



Grace Manor Family Council Meeting Minutes
Thursday April 8, 2021 @ 1:00pm by Zoom

Chair: David Bishop

Present: 29 Family Members present

Staff Assistant: Justine Dudziak, Director of Programs and Services

Welcome

David Bishop welcomed everyone to the first Zoom meeting of the Grace Manor Family Council of 2021. A very good turnout for the first meeting of the year. David reminded everyone that this meeting is not to focus on individual personal concerns but to engage with families so we can work together with management to build a positive and collaborative relationship in order to make Grace Manor a great home for residents! David reflected on Ministry of Long-Term Care creating an iron ring around Long Term Care Homes as well as the challenges of the province attracting front line workers to this market sector.

Justine Dudziak provided chat box instructions for family members who would like to ask questions or make comments. Members were also asked to mute themselves as to reduce the background noise and distract from the persons speaking making the most of our time together.

By Invitation: Donya Stubbs, Chair of the Board at Holland Christina Homes.

Donya provided a background of what the role of the board is and the many committees that help support Holland Christian Homes such as Development Committee, Care Committee, Finance Committee, and Governance Committee. Donya shared a brief overview of the Strategic Plan that is committed to strengthening communication, health and human resources, investment in infrastructure and that Family Council is a part of these processes. A few questions came up in the chat box related to parking and the challenges faced by families visiting to find a spot. Donya reassured families that the home and board are aware of the parking challenges and have implemented new parking tags to identify “approved” parkers, audit of the parking spots and usage as well as

future proposed ideas. David thanked Donya for her presentation to the council.

By Invitation: Dr. Varughese, Medical Director of Grace Manor.

Dr. Varughese provided an overview of the directives that are currently in place due to the Pandemic and mentioned that the Grace Manor Team is working incredibly hard supporting residents. Dr. Varughese spoke about the resident vaccination rate of 93% with both doses. As directives change and the province starts to re-open, we will continue to push to provide increased opportunities for fresh air as it is a huge benefit to resident's health and wellness. David thanked Dr. Varughese for his presentation to the council.

By Invitation: Jessica Radon, Administrator of Grace Manor, had several updates to share

- Jessica shared that the 3rd party screening oversight has been eliminated and therefore Grace Manor has brought in a 2nd screener to assist for peak hours.
- We have fully implemented the mandated “RAT” (Rapid Antigen Test). All staff and essential caregivers are getting this test daily/weekly depending on the mandated frequency. Grace Manor is using the nasopharyngeal swab (NP) to complete this test which has the highest accuracy rate for detecting Covid-19. Abbot which produces the NP Swabs has stopped production so the home will be exploring another method based on Medical Team's directions.
- Jessica spoke about the recent budget announcement that the government has provided additional budget funds to the home for HVAC (heat ventilation air conditioning) and infection control covid 19 containment. The 5 bathing rooms “spa rooms” are currently being renovated to remove wood and old flooring and change to stainless steel, new cupboards and fresh paint. Funding will also continue for fulltime Infection Control Leads, so we have Parvinder (RPN) who is the lead for Grace Manor. The additional four hours of direct care per day per resident is a plan that the government has committed to rolling out over the next four years. The increased wage for PSW has been extended to June 2021 with increased training and educational opportunities to attract workers to this sector.
- The Family Council Terms of Reference were presented but as it is a lengthy document to read on screen it was requested by members to have it posted on the web site. Jessica covered the purpose and the role of Family Council as outlined in the Terms of Reference.
- Vaccination update; anyone who has wanted a vaccine has been given one. We updated our surveillance testing policy to include guidance that any staff who have not received vaccine will be required to receive RAT Test daily before entering the home areas. Residents were given both doses of Moderna as were some additional

staff due to 10 doses being in the vile that has to be used up at one time (no waste). Unvaccinated new admissions will receive first dose next week.

- Grace Manor has been awarded the RNAO Best Practice Spotlight designation after successfully rolling out the Person -Centered Care. Rolling new pilot with this BPG on 3South, then throughout the home.
- April 6th 2021, was the one-year anniversary of the twelve residents and one staff lives lost to Covid-19 at Grace Manor. Jessica shared the memorial of candles on her screen for families to see.
- Designated Caregiver Visitor Letter has been created and will be provided by the screener to all designated caregivers in case you are pulled over during the stay at home order and need to produce evidence of being an essential caregiver.
- Grace Manor has been very fortunate that many of the families were able to designate a caregiver to come in and help support resident care needs such as feeding and socialization. This has been extremely beneficial since we are not able to utilize volunteers at this time to assist.
- Staffing in Grace Manor - 46 fulltime PSWs and 33 part-time PSWs (currently working at full time hours). We have 7 Resident Assistants in a new temporary role to support PSWs and we are currently over staffed to ensure needs of residents are met and staff is cohorted.
- Rapid testing and algorithm as set out by the ministry for testing requirements is being followed for all and set up in the Grace Manor Atrium.
- All staff has been required to sign a declaration to only work at Grace Manor.
- The complaints procedure is based on an escalation process. If you have a concern bring it to the registered staff on the floor, and if not resolved, to the department head then to the administrator, and finally to the Vice President of Operations. We really want the opportunity to work together to resolved concerns on any issue. Policy to be reviewed during next meeting.
- New Quality Improvement and Education Specialist, Volunteer Coordinator.

Words of Thanks: Michelle van Beusekom, Family Member.

