

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, February 8, 2022
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Maria Tandoc	FC Co-Chair
Angie McCrea	FC Secretary
Justine Dudziak	HCH Administrator
Jody Clarke	HCH Director, Programs & Services