has experience working with people with dementia. Cathy currently provides hairdressing services at a number of seniors’ residences and care homes. Cathy will be at the Pavilion on Tuesdays. There will be a small change in service fees* – detailed information will be posted on the salon door and available at Reception. (**Please note there was a mistake on the notice mailed earlier this month regarding the new fees – Perm/Cut/Set is priced at \$80, not \$70.*)

Food Allergy Warning

Please do not offer food to residents other than your family member. There are a few people living at the Pavilion who have serious food

allergies, but due to memory loss, may forget and ingest something that is not safe for them.

Access to Board for Residents and Families



Feedback is an important tool for improving services. The Kiwanis Pavilion is committed to collaborating with residents, families and community partners to ensure we provide the highest level of care and safety. We actively seek out resident and family perspectives through satisfaction surveys, requesting feedback at Family Council meetings, and by listening and responding to individuals who experience quality and safety incidents or wish to share comments and concerns about care and services.

The Board of Directors of the Oak Bay Kiwanis Health Care Society has a policy to allow opportunities for families, residents and other interested people to speak to the Board on any issue under its jurisdiction. The Board meets monthly, usually on the last Tuesday of the month at 6:00 p.m. At the beginning of each Board meeting there is time set aside to hear from a resident or family member about their experience at the Pavilion. Speakers are limited to a maximum of five minutes and no more than two presentations can be accommodated at each Board meeting. The Board will receive reports from the families and community partners as information only and at the Board’s discretion may address any issues for decision at a follow up meeting.

If you are interested in speaking to the Kiwanis Pavilion’s Board about your experience with our care and services, please submit your request in writing to the President of the Board. Include contact information (phone/email), the name of the resident or the cause you represent, and your topic. Unfortunately we do not have capacity for an audiovisual presentation at the meeting. Requests can be received by mail or left with the Receptionist at the front office. Your request will be responded to within 10 business days.