Michelle acknowledged that one year ago the Covid-19 outbreak happened at Grace Manor and reflected on the incredible work that all levels of the home provided to maintain resident safety. For example, DOC Maureen Pauls and other nurses stayed on site (HCH visitor rooms) with Maureen doing PSW work and contacting families at night. Many staff were working 16 hour shifts. Dr. Verughese contacted all families of covid positive residents and worked on site throughout the outbreak Also Rohit and his staff provided meals to those working extra-long hours. CEO Ken Rawlins proactively reached out to both the Brampton Civic Hospital and the military for support as staff became sick and had to quarantine. She thanked Jessica for February's Townhall and

the staff for all their dedication during this very difficult time. Michelle expressed frustration about the absence of Family Council (no meetings, no communication) during a global pandemic, an outbreak, the death of 12 residents and 1 staff, the calling in of the military and the dismissal of the top two staff at GM.

David mentioned that one large meeting was held, but then directives changed and in-person meetings could no longer take place safely. The military was in Grace Manor, there were leadership changes and changes in directives which were all contributing factors to the reduction of meetings. At that time, Zoom was not a method of committee communication. David did not remember receiving any phone calls or emails from family members asking about meetings or updates but Susan reminded him that he replied to her August email on Zoom meetings and other topics. Justine mentioned that two social distanced meetings with the Administrators and Chairs of both Grace and Faith Manors Family Councils were also held. Jessica mentioned that directives were changing very fast. Comments were made that other Family councils in Ontario were able to use Zoom under Covid-19 restrictions and that while we cannot go back, but we can certainly move forward.

By Invitation: Kamal Sekhon, CQI and Education Lead.

Kamal presented the 2020 Resident Family Survey results and action plan. Nursing; staffing enhanced and the utilization of Recreation Therapists. Activation; enhanced resident experience and 1:1 welcome kits and hand delivered note of thanks to activity and pastoral staff. Dietary; new menu roll-out. Housekeeping; new glow germ audit tool for deficiencies. Volunteer Service; new volunteer coordinator on board.

Fundraising Update: Susan and Audrey

Susan provided a summary of the fundraising and financial statement ending 31Dec2020. (See Appendix A) The statement was reviewed and shared visually. Susan thanked council for their support and shared what was purchased for the residents with the monies raised, the Resident individual Christmas Gift Bag, and the Obie machine. When the new Faith Manor is opened in June, residents in both Faith and Grace will receive a celebration/welcome gift bag. Many comments in chat box related to congratulations to the Fundraising Committee on their hard work and dedication over the past year. Collaboration between the Manors has expanded opportunity for fundraising. Susan mentioned that we have \$200 designated for staff appreciation in the account.

Activation Update: Justine Dudziak, Director of Programs and Services.

- Justine provided an update on the outdoor opportunities for residents and designated caregivers. The balconies can be accessed anytime by asking the registered staff for the key to open the balcony door. The atrium patio has a schedule to safely share the space and maintain cohorting of the home areas. We recognize that fresh air is beneficial to resident's health and wellbeing.
- Grace Manor was approved for an Obie projector machine at half price and with the generosity of the Faith and Grace Manor Family Councils who paid for the other half, we have been able to purchase one Obie machine for each Manor. The machines will be mounted on a stand to be utilized in all home areas. Justine showed a short video demonstration clip for members to view in the screen during the meeting.
- Grace Manor leadership team is currently finalizing an action plan to enhance the resident experience during Covid-19 (Path to Recovery) to be rolled out soon.

Council Information: David Bishop, Grace Manor Family Council Chair.

David shared his passion for the council and expressed to all members the value of members coming forward to volunteer and take on leadership roles. He welcomed any member interested to please contact him to discuss further. Fred requested the posting of the Terms of Reference on the HCH website so it could be reviewed by all families and discussed at the next meeting. Several comments were posed in the chat box about scheduling elections for executive positions. David proposed the next meeting date to take place on zoom on Thursday June 10, 2021 at 1:00pm. From the chat box response, all members agreed.

Secretary's Update (21Apr2021): Senior Leadership has approved adding a tab for Grace Manor Family Council on the HCH web site. This will be a dedicated online space where Family Council can post contact information, Terms of Reference, and information for upcoming meetings.

Closing Remarks/ Adjournment:

David thanked all family members for joining in the meeting and supporting the continual quality improvement of resident care at Grace Manor. David asked that members use the evaluation at the bottom of the agenda to rate the meeting and presenters.

Next Meeting Date and Time

Next meeting will take place Thursday June 10, 2021 at 1:00pm-2:30pm via Zoom. Please check the website for the upcoming memo and Zoom ID number and password to log in.

We will also be using our new Cliniconex system to send messaging/reminders out to families for the next meeting.

***For more information about Grace Manor Family Council, please contact:
David Bishop @ 905-824-8786 or email: dbish3845@gmail.com***

Appendix A – Financial Statement

Grace Manor Family Council

for twelve months ending December 31, 2020 (Revised)

Balance Forward December 31, 2019	5,232
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Income

Dutch Hymn Sing	700
Craft Sales	865
Fundraiser - Staff Gift Cards	5,175
Donations	100
Mask Donations for Materials	2,525
Mask Sales	5,951
Total Income	15,317

Expenses

David Bishop: Tablets	768
Fundraiser - Staff Gift Cards	4,975
Activities Grace Manor	415
Mask Fundraiser - Christmas Gifts Residents	2,086
Mask Materials	2,651
Audrey Schreuders: Fabric & Notions	98
Total Expenses	10,993

Fund Balance	9,556
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