

Menno Family Council
Date: December 15th, 2025
In-Person – Menno Hospital Conference Room

Attendees:	7 Family Council (FC) members (one remote) 4 Staff persons	
Agenda:		
Welcome and Introductions		
Land Acknowledgement –	Stolo Nations	
Review of minutes	<ul style="list-style-type: none"> • Lack of feedback on West 2 critical incident...concerning to family members • Tracker still not on Portal. Communications team will upload to the site. 	
New Business:		
	<ul style="list-style-type: none"> • Gerry App.. Group watched video. <ul style="list-style-type: none"> • The purpose of the app is to provide transparency and information to families directly about their loved ones. • Menno currently has an integrated electronic record keeping system...but it provides only one way communication only... • Common family questions are about: <ul style="list-style-type: none"> ○ Food and caregiving support <p>1. 1. The Gerry App would provide information about resident:</p> <ul style="list-style-type: none"> • Medication • Nutrition throughout the day • The latest care giving provided to resident • Allows for families to communicate their observations to other family members • Only families can see family comments/communication. 	

	<p>1.2. The Gerry App does not:</p> <ul style="list-style-type: none"> • provide access to LPN progress notes. <p>1.3. Cost</p> <ul style="list-style-type: none"> • The App would be provided at a cost to families. • Amount unknown at this time. <p>1.4. Family council would like to survey families to determine their interest in the Gerry App communication tool....</p> <ul style="list-style-type: none"> • Participants would have to consent to the survey. Asked if we could use the consent wording that Menno uses for other surveys <p>1.5. We reviewed the sample questions</p> <p>1.6. Questions still needing answers:</p> <ul style="list-style-type: none"> • What are staff attitudes toward the App? • While it will provide information about medication, it will not provide the context, which will likely still require conversations between staff and families. • How does this add to 'transparency'...? 	
2. Continued Family concerns about the West 2 critical incident.	<p>2.1. A question from a loved one on West 2 regarding their health in light of critical incident. Family was not provided information but was invited to make a Freedom of Information Request with Fraser Health (FH).</p> <p>2.2. Freedom of information - If request is made to FH will notify the Menno, who will photocopy requested information and hand it over to family...</p>	
3. Information tracker...	The interaction tracker is now updated with the questions from the October 20 th meeting. The questions have not been sent to staff but Family Council will do that. Their responses will be added when we get them. The tracker will be available	ACTION: FC to send the questions to Staff

	on the Menno Life webpage under the Family Council tab.	
4. Minutes	Requests for easier access to minutes via links.	ACTION: FC will look into this
5. Regional Family Council	<p>FC Chair reported out on the Regional Family council .</p> <p>5.1. News about the withdrawal of government \$\$ support for extra hours of care assigned to LTC during COVID.</p> <p>5.2. BC protocols on hours of care....has not changed since COVID. Just funding cuts for agencies.</p> <p>5.3. Challenges for LTC is that 70% of new resident admissions requiring more care...</p>	ACTION: Families invited to write a letter template...for families to use to send to MLA.... FC will draft and put on the portal
6. Family Education	<p>Dementia Session</p> <p>7.1 Well attended by families and staff.</p> <p>7.2. Content covered included Statistics as well as types of Dementia.</p> <p>7.3. Unfortunately the session only available during the day and many families cannot attend because of work.</p> <p>7.4. No copies of session available. Session not able to be recorded due to privacy of those attending and participating. Can the webinar presentation slides be made available on the Menno Portal for future reference for those who could not attend?</p>	

Next Meeting:

- February 23rd 7pm Virtual only