

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, October 5, 2021
Time:	14:00-15:30
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Jessica Radon	Administrator
Justine Dudziak	Programs & Support Services
Kaitlan Lavioette	Nurse Practitioner
Rohit Sharma	Dietary Manager
Kamaljeet Sekhon	CQI/Education
Michelle van Beusekom	Chair
Maria Tandoc	Co-Chair
Vitina La Mantia	Treasurer
Angie McCrea	Secretary
Fred Benedikt	
Susan Greenstreet	
Gwen Veenstra	
Hank Kuntz	
Prakash Dannie	
Sue Bailey	
Catherine Jotautas	
Tina Whittle	
Lori West	Resident

Minutes Items
Welcome and chaired by Maria Tandoc
<p>1. Old Business:</p> <ul style="list-style-type: none"> • Minutes approval (July 27, 2021) – approved • Minutes approval (September 7, 2021) – approved • Tribute to Staff plaque – update by Susan Greenstreet <ul style="list-style-type: none"> - Cost between \$1000-\$1200, Treasurer confirmed funds are available - Timeline to complete approximately 4 weeks from finalizing the choices - Photographer will provide high resolution copy of picture - Location of plaque on the left side of the central elevator - Susan was thanked for doing all the background work on this project • Grace Manor FC Website Update and next steps – Fred Benedikt & Jessica Radon <ul style="list-style-type: none"> - Fred provided a proposed Grace Manor Family council website aimed at providing business information located in one place for easy access. Website intention and overview shared. To be decided: if website will be hosted on HCH website (free but there may be restrictions on what can be posted) or if GMFC will host it autonomously (small cost but full independence).

Minutes Items

- GM Administration shared that a new Director of Communication has been onboarded and will take on this project as liaison with the Family Council.
- In the meantime, Fred will lead on mapping out content and wireframes. Michelle will help with wordsmithing. Anyone else interested in helping with this project, please email gracemanorbramptonfc@gmail.com address.

2. New Business:

GM Administration Presentation

- **Jessica Radon – Grace Manor Administrator**

- MLTC Inspection Reporting: Both residents council and family council receive a copy of the report from MLTC once public report released. Usually mailed to the home and Justine distributes. At this point in time, our public report has not yet been released. Summary: 7 written notifications received (1 compliance order, 6 voluntary plans of compliance). The home is treating all non compliances as if were orders so as to address issues and prevent further citing's. MLTC reports for GM can be seen [here](#).
- MD: Dr. Varughese has provided his formal resignation from his role as Medical Director at Grace Manor effective January 1, 2022 so that he can better focus on the complex needs of his patients in his family practice. HCH contracts medical support through Queens Square (both Dr. Varughese and Dr. Thind belong to this group). They are in the process of hiring medical support for Grace Manor. If the opportunity presents itself to participate in the interview process, we will reach out to family council.
- Mandatory Immunization: On Friday October 1, 2021 MLTC updated their immunization policy. Effective November 15, 2021 all staff, student placements, volunteers OR support workers working in LTC will be required to be fully immunized OR provide medical note which meets criteria for exemption. We are in the process of finalizing our policy to align with this change.
- Website: Director of Communications newly onboarded and will be main contact for FC website

- **Kaitlan Lavioette – Nurse Practitioner**

- Purposeful hourly rounding has been implemented at Grace Manor as part of the implementation of the RNAO Best Practice Guideline. Based on 4 P's: pain, position, placement and personal needs. All staff encouraged to do purposeful rounding. See Appendix A for presentation provided by Kaitlan.
- Purposeful hourly rounding has been proven to:
 - Reduce falls
 - Increase patient/resident satisfaction
 - Reduce pressure injuries
 - Decrease call bells

Minutes Items

- **Rohit Sharma – Dietary Manager**

- The menu is designed according to the MOHLTC regulations, some of the requirements we have to meet are:
 1. To make sure that the menu is 21 days in rotation.
 2. It has at least 2 choices of meats, vegetables, starch at lunch and dinner
 3. It has 2 different dessert options at lunch and dinner
 4. It has 3 snacks in between meals
 5. It has at least fish twice a week
 6. It has plant-based protein items twice a week.

- Budget for food is \$9.54 per resident per day, which is sometimes very hard to manage but we try to provide quality meals.

- Introducing new menu starting on October 18th 2021, which will be first approved by Registered Dietitian and then will be reviewed by food council.

- Introducing food first approach and will provide high energy high protein food items to residents who are not eating well rather than prescribing supplement.

- To meet the expectation of cultural background food requirements we are going to restart the resident's meal choice which will help in resident participation in menu selection and increased satisfaction.

- **Kamaljeet Sekhon – CQI / Education**

- Kamal presented the Resident/Family Satisfaction Survey questions to GM Family Council for their approval.

- New admissions will be excluded from the Survey - should have at least 6 months in the home to fill out this Survey.

- Resident council is also reviewing the survey questions prior to distribution.

Council Update

- **Proposal for Adopting a Code of Conduct and Confidentiality Protocols**
- Discussion deferred to a future meeting

3. Treasurer's Update

- Received \$300.00 donation for the Staff Tribute Plaque
- GM FC Account Balance - \$8,924.89

Grace Manor Family Council Meeting MINUTES

Minutes Items

4. Topics for Future Meetings

- Staffing changes and staffing ratios – understanding the challenges and big picture goals to ensure quality and continuity of care for residents (TBD)
- Implementation of the Butterfly program (TBD)
- Conversation with the new CEO for HCH (once that person is appointed)
- Christmas gift bags (on agenda for November meeting)
- How to make Family Council more relevant to families (on agenda for November meeting)

5. Closing Remarks/Reminders

- Reminder of Pastor Bruinsma’s retirement memory book gift, please send Justine Dudziak (Justine.dudziak@hch.ca) before the end of October any pictures, kind words or story about how Pastor Bruinsma has impacted life at HCH.
- Please send any suggested agenda items to gracemanorbramptonfc@gmail.com

6. Action Items/Follow-up Matters: (see table below)

7. Next Meeting: Tuesday, November 2, 2021 at 2:00pm to 3:00pm by Virtual Zoom

8. Meeting adjournment

Grace Manor Family Council Meeting MINUTES

Action Items/Follow-up Matters As of October 5, 2021				
Subject	Date Raised	Responsibly	Status/Comments	Completion Date
Adopting a code of conduct and confidentiality protocols	2021/09/07	Maria	Recommendation made as part of best practice for maintaining an effective group	
Creating a Grace Manor FC website	2021/07/27	Jessica Fred	Waiting to learn conditions for hosting on HCH website from new Communications Director Fred to provide website page/tab content detail. Hosting location awaits new Communication Director discussion.	
“Tribute to Staff” plaque is pending until financial update given to new Treasurer	2021/09/07	Vitina	Financial update from previous Executive Committee	Plaque Approved Oct 5, 2021
Availability of GM Administration contact information with email addresses	2021/10/05	Jessica	Grace Manor Leadership Contact List – Sep 27, 2021 provided by Administrator and emailed to families	Oct 12,2021