

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, June 14, 2022
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom (absent)	FC Chair
Maria Tandoc	FC Co-Chair
Angie McCrea	FC Secretary
Justine Dudziak	HCH Administrator, Grace Manor
Jody Clarke (absent)	HCH Director, Programs & Services
Alice Scheepstra	Member
Audrey Schreuders	Member
Catherine Jotautas	Member
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Johnna Lee Tait	Member
Lisa Stepanic	Member
Lori West	GM Resident Council Representative
Marc	Member
Michelle Alcock	Member
Patricia Roelofsen	Member
Prakash Dannie	Member
Ron Buschman	Member
Susan Dulis	Member

Minutes Items
Welcome and chaired by Maria Tandoc
OLD BUSINESS <ul style="list-style-type: none"> • Minutes approval (May 10, 2022) – motioned by: Catherine and seconded by: Audrey • “Who Am I?” Project <ul style="list-style-type: none"> ○ Purpose of the poster is to provide a ‘snapshot’ of the resident for anyone who comes into the resident’s room (i.e. regular staff, Agency staff, cleaning and maintenance personnel, management, etc.) It would be individualized and have up to 10 points that would cover 3 elements about the resident: <ul style="list-style-type: none"> ▪ (i) essential points of the resident’s care plan, ▪ (ii) something about the resident (i.e. was a school teacher, had 6 children, was born in Holland, etc.), and ▪ (iii) what makes the resident happy such as turning on the TV to channel 11, etc. ○ Poster would be printed in colour on 11”x17” paper and laminated for durability, neatness, and ease of cleaning.

Minutes Items

- Advertise the poster by adding a flyer in the billing letter, distribute by sending an email blast to all families, and provide to Kris, Resident Advocate for Grace Manor to introduce to new families.
- General information on poster can be seen in Appendix A
- Sample of poster in Appendix B
- Justine and Albert to coordinate the printing and installation of the posters
- Murals Update
 - No new updates: project focus group will resume to meet to discuss going forward
 - Waiting on decisions of the painting of the walls which will affect when the murals can be installed - paint needs to properly cure.
 - RFQ (Request for Quote) has been sent out to 2 suppliers:
 - i) Creative Arts responded and priced at \$23K without column wraps and does no installation
 - ii) Dave from Designer Walls responded and came at \$18K without door disguises but does install; more quotes will be requested
 - Committee needs to re-evaluate the requirements to fit within the budget (\$17.5 k + GST)
- Residents as Partners (RAP)
 - 2 volunteers (Ron & Laurie) for the Emotion Based Care sub-committee
 - More information provided in poster - see Appendix C – seeking volunteers for sub-committees (Home + Environment; Programs + Activities; Emotion Based Care; Education) or oversight committee.

NEW BUSINESS

Administrator's Update & Discussion

- General Update
 - Town Hall Meeting on Wednesday, July 13, 2022
 - RAP Committee meeting schedule June 15th at 1PM
 - COVID update – no new residents' cases; 2 staff cases (Housekeeping & Dietary) Peel Public Health has put GM on outbreak investigation – will end on June 20th
 - Construction to be completed in about 8 weeks
- Third Party Services Providers (foot care, dental, etc.)
 - Services are vetted by GM tender processes which includes reference checks, vulnerable sector screening, mandatory training and education, etc.
 - Next dental clinic is June 20th with Direct Dentistry - current tender will expire May 20, 2024
 - Service concerns are tracked by the Administrator; a form should be filled out; Justine will share the Concern Form – see Appendix D for Concern Form
 - Alternate dental services used by FC members who are not satisfied with Direct Dentistry:

