



## **Holland Christian Homes Faith Manor** **Family Council Meeting Minutes**

Wednesday April 20, 2022 @ 7:00pm  
FM ZOOM

**Chairs:** Lynn Vanlieshout  
**Co –Chair:** Catherine Tenhage  
**Secretary:** vacant-need to recruit  
**Treasurer:** Sheila Pelleboer

**Present: 7**

**Business Arising:** Lynn welcomed everyone. Review of previous minutes deferred to May's mtg. Jody will re-send to those who didn't receive a copy.

**New Business:** Home Update: Aleksandra provided members update on outbreak (4<sup>th</sup> floor) in the home and down to just one essential visitor. She mentioned the high number in Peel region as well so new variant very rapid. A lot of frequent changes with updates from MOH and Public health. Information can be viewed on HCH's website. She also provided update on testing requirements, visitor policy and screening during outbreak protocol.

Construction is progressing slowly. Always expect delays with contractors and how systems play out. Access to FM/Towers entrance still not complete- Trouble sourcing labor contractors therefore interfering with plans. Ramp is a priority to complete to access gardens and provide a safe entrance; approval has been granted so a work in progress. Aleksandra also updated everyone on the FLTCA 2021-phase 1. The preamble is on family boards and HCH will be updating residents, staff and family accordingly. Website will also provide access to information too. Changes to note are

transparency, complaint process, reporting on incident reports. Large focus on CQI program re Act-looking for increased resident and family involvement; IPAC leads with increased training and palliative care another focus.

**Recreation Summary:** Members asked for an update on programs and how that was looking. Invite was to staff but they declined. Jody stated that return of some volunteer assisted programs have come back IE. Hymn Sing with Shirley; communion April 15. Monthly meal club-Swiss Chalet back-FM had theirs April 14-16 residents participated in this! Department will continue to add and build on programs with outdoor seasonal programs, entertainment, possible community outings (all dependent on covid, outbreak status and following IPAC protocol. Movement of internal postings has also help stabilize programs with full time staff on the unit's effective MARCH 1<sup>ST</sup>/22.

**Q:** member asked about 1<sup>st</sup> floor TV- why are there subtitles on the tv with some profanity at times? Not appropriate. In addition, she has come in to visit family and xmas music has been playing. Jody asked her to track dates and times so she can look into this further. Lastly, asked about supplies and what is available for residents. Jody made note of IPAC measures and how we have to ensure that any supply left out can be sanitized and stored away safely. Directives from Public Health making it very difficult to program at times. Member offered to donate some things. Jody assured her that we have ample supply we just have to air on side of caution during pandemic and outbreak procedures etc. She will speak to 1<sup>st</sup> floor staff to gather information and follow up as best she can.

**How to Manage “contact us” section RE Website** deferred to May 18 mtg.

**Invite to Sam Fitzpatrick**-update on IT, Rally system and channel 990. Sam was welcomed by members and Jody. Update: Improvements made to IPTV system in response to FM Family Input:

1. IPTV Network reconfiguration done to improve speed loading channels.
2. Software updates implemented to improve performance.
3. 50 older model boxes replaced to newer models at Rally's expense.
4. Remote access software installed on boxes so Rally team can continue to update and improve boxes without needing techs on site.

990 to be launched in 2-3 weeks if all goes well.

### **Wishing Well Program:**

Faith Manor Family Council in conjunction with the Activities Department and Administration is offering residents the opportunity to express their dreams / wishes to enhance the quality of life of

Faith Manor's Long-Term Care residents.

Completed wishing well ballots will be collected monthly by the Activities Department and reviewed at the monthly Family Council meeting where the committee will select on a quarterly basis (or more often when possible) one resident wish to come true.

Residents, family, staff, and volunteers are all encouraged

to participate – when you hear a resident use the words:

“I wish” ..., take a coin from the bucket, fill out the resident wish (fold it in half) and place back into the well through the slot in one of the wells located on either FM1-location of wishing well by resident/family board.

