

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, July 27, 2021
Time:	13:00-14:05
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Jessica Radon	Administrator Grace Manor
Justine Dudziak	Staff Assistant Grace Manor
David Bishop	Observing Family Council Chair
Michelle van Beusekom	Acting Chair, Father and Mother, 2N
Fred Benedikt	Spouse Jean, 1 South
Susan Greenstreet	Spouse Bruce, 1 South
Audrey Schreuders	Fundraising and Meal volunteer
Maria Tandoc	Father Mateo, 3 North
Angie McCrea	Father Mateo, 3 North
Betty Booi	Mother Clara, 2 North
Sue Bland	Sister, 3 South
Hennie Visser	Katherine
Anna Derooy CrossPoint	Katherine
Catherine Caromire	Mother, 1 South
Hank Kuntz	Son Neil, 3 North
Mike & Bruce Cowan	Mother, 2 North
Prakash D	Father, 3 South
Gwen Veenstra (part-time attendance)	Mother, 2 North
Marc van Beusekom (part-time attendance)	Father and Mother, 2N
Lori West	Observer

Minutes Items
<p>1. Welcome and approval of minutes</p> <ul style="list-style-type: none"> • Welcome and chaired by Michelle van Beusekom • Minutes approval (June 13, 2021) <ul style="list-style-type: none"> ○ motion approved by: David Bishop seconded by: Susan Greenstreet
<p>2. Old Business</p> <ul style="list-style-type: none"> • Susan provided an update on the plaque to thank staff who, at great personal risk, cared for our loved ones throughout the worst part of the pandemic; • Details of Tribute plaque information provided in Appendix A; • Suggestion to put proposed text and potential photos by the piano area for viewing and voting at the September meeting. Text needs to be approved and one photo needs to be selected; • Grace Manor FC website update: <ul style="list-style-type: none"> • Suggested location for Family Council info on website is accepted • Will use same branding as the rest of the website to keep consistency

Minutes Items

3. A round of brief introductions so everyone knows who each other is

- See list of attendees above and their connection to Grace Manor.

4. Jessica – new testing rules

- New Ministry guidelines state that vaccinated essential caregivers no longer require rapid testing. Grace Manor proposes, that fully vaccinated be tested 1x every 7 days and partially vaccinated up to 2 days as a safety precaution – motion for proposal accepted;
- Residents are screened daily;
- 90% of staff have received at least 1 dose of vaccine;
- Albert will be providing information on restructuring within the Nursing Department: cohorting will be maintained; changes are for strategic purposes; charge nurses to be moved back to 1 South;
- Resumption of volunteers has begun – meal service is coordinated by Raji;
- Brand new display boards will be installed for each home area; all boards have plastic covering to protect posters and meet best practices for infection control;
- Police are investigating the incident reported in the media involving a nurse who was criminally charged for inappropriate care of patients. The individual's employment at Grace Manor has been terminated. Because the case is under criminal investigation, Jessica cannot share any additional details;
- In their last budget, the Ontario Government committed to the longstanding proposal that LTC residents receive a minimum of 4 hours of one-on-one care per day. Jessica recommends everyone look at the final report by **Ontario's Long Term Care Covid-19 Commission**. Link will be shared on the [HCH website](#);
- Jessica will update on tangible measures being taken and resources provided by the Ministry to achieve this standard of care;
- Suggestion made to connect with Jenny to help coordinate for eye checks and dental checks;
- Hair dresser is back on schedule;
- Connect with Michelle van Beusekom for contact information for Brampton audiologist who can help with excessive ear-wax build up and optimizing hearing aid settings.

5. Terms of Reference (ToR)

- ToR Subcommittee members: David Bishop, Fred B, Michelle van Beusekom, Susan Greenstreet, and Maria Tandoc;
- Committee members met with facilitator at Family Councils Ontario (FCO) who shared helpful resources, templates and information on best practices;
- The old Terms of Reference was written some time ago. Document was long, repetitive and in some instances deviated from FCO best practices. The committee's mandate was to rewrite and simplify the Terms of Reference based on current FCO best practices;
- Articles in the new Terms of Reference were reviewed and discussed;
- Motion passed to accept new Terms of Reference – 16 agreed, 0 opposed, and 1 abstention with some noted changes:

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Minutes Items

- Motion passed to have draft minutes and final minutes shared with all FC members;
- Motion passed to let Audrey vote on any issues related to Fundraising;
- Motion passed that any proposed exceptions not specifically addressed by the ToR will be referred to the Executive Committee for recommendation; recommendation will be brought to membership at the next FC meeting for a vote. Members will be notified of any proposals that exceptionally require an immediate decision by email. Such notifications will also be posted on the website;
- Motion passed to have fixed meetings on the 1st Tuesday of every month from 2:00pm to 3:00pm, virtual or onsite, with exceptions of holidays and summer recesses
- Motion passed that new Terms of Reference will come into on effect on September 1, 2021;
- Adopted Terms of Reference final document can be found in Appendix B;

Comment regarding elections for Executive Positions: An election is required only if 2 or more people run for the same position; otherwise the nominee is accepted by acclamation.

- Motion passed to make Angie McCrea as volunteer interim secretary. Justine Dudziak remains as Staff Assistant

6. Closing Remarks/Reminders:

- Next meeting will be Tuesday, September 7th at 2PM. No meeting in August (summer recess).
- Tiffany Fearon from FCO will lead a presentation and discussion on Family Council Best Practices.
- Nominations or self-nominations for FC Executive positions will also be received at the September meeting. Nominees will be asked to submit a 250 word statement on why they are putting themselves forward for an Executive Position (Chair, Vice-Chair, Treasurer, or Secretary).
- Elections will be conducted at October FC meeting (October 5th at 2PM).

7. Action Items: *(see table below)*

8. Next Meeting: Tuesday, September 7, 2021 at 2:00PM by Virtual Zoom

9. Meeting adjournment: motion approved by: **Fred Benedikt** seconded by: **Maria Tandoc**

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Action Items/Follow-up Matters As of July 27, 2021			
Subject <small>(Shaded rows indicate matters that have been dealt with, and will be deleted after the next meeting.)</small>	Date Raised	Responsibly	Status/Comments
1. Susan Greenstreet to share information on staff Tribute plaque	2021/07/27	Susan	Provide pictures, description, pricing See Appendix A
2. Provide new Terms of Reference (ToR)	2021/07/27	Fred	Effective date September 1, 2021; all schedules in ToR are a go; September nominations and October elections See Appendix B
3. Enquire on Tiffany's availability and possibility a wider audience to include Faith Manor for presentation of FC101 Best Practices	2021/07/27	Fred	Request sent, awaiting reply
4. Grace Manor FC website updates	2021/07/27	Jessica Fred	To provide conditions for hosting on HCH website To provide all options for discussion when HCH conditions are known

APPENDIX A

Mock up for the staff tribute. It would be framed and mounted on the wall by the elevators. Text and one photo to be approved. Size 20”w x 24”h. Approximate cost \$1,000. Suggested photos from the bulletin board in the COVID testing atrium area.

To Our Heroes

Grace Manor Family Council extends our deepest thanks to all staff who cared for our fragile and vulnerable loved ones throughout the Covid-19 pandemic.

During this time, you suffered loss and grief, exhaustion and fears for yourselves and your families. A volunteer health care worker died and many of you became ill. In the face of many unknowns, challenges, and personal risks, you continued to provide the best possible care and support you could to the residents of Grace Manor.



We will be forever grateful to you all.

“And when this has passed, let us say that love spread more quickly than any virus ever could.”

- Dr. Robert Strang
Chief Medical Officer
Nova Scotia

APPENDIX B

Terms of Reference

1. Name / effective date

Grace Manor Family Council

Effective date: 1 September 2021

Revision: Adopted at the 27 July 2021 meeting with a confirmed meeting schedule (Article 6) and amendment to (Article 7) Minutes and Agenda

2. Purpose and Goals

Grace Manor Family Council is an organized, self-led, self-determining, democratic group composed of the family members and friends of residents.

The role and purpose of the Grace Manor Family Council is to provide:

An organized voice in the decisions affecting resident's rights, living conditions and lifestyle while living at Grace Manor, Holland Christian Homes (HCH).

- A forum for mutual support; a respectful, caring and safe environment for family members and friends of residents.
- A forum to identify areas needed for improvement and to recommend strategies for advances regarding the care and services that are provided to Grace Manor residents.
- A forum to share and communicate important information about what is happening in the home and any changes in policies, procedures and administration directly related to resident care.

3. Membership

The Ontario LTC Homes Act Section 59 (5) states that a family member of a resident or a person of importance to a resident is entitled to be a member of the Family Council of a long-term care home.