Grace Manor Family Council Meeting MINUTES

Minutes Items

- Golden Care Dentistry (416-484-6228)
<https://www.goldencaredentalservices.com/> and
 - Cheryl from Direct Smiles 647 267 7226 (cheryl@directsmiles.ca) for cleaning only
- Foot care service provider contract is with – Activa Health – recent price increase from \$35 to \$45
- Family Council intends to create a list of alternate service providers
- Eye care/Optometrists coming in on Sep 13th
- Laundry Service
 - Laundry staff will now be putting the clothing away properly and no longer the PSWs
 - Moving forward white clothing to be separated from the dark colour clothing – Justine has spoken to staff
- Direct Care Hours Update
 - GM is currently at 3.25 direct care hours per resident but will reduce to about 3 to comply with the March 2022 Ministry target and GM Budget. However, this is still a 26-minute increase from Dec 2021. The Direct Care will incrementally increase yearly to 4 hours by March 2025.
 - FM council suggestion is to use this increase to incorporate a practice of personal interaction during purposeful Hourly Rounding (i.e. part of promoting a culture of emotion-based care)
- Construction on home units update and timeline for getting things back in order and making sure residents are living in a warm, cozy environment
 - Timeline for completion is 8 weeks (middle of August) using the grant provided

Hospital Stays – essential caregiver access to resident during a hospital stay

- Goal is to ensure ECGs have access to their loved one during a hospital stay. Justine mentioned that GM provides transfer discharge papers as well as admission record fact sheet of resident going to the hospital; hospitals have their own policies when receiving transfer papers, POAs are noted in the two records provided by HCH

Looking ahead

- Putting our heads together re better food solutions, to be more creative, especially with the budget increasing from \$9.54 to \$10.97 per resident per day and introduction of more flexible guidelines. FCAC (Family Council Action Coalition) province wide initiative to lobby for improved dietary options to be discussed in more detail at next meeting.
- Care Plan – not always shared with family members ahead of care conference. should be shared twice a year. Some information is outdated – suggestion is to include an executive summary in the front to help staff, especially agency staff, absorb key information. To be discussed in more detail at next meeting. We need your observations and ideas.

FUNDRAISING / PROJECTS

Grace Manor Family Council Meeting MINUTES

Minutes Items
<ul style="list-style-type: none">• Update on garage sale plans and storage locker fees<ul style="list-style-type: none">○ Storage locker fee will not longer be charged as per Tracy's consent○ Garage sale to be setup in a smaller type of venue in the Fall/Autumn. Will be closed for people coming from outside and only available to HCH staff and family members○ Consent from Tracy will be required to ensure the safety of staff, residents, and family members
CLOSING REMARKS/REMINDERS <ul style="list-style-type: none">• Agenda suggestions, please email gracemanorbramptonfc@gmail.com• Next meeting: Tuesday, July 12, 2022 at 2:00pm by Virtual Zoom
MEETING ADJOURNMENT

[APPENDIX A](#) – General Information on Who Am I poster

[APPENDIX B](#) – Sample of Who Am I poster

[APPENDIX C](#) – RAP Recruitment Poster

[APPENDIX D](#) – Concern or Feedback Form

My name

Sue

Things I'd like you to know about me:

I want the TV on Ch. 11



(except on Sundays when it needs to be on 990 for church)

I need to keep my feet up
when I sit in my chair

I need to wear my black
compression stockings
every day



love coffee...cream but
no sugar



I like to sit in my room in
the mornings

I need my hearing aid in
and glasses on every
morning



This poster is a fictitious sample of a “Who Am I” poster that can be created and hung in resident’s rooms. The purpose of the poster is to provide a ‘snapshot’ of the resident for anyone who comes into the resident’s room such as regular staff, Agency staff, cleaning and maintenance personnel, management etc. It would be individualized and would have up to 10 points that would cover 3 elements about the resident:

- Essential points of the resident’s care plan (e.g., hearing aid and glasses needed, feet must be elevated etc.)
- Something about the resident (e.g., was a school teacher, had 6 children, was born in Holland etc.)
- What makes the resident happy (e.g., I like to have the TV on Ch.11, I love my coffee with cream but no sugar etc.)

The poster would be printed in colour on 11”x17” paper and laminated for durability, neatness and ease of cleaning. 3 copies would be made: two to be displayed in clearly visible places in the resident’s room and one spare copy to be kept by the POA in case a replacement is needed.

The poster will be hung on the wall (possibly the closet door and in the bathroom) with “Sticky Tac” or a similar product that is easily removable and not harmful to the walls or paint. A supply of this could be kept by someone to be determined (possibly at the nurses’ station or with the resident advocate?).

