

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, December 7, 2021
Time:	14:00-15:30
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	Chair
Maria Tandoc	Co-Chair
Vitina La Mantia (not in attendance)	Treasurer
Angie McCrea	Secretary
Jessica Radon	Administrator
Justine Dudziak	Programs & Support Services
Kamaljeet Sekhon	CQI Education Coordinator
Trish Krale	Director of Communications
Jeff Fernhout	Development Manager
Audrey Schreuders	
Betty Booi	
Catherine Jotautas	
Dave Adams	
Fred Benedikt	
Gwen Veenstra	
Hank Kuntz	
Lisa Estepanic	
Mike Cowan	
Patricia Roelofsen	
Rocio Alvarez	
Ron Buschman	
Roy Sieben	
Sue Bailey	
Sue Bland	
Susan Dulis	
Teresa Ponsen	

Minutes Items

Welcome and chaired by Michelle van Beusekom

Acknowledgement of loss of member of the Community, Mateo Tandoc, father of Maria Tandoc & Angie McCrea

▪ **OLD BUSINESS:**

- **Minutes approval (Nov 2, 2021)** – motion by Gwen, seconded by Fred
- **Tribute Plaque unveiling**
 - A ceremony was conducted a couple weeks ago and was well attended by staff, HCH management and Family Council members
 - Susan Greenstreet was the driving force behind this initiative to create a plaque as a tribute to staff on the hard work performed during the peak of the pandemic
 - Special thanks to Audrey and the fundraising team for allowing us to fund the project

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- Plaque is posted by the elevators on the main floor
- Unveiling photos and video were shared with all families via email
- **FC Website Discussion (Fred Benedikt & Trish)**
 - Planning for Family Council website began in the summer – led by Fred Benedikt. Purpose is to make it easier to share information and resources with those with loved ones in GM.
 - Trish Krale, new Director of Communications confirmed that HCH can host the Family Council website and that it will go live in the next couple of days at the following URL: <https://www.hch.ca/grace-manor-family-council-2/>
 - Website will feature: Minutes, Agenda, Meeting Dates, Terms of Reference, GM Contact List and other helpful information about long term care in Ontario, our Family Council and how to join

▪ **NEW BUSINESS:**

GM Administration

- ***Jessica Radon – Grace Manor Administrator - Staffing update and Q&A***
 - Staffing in health care and LTC are at a crisis point as a result of the pandemic
 - Many people are opting to retire early, pursue other careers or are leaving health care all together
 - Recruitment and wages are a sector-wide challenge.
 - Over the last 18 months there has been turnover at GM both in the leadership team and front-line staffing because of the pandemic. Goal moving forward is to stabilize staffing.

 - On November 1, 2021, the Ministry approved new funding for Long Term Care with a goal of achieving a minimum of 4 hours of direct care per day, per resident, by 2024
 - This new funding is divided into 2 envelopes – one for direct resident care (care provided by PSW, RPN, and RN); The other stream is for Allied Health Care Professionals (i.e. Activation, Dietician, Physio, Associate Director of Residence Care, etc.).
 - In the summer of 2021, GM slowly resumed its volunteer program. Volunteers have always played a significant role in resident care at GM – especially during mealtimes. Glenda, the new Volunteer Coordinator, has a mandate to sign up volunteers to support both Manors as well as the HCH Community

 - Pre-pandemic staffing ratios:
 - Day shift - PSW to Residents ratio was 1:12; RPN ratio was 1:24; and RN ratio was 1:24
 - Afternoon shift – same staffing levels as day shift
 - Night shift – 1:24 for PSW; 1:60 for RPN; 1:120 for RN; registered staff worked as a “float” meaning they float between home areas to assist where needed

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- Working towards the following staffing ratios:
 - Day shift – 1:8 for PSW; 1:12 for RPN; 1:24 for RN
 - Afternoon shift – 1:8 for PSW in 1 South area (the secure unit) requiring assistance for feeding and responsive behaviours, etc., rest of home areas at 1:12 and looking if operationally possible to include two float staff to support the afternoon shift; same ratio for the registered staff
 - Night shift – 1:17 for PSW; 1:60 for RPN; 1:120 for RN with floats available to ensure safety for residents and provide two people for turning and re-positioning of residents as required

- By March 2022, GM will be operating at 2.88 hours of direct care and will continue to increase as new Ministry funding begins to flow

- NEW Hires:
 - Will be hiring a **Resident Advocate** dedicated to Grace Manor (Basia who previously performed this role for both Manors, will be working as Resident Advocate for Faith Manor)
 - Will be hiring a **Quality & Risk Mitigation Specialist** whose focus will be on pursuing excellence using evidence-based practices.
 - Justine has recently brought on new Activation Staff.

- AGENCY STAFF:
 - Agency staff is used for Ministry funded short-term one-to-one care for qualified residents based on the risk of harm to self or others.
 - Agency staff are used as an operational strategy to gap staffing shortages.
 - Goal is to prioritize permanent staff (who hold relationships with residents) and minimize the use of agency staff

- ***Ethical Framework and Ethical Framework Tool – Kamal Sekhon (CQI Education Coordinator)***
 - Kamal Sekhon presented the Ethical Framework used for resolving conflict situations involving residents.
 - For full detail, please see the documents (Appendix A - Ethics Framework Policy & Process / Decision Making Process Tool) presented by Kamal

- ***Introduction of Director of Communications, role at HCH and Q&A – Trish Krale***
 - Trish is the new and first Director of Communications at HCH. Started mid-Sept. 2021.
 - Role is to improve overall HCH communications – with staff, with tenants, with residents and families/friends of residents, and other stakeholders.