Grace Manor Family Council Membership is open to family members, caregivers and friends, i.e. person(s) of importance, who are in an actively supportive role and wish to participate in improving a resident's quality of life.

Should you no longer have a family member or significant friend in the home, you can maintain your participation. However, you can neither hold an executive office nor vote since you no longer have a direct connection to the home. You will become a Friend of the Family Council.

4. Executive Officers and their Duties

Executive Officers of the organization will be the Chairperson, Co-chairperson, Secretary and Treasurer.

The Chairperson will preside over the meetings. In the event of his/her absence, the Co-Chairperson will preside. The Chairperson will set the Agenda for the meetings with input from the Executive Committee.

The Secretary will record the minutes of each meeting and maintain the minutes as a permanent record. Alternately, the Executive Committee may select a Staff Assistant to act as Secretary with the same duties but with no voting privileges.

The Secretary will also be responsible for completing designated forms relating to any requests for HCH Administrative action.

The Secretary will coordinate with Grace Manor Administration to ensure family members/persons of importance of new residents receive information on how to join Family Council.

The Treasurer will collect monies for the organization, disburse funds with the approval of the group and maintain the financial books as a permanent record.

The Executive Committee will consist of the Executive Officers.

Subcommittees will be set up as needed by the Executive Committee

If an officer can no longer perform his/her duties, the Executive Committee will appoint an interim officer to serve out the remainder of the term.

5. Elections

Elections will be held every year in October at the regular Family Council meeting. There will be an orderly transition of leadership.

At the September Family Council meeting, the elections will be announced.

The Secretary or a Nominating chairperson, selected by the Executive Committee, will provide a selection of candidates to the membership for election.

Nominations will be collected verbally during the September Family Council Meeting.

Members are encouraged to volunteer on their own initiative to be considered for office. Following their nomination, each nominee will provide a brief written statement (max 250 words) explaining why they wish to hold an executive position.

The list of nominees and nominee statements will be distributed to Council members at least two weeks before the election, so members can consider the choices.

Elections will be by secret ballot (if meeting is held in person) or by zoom poll (if held virtually). The secretary or Nominating Chairperson tallies the votes.

6. Meetings

Regular meetings will be held on the first Tuesday of every month from 2:00pm to 3:00 pm.

Meetings can be changed by a simple majority vote, i.e. 50% plus 1, of the members present to accommodate holidays and a summer recess.

Subcommittees are formed and their meetings are held as deemed necessary.

Time will be allocated during each meeting for members to propose agenda items for future meetings.

The next meeting's notice will be posted on the HCH Website at least two weeks before the meeting.

7. Minutes and Agenda

The minutes, along with the next meeting's agenda, will be distributed via email at least two weeks before the next meeting. They will also be available at the designated bulletin boards in the home.

Approval of meeting minutes' by membership will be a standing item on the agenda to ensure accuracy.

8. Fundraising

Fundraising ideas will be discussed and approved at Family Council Meetings.

The Treasurer will provide monthly account statements. Holland Christian Homes Accounting maintains the monies in a separate Grace Manor Family Council Account.

9. Terms of Reference Amendments

Amendments to parts of these Terms of Reference may be made at any regular or special meeting, by a 2/3 vote, providing the suggested changes were circulated and discussed at the previous meeting. Approved amendments are effective immediately.

10. Terms of Reference Annual Review

The complete Terms of Reference will be reviewed by the membership every March.

This Appendix is not part of the Terms of Reference

Membership Resources Appendix

1. Ontario Long-Term-Care Homes Act - Family Councils - [Section 59](#)

<https://www.ontario.ca/laws/statute/07108#BK75>

2. Family Councils Ontario (FCO)

(T) 647-427-5551 (TF) 1-877-622-9968

<https://fco.ngo/> and <https://fco.ngo/family-councils-101>

FCO Handbook/ Manual - (PDF copy) [FCO Manual \(fco.ngo\)](#)

<https://fco.ngo/files/FCO-Manual-1.2-Oct-2016.pdf>

3. [ACR Family Council Handbook](#) (a BC document but adapted from FCO materials)

<https://www.simcoe.ca/LongTermCare/Documents/Family%20Council%20Handbook.pdf>

4. [RNAO LTC Support: Connecting Families](#). A private Facebook group for family and friends who have loved ones in Ontario long-term care homes to share their stories and get support from those in a similar position

<https://www.facebook.com/groups/1041669579549676>