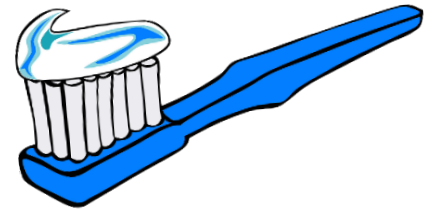
Since the poster is hung in the resident’s room with their, or their POA’s permission, no further permission is required. This is noted on the bottom of the poster:

(Posted by Susie Jr. - POA to Sue. Please do not remove)

If family members (POA) would like such a poster in their loved one’s room, they can submit the information to Family Council and we can then create the poster. Once the POA approves the poster, it will be printed up, laminated and hung in the resident’s room.

Who Am I

- Hello - my name is .
- I am a mother and grandmother.
- Please brush my teeth regularly. I don't want cavities.



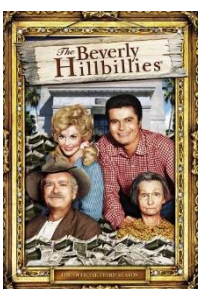
- I like milk, water or coffee with milk, no sugar, no cookies.

- I need a friend to walk with me every day.



- I need help to get in and out of the chair or

- I like to dance - just sway my arms!



- When watching TV, I like

- I like music - especially the



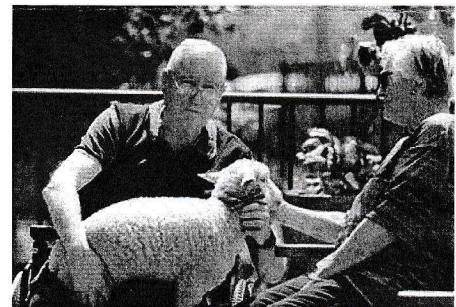
We Are Recruiting Staff Members, Family Members & Residents to Join the work of the "Residents as Partners" (RAP) Committee

The Purpose of the RAP Committee:

To develop concrete recommendations to help each resident live their daily lives to their full potential by promoting a culture whereby staff form a relationship to identify, understand and support each resident's unique needs and interests.

What is Emotion-Based Care:

- Emphasis on the importance of relationships & building connections
- Person centred care – first & foremost!
- Reflecting on residents' past, hobbies, interests
- Create home-like environment
- Engage the resident at a human level
- Enabling staff flexibility & empowerment
- Giving purpose & meaning
- Focus on improving quality of life & care
- Giving comfort & engagement
- Supporting "WHOLE" person
- Moving away from "task based care"
- Everyone involved benefits – residents, staff and family caregivers



Be Part of the Change!! If you are interested in actively participating in one of the RAP Sub-Committees or would like to learn more, please contact:

Kristine Nielsen (ext. 5331) or Basia Leja-Plaza (ext. 5277)

We need your ideas and observations to improve resident quality of life and care.

APPENDIX D



GRACE MANOR ☐

FAITH MANOR ☐

FAMILY/RESIDENT/STAFF CONCERN OR FEEDBACK FORM

Date:		Time:		
Name of Person Expressing Concern:		Resident <input type="checkbox"/> Room #:	Family <input type="checkbox"/> Room #:	Staff <input type="checkbox"/> Department:
Phone #:				
Name of person recording/heard concern:		Room # or Department:		

Nature of Concern/Feedback (use back of form if required)

IMPORTANT: Please give this form to either the Grace Manor or Faith Manor Administrator – at the time the concern is raised. The Administrator will forward to the appropriate person/department for follow-up.

Investigation Notes/Follow up Action required to be taken (use back of form if required)

Final Resolution/Outcome (use back of form if required)

Date Feedback given to the Person Expressing the Concern: _____

Record their response: Satisfied ☐ Dissatisfied ☐ Is more follow-up needed? YES ☐ NO ☐

Form Completed by: _____ **Date:** _____

Note: Department Heads must sign off together on only one form if the issue involves more than one department. The final signed copy is to be given to the respective Manor Administrator for tracking purposes.