

# Faith Manor Family Council Meeting Minutes

April 9, 2025

<b>Date:</b>	WEDNESDAY April 9 2025
<b>Time:</b>	7:00PM to 8:00PM
<b>Location:</b>	Hosted on TEAMS <a href="#">FM Family Council Meeting 04/09/2025</a> and in Education Room
<b>Topic:</b>	Faith Manor Family Council Meeting
<b>Present:</b>	Peter Dykstra, Lynn vanLieshout, Terry Shea, Jean de Beer, Vanessa Reed, Rudy Sacha, Alisa Bovell, David Dobell, Varsha Chaugai, Jody Clarke, Sellinor Ogwu, Sara van Vliet, Ingrid Malmberg

## **Welcome and chaired by Peter Dykstra- Opening Statement: :**

The Family Council is not meant to be a place to vent individuals' concerns, complaints or situations that need to be dealt with in a timely and personal way with the residents and staff involved. There are four main functions of the family council. They are:

1. To provide support to family members and offer guidance to new families during their transition to Faith Manor
2. To provide education for family members to learn and gain an understanding of Faith Manor and how it operates.
3. To be advocates and assist in problem solving regarding collective concerns to improve the resident's quality of life.
4. To communicate and provide an opportunity for family members to be informed about what is happening in the home and to solicit ideas, give feedback and make suggestions from members to the home.

## **Agenda:**

### **1. Motion to approval Minutes for March/25 as amended**

Moved by Terry Shea, seconded by Lynn vanLieshout as amended. *Carried.*

### **2. Matters arising from previous minutes**

- Draft letter to introduce and invite family members to join the FM Family Council
  - Peter has shared with Julie; would like to have form set up on website so that answers are typed and easily read; could perhaps be handed out at yearly care conferences; copies could be left on family information board so that people can fill out form
- FM Family Council section of the hch.ca website – working on revisions and updates. Peter has met with IT to discuss changes, and updates to site
- Concern update re: staff attendance boards to be deferred

### **3. Administrator's Report**

- no outbreaks in the home since last meeting
- one of the items from the Action Plan was to have the PSWs and nurses attend the Care Conferences and that has now begun; each neighbourhood has divisions so same PSW is assigned to that division to help establish relationship with residents
- prior to election the home received notification that cultural preference for Dutch residents to receive first preference to the home – this will begin next week
- POA's need to sign consent for hair care; if finance contact is not aware that another POA has signed off on the service, they are denying payment of the service. Family members/multiple POAs need to discuss and ensure everyone is on the same page, as HCH should not be absorbing the cost.

### **4. Program Director's Report**

- Final order for door decals to be submitted soon; Doors will start on floor 1 and then move up to floor 5; it should take a week to a week and half to install all the decals

- Services in place to celebrate Easter with residents
- New pianist coming in (Andre) to play on each of the floors
- Zamar Music Inc looking to partner with home to launch choir on each of the neighbourhoods; they have their own funding to support the project; may recruit folks from the towers who may be interested in joining the choir so that they circulate through the various neighbourhoods
- Grace Manor has fostered with Brampton aviary; process to onboard additional budgie to third floor; make look at fostering vs. purchase of budgie; Henrietta is doing well despite loss of mate.
- Number of display boards up during recreation week showing residents involved in recreation activities; received lots of positive feedback

## 5. New Business

- Information bulletin from Romaine- IPAC lead;
  - Is a public report that could be shared with council members and will be posted on the website, and shared on the family bulletin board; inspectors were present for shortly more than 2 weeks; called a pro-active inspection; family, friends, residents and staff will be asked if they'd like to be interviewed; Peter and Jody were both interviewed
- Ministry Inspection Report
- Paperless invoicing presentation – Finance staff to introduce
  - Online invoice portal now set up; invited 120 financial family contacts were contacted and already 50% have signed up; Consent forms will be added to the platform in the near future; mass messaging feature is available for use, as well as individual messaging; can have multiple family members within home attached to account as well
  - Portal is only one way at the moment – i.e only coming out from home vs family members able to reply to mail within portal
- Introduction and discussion with new Dietary Manager – to be deferred
- Emergency Manager update – Code Green – building evacuation conducted in November; one item for improvement to create grab and go bags for the residents; bags have been ordered to store underwear and outfit for each resident should they be needed in time of emergency; Sellinor will coordinate with PSW care partners to complete bag for each resident; family members may need to order another outfit for their member in care as this outfit would be no longer available for wear
- Discussion and feedback re: LTC newsletter – Peter meeting with Grace Manor Family Council team to discuss possibility of a joint newsletter
- Open discussion, comments – no items raised

## 6. Closing Remarks/Reminders

- **Next meeting: May 14, 2025 7PM – on line and in Education Rm.**

## 7. Meeting adjournment: 8:04 pm

Signature: 

Date: May 14, 2025