Let's work together to make our residents wishes come true!

Member asked for copy of WW. Jody agreed to send it.

**Staff Appreciation Week** of May 9-13/22. Jody informed members of the upcoming themed week for staff. A fun filled week to thank staff for their dedication and hard work especially over the last couple of years. Jody asked if council would like to support the week in acknowledgement of gift cards and or donations to support raffles and prizes for staff. Anything would be appreciated!

**CARF: HOLLAND CHRISTIAN HOMES (HCH) ACCREDITATION 2024;**

**WHY ACCREDITATION?**

- ▶ Accreditation pushes institutions to meet and maintain their high standards, in turn increasing trust and confidence in them among the public and boosting accountability.
- ▶ HCH is currently accredited Accreditation Canada until April 2023

**Carf international**

- ▶ \*\*Commission on Accreditation of Rehabilitation Facilities
- ▶ The mission of CARF is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served.
- ▶ Meetings will be held with Department Heads and Managers regarding their involvement in the process and how to engage staff on a monthly basis.
- ▶ Touchpoint meetings will be held regularly until the survey date to ensure that we are on track
- ▶ We will need the assistance of staff, residents, and families throughout the process, more information to follow.

► CARF launch was held on April 11, 2022

Jody will continue to provide updates accordingly as we work through this opportunity!

**Volunteer Recognition Event:** Jody reminded everyone of the upcoming event on April 28/22 in Heritage Hall 1030-1230. Our volunteer manager Glenda McKay who spoke at last month's mtg has put together a wonderful venue for our volunteers. Members of leadership will be present to address our years of service and to further support the event.

### **As a Reminder:**

The new positions are as follows along with their contact emails.

**Chair position:** Lynn VanLieshout-[Lynn.VanLieshout@humber.ca](mailto:Lynn.VanLieshout@humber.ca)

**Co-Chair:** Catherine Tenhage- [cat10hage@gmail.com](mailto:cat10hage@gmail.com)

**Secretary:** resigned her position-looking for a new member to elect.

**Treasurer:** Sheila Pelleboer – [shpelleboer@hotmail.com](mailto:shpelleboer@hotmail.com)

Council also voted past Chair Anne Pennells to remain as open invitation to attend meetings anytime over the course of the year. Anne agreed to assist and available to transition to the new executive membership **Lynn VanLieshout** [Lynn.VanLieshout@humber.ca](mailto:Lynn.VanLieshout@humber.ca)

### **Treasurers Update:** NA

**Closing Remarks/ Adjournment:** mtg finished 8:03pm. Motion to close: x2 members.

## Next Meeting Date and Time

- Next meeting will take place May 18, 2022, at 7:00pm-8:00pm via Zoom. Please check the website for the upcoming memo and Zoom ID number and password to log in.

**Feedback Forms Required:** Standing item RE channel 990-membs would like updates as the system isn't always functional and its streaming quality is a challenge at times. **This has been updated as per IT representative Sam Fitzpatrick (April 20 mtg) to be removed at May's mtg.**

**NONE.**

**Infection Control:** This meeting was via zoom; No concerns or break in infection control practice.

**Communication:** (This section to be implemented in each meeting moving forward.)

- What from this meeting needs to be communicated?
- Who are we communicating this information to?
- How will we communicate this information?
- When will we communicate this information?
- Who is responsible to ensure this information is communicated?

**Communication:** Jody/Trish will work together to post next meeting zoom ID number and password on the web site.

**Note:** Aleksandra Grzeszczuk, Administrator has a standing invitation to attend all Family Council Meetings.

*For more information about Faith Manor Family Council, please contact:*

**Chair position:** Lynn VanLieshout- [Lynn.vanlieshout@humber.ca](mailto:Lynn.vanlieshout@humber.ca)



June 16, 2022