

Date: May 21, 2026

Time: 2 p.m. – 3 p.m.

Location: In-person (Harmony Hall) with virtual participation

Meeting Type: Hybrid – With AI generated minutes based on transcription of meeting

1. Meeting Overview

The meeting was called to order with a reminder that the purpose of Family Council is to provide a forum for broad discussion of resident experience, quality improvement priorities, programming, communication, and operational matters affecting residents and families. It was noted that the forum is intended to support shared dialogue, identify common themes, and elevate matters appropriate for council discussion rather than address individual personal concerns in detail. Participants also reflected on the value of maintaining a clear and readable minutes format that captures the substance of discussion in a useful way for future reference.

2. Housekeeping and Laundry Update

A detailed update was provided on housekeeping and laundry improvements that had been introduced in response to prior family and resident feedback. The discussion indicated that clothing handling and delivery processes have improved significantly, with fewer mix-ups and more reliable return of personal items to the correct rooms. There was positive feedback that earlier quality concerns regarding white clothing had lessened over time, and it was noted that the current process appears to be functioning more consistently than in previous periods.

The group also discussed the next phase of laundry process improvement, including an early-stage plan to sort personal laundry by neighbourhood using colour-coded bags so that clothing from one area is not washed together with items from another. In addition, concern was raised about families leaving newly delivered clothing on home areas rather than following the established brown-bin process for labeling and intake. The importance of using the designated procedure was emphasized because it reduces the risk of loss and creates a more reliable chain of handling. At the same time, practical limitations were acknowledged for bulky items such as comforters and blankets, and it was agreed that alternative arrangements may be needed for oversized belongings, including direct pick-up or room-based collection when the standard bin is unsuitable.

Decisions and Action Items

It was agreed that the brown-bin procedure remains the preferred and safest process for all newly brought-in clothing. Staff will reinforce the daily checking and emptying of the bin to avoid overflow. Re-education will also be provided so that staff can appropriately advise families about alternatives for bulky items that do not fit the standard intake process. Ongoing monitoring of the neighbourhood-based sorting approach will continue as implementation progresses.

3. Quality Improvement and Operational Matters

The council received an update on continuous quality improvement work and the current year's action items. It was reported that falls rates are trending downward when compared with prior reporting periods, and that monitoring will continue using both quarterly and monthly comparisons. The discussion also returned to broader culture change efforts within the home, including the ongoing implementation of an approach centered on resident experience, respectful language, and person-directed care practices. Participants noted that these changes are intended to strengthen the sense of home, dignity, and responsiveness across the organization.

Considerable discussion focused on staff identification and the need for families to more easily recognize who is on duty and what each person's role is. While the language of "care partner" reflects the home's philosophy, families indicated that more visible designation of

role would be helpful in practice, especially when attempting to locate a nurse or another specific team member. Ideas discussed included clearer role labeling, two-sided name badges, and other practical methods that would improve visibility while still respecting care realities. It was acknowledged that identification can become obscured during care delivery, but the group agreed that this remains an important issue connected to communication, confidence, and navigation within the home.

Additional operational updates included confirmation that there had been no outbreaks during the month of May and that a ministry inspection had taken place earlier in the spring. The home reported that improvement efforts will continue throughout the year, with progress to be shared as action items advance. The overall tone of the discussion reflected steady movement on established priorities while recognizing that some items, particularly those related to identification and communication, will require longer-term planning and coordinated implementation.

Decisions and Action Items

The council confirmed that quality improvement action items will continue to be tracked and revisited through the year. Further exploration of more visible staff role identification will remain an operational priority. Progress on falls reduction, culture change implementation, and communication improvements will continue to be monitored and reported back in future meetings.

4. Supplies and Personal Care Products

A focused discussion took place regarding incontinence products and cleansing supplies. Families noted inconsistency in product performance and questioned whether different neighbourhoods were using different brands. It was explained that product trials are underway in selected areas because the existing product has not met expectations consistently. Feedback from care staff and families has informed the trial process, with particular attention to fit, fastening reliability, comfort, and practical effectiveness for residents with varying needs. It was acknowledged that product evaluation takes time and that adjustments may still be required before a final decision is made.

Concern was also raised about a perceived change in the quality of disposable washcloths or wipes, with some participants observing that a thicker version used previously had since been replaced by a thinner product that was less effective. This issue was not resolved during the meeting, but it was acknowledged as a practical concern affecting care routines and family confidence in basic supplies.

Decisions and Action Items

The trial of alternative brief products will continue, with feedback to be gathered before any permanent change is made. Follow-up will occur regarding the current wipes or washcloth product to determine whether a product substitution has occurred and whether a better-quality option should be considered.

5. Recreation, Outdoor Engagement, and Technology Supports

The meeting included an extensive update on seasonal programming, outdoor engagement, and recreation planning. A key topic was the proposed gardening initiative, with council support directed toward funding planters, soil, and related materials to expand gardening opportunities across patios, balconies, and courtyard spaces. The discussion recognized both the therapeutic value of gardening and the importance of improving the visual environment for residents through accessible planting areas. Final costs had not yet been confirmed because pricing and sourcing were still being reviewed, but a working estimate was discussed to allow implementation planning to proceed.

Programming plans for June were also reviewed in detail. Seniors Month, Father's Day, outdoor music, courtyard gatherings, and increased use of patios and gardens were all identified as priorities. There was a clear emphasis on increasing resident time outdoors whenever weather conditions permit, even outside of scheduled calendar events. The

approach described was flexible and resident-centered, with encouragement for neighbourhood teams to create spontaneous opportunities for outdoor participation, social gatherings, and small-scale celebrations. Tracking resident outdoor contacts over the summer was identified as one way to better understand participation and strengthen accountability around this goal.

The home also reported on the arrival of summer students and placement students who will help support neighbourhood programming, outdoor outings, and selected technology initiatives. One of the identified priorities is advancing use of the Abby boards by uploading content and creating a more user-friendly experience for residents and visiting families. This work is intended to make the devices more meaningful and accessible by incorporating music, videos, simple activities, and guided prompts that can be used during visits or recreational time. The addition of student support was viewed positively, both for direct programming assistance and for enabling progress on projects that have been delayed due to time constraints.

Decisions and Action Items

The gardening initiative will move forward once final sourcing and pricing are confirmed, with the goal of implementation by mid-June if feasible. Summer and placement students will be integrated into outdoor programming and technology support work. Communication regarding major summer events will continue through posted notices and direct messaging channels so families are aware of upcoming activities and any weather-related changes.

6. Spiritual Care and Worship Access

Spiritual care formed another important part of the discussion. Updates were shared regarding audits of devotional practices to identify any gaps in consistency or access across neighbourhoods. There was also discussion about practical supports that might improve the experience of recorded devotions, including the possible purchase of an ad-free subscription service so that recorded materials can be played without interruptions. These ideas were framed as part of a broader effort to support spiritual well-being in ways that are respectful, dependable, and easier for staff and families to facilitate.

A more detailed conversation examined the logistical and safety challenges involved in helping residents attend worship services, particularly on weekends when staffing patterns differ from weekday operations. The discussion highlighted the need to clarify who is responsible for assisting residents to and from services, how safety and mobility considerations are assessed, and what system should be used for residents who wish to participate. It was also noted that neighbourhood-based spiritual support may be a more sustainable model in some cases, especially when services can be brought directly to residents rather than relying on movement between areas. The overall direction of the discussion emphasized both resident choice and the need for a safer, clearer process.

Decisions and Action Items

Auditing of devotional practices will continue so that areas needing improvement can be identified. Options for ad-free recorded spiritual content will be reviewed. Work will also continue on a safer and more clearly defined process for worship attendance and other forms of spiritual participation, with attention to staffing roles, transportation support, and neighbourhood-based alternatives.

7. Family Engagement, Communication, and Council Development

The final portion of the meeting focused on the future of Family Council itself, including attendance challenges, communication methods, and possible structural changes. It was noted that participation has been limited, and that technology barriers, scheduling issues, and inconsistent access to meeting links may have contributed to low attendance. Participants reflected that poor attendance can sometimes suggest general satisfaction, but also agreed that the council remains an important mechanism for sharing information, raising common

concerns, and strengthening family-home relationships. Discussion therefore centered on how to make the forum more accessible, practical, and meaningful.

There was thoughtful reflection on whether the current council model remains the most effective structure. One option discussed was shifting toward a more flexible family forum model with less formal governance and fewer required roles, potentially held less frequently and supported by stronger newsletter-style communication between meetings. Participants noted that many families may prefer receiving concise updates, resource information, and invitations to special sessions rather than assuming formal council responsibilities. It was also suggested that sharing draft or tentative minutes sooner after meetings could increase transparency and possibly encourage broader future participation.

External family support resources were also discussed. Reference was made to provincial Family Council initiatives, training opportunities, and educational resources that may strengthen local family engagement over time. In addition, the value of peer caregiver support was highlighted, particularly the benefit of connecting with others who understand the emotional realities of caregiving. The meeting closed on a reflective note, acknowledging that family support, shared learning, and clear communication are all essential parts of building a strong and compassionate council or forum environment.

Decisions and Action Items

Efforts will continue to improve meeting communication, including clearer link distribution and earlier notice of upcoming meetings. Tentative minutes may be shared sooner to improve visibility of council discussions. Further discussion is planned regarding whether to maintain the current council structure or transition toward a more flexible family forum model. Information from upcoming provincial training and champion initiatives will be brought back to a future meeting.

8. Closing Summary

The meeting concluded with appreciation for the discussion and a shared commitment to continue strengthening communication, programming, and quality improvement efforts. Overall, the conversation reflected a collaborative tone, with practical issues raised constructively and several areas identified for follow-up. The next meeting was anticipated for the third Thursday in June in the afternoon, with final communication details to be confirmed in advance.