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- Trish's responsibilities include leading on overall communications strategy; revamping the HCH website; editing the Ties That Bind newsletter; strengthening social media presence; and fielding any media requests.
- Trish does not manage HCH Channel 990. The lead for Channel 990 is Joanna Bodini.
- Trish has a personal connection to HCH – her parents live in King Tower.

- ***Introduction of Development Manager, role at HCH and Q&A – Jeff Fernhout***

- Jeff Fernhout recently started as Development Manager – another new role at HCH. His focus is on fundraising.; working on capital campaigns; developing and deepening the existing donor base; letting people know the impacts of their gifts/donations; and diversifying the ways people can donate to HCH.
- First major project has been a Dementia Care Campaign. Has raised over \$17K. Decisions on how the money will be used haven't been made yet – agreed to keep Family Council updated.
- Keen to work with Family Council on fundraising initiatives.
- Also has a personal connection via parents to HCH Community

- **FAMILY COUNCIL FUNDRAISING / PROJECTS UPDATE:**

- ***Update on gift basket raffle; resident gifts and other fundraising activities (Audrey Schreuders)***

- Sales of tickets for gift basket raffle are going well. Proceeds are used to support resident initiatives in both Grace Manor and Faith Manor.
- Audrey (Grace Manor Family Council) and Anne (Faith Manor Family Council) have purchased Christmas ornaments and put them up in both Manors
- Audrey and Anne prepared and worked with admin to arrange for holiday gift bag distribution to all residents in both Manors
- Information shared about the HCH Recognition program. Anyone interested can purchase a "Thank you" pin for \$20 each and gift it to anyone you feel has been a blessing to you; a donation receipt will be provided
- If you would like to get involved with Family Council fundraising and the initiatives it is used to support, please email Audrey: (l.a.schreuders@gmail.com),

- **Closing Remarks/Reminders**

- In Feb, we plan to invite a representative from Malton Village (Brampton LTC) to talk about their experience with the Butterfly program – a ground-breaking dementia care program.
- If you are interested in volunteering at Grace Manor, please contact Glenda McKay the new Volunteer Coordinator (glenmc@hch.ca), extension 5225
- Wishing everyone a Merry Christmas and a Happy New Year
- Please send any suggested agenda items to gracemanorbramptonfc@gmail.com

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Minutes Items
▪ Action Items/Follow-up Matters: (<i>see table below</i>)
▪ Next Meeting: Tuesday, January 11 , 2022, at 2:00pm to 3:00pm by Virtual Zoom
▪ Meeting adjournment

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Action Items/Follow-up Matters As of November 2, 2021				
Subject	Date Raised	Responsibly	Status/Comments	Completion Date
GMFC adopt a code of conduct and confidentiality protocols	2021/09/07	Maria	Recommendation made as part of best practice for maintaining an effective group	
Grace Manor FC website updates	2021/07/27	Trish Fred	To provide conditions for hosting on HCH website To provide all options for discussion when HCH conditions are known	November 7, 2021
“Tribute to Staff” plaque is pending until financial update given to new Treasurer	2021/09/07	Vitina	Financial update from previous Executive Committee	October 5, 2021
GM Administration contact information with email addresses posted on HCH website	2021/10/05	Jessica	Grace Manor Leadership Contact List – Sep 27, 2021 provided by Administrator and emailed to families	October 12, 2021

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APPENDIX A



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Holland Christian Homes Inc.
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Brampton, ON L6Y 5A7

Ethical Decision-Making Process Tool

Please refer to the Holland Christian Homes Ethics Framework - Policy and Process for more information on ethics decision making, along with decision making worksheets.

When to use the Ethics Policy and Process:

- When your intuition tells you that something isn't right, a feeling of moral distress.
- When you know the "right" thing to do in a situation but encounter organizational or personal barriers.
- When you experience conflict between legislation, personal values, and professional obligations.

I Identify the Concern	<ul style="list-style-type: none"> • Consider who should be involved in the decision-making process • Reflect on your initial feelings and consider your 'gut reaction' about how you would answer the question or resolve the issue • Write out your concern or problem as you see it <p><i>Example: Should I notify someone of a concern with a resident?</i></p>
S Study the Facts	<p>Stakeholders: Include all those that should be involved in the discussion</p> <p>Evidence: List all the risks; describe the history of the issues <i>Example: The resident has a history of not eating as they cannot afford food, they do not have the capacity to make the right choices</i></p> <p>Context: Look over policies, procedures, and legislation relevant to your concern. Include resident perspective and beliefs. <i>Example: Personal health information policy, the resident doesn't want help</i></p> <p>Resource Implications: List impact on staff and if the decision requires funding.</p>
S Select Options	<ul style="list-style-type: none"> • Brainstorm about options, and solutions to the issues you've identified • Come up with realistic alternatives to your initial answer • <i>Example: Option 1 – refer the resident to a community support agency;</i> • <i>Option 2 – provide education to the resident;</i> • <i>Option 3 – Do nothing</i>
U Understand Values & Duties	<ul style="list-style-type: none"> • Refer to Holland Christian Homes Mission, Vision and Values • What principles, duties and values are relevant to the options chosen? • Are there professional and legal obligations or standards that need to be considered?
E Evaluate & Justify Options	<ul style="list-style-type: none"> • Consider the possible benefits or harm of each option • Choose the option with the best consequences and alignment with duties, principles and values • State clear reasons for your choice
S Sustain & Review the Plan	<ul style="list-style-type: none"> • Plan how you will act on the concern being discussed based on the options you have chosen • Review the plan - Have new questions emerged? • Develop a formal evaluation plan to monitor progress • Reflect on the decisions made – What lessons were learned?

For further assistance with ethical issues, please contact the CEO and/or Holland Christian Homes Ethics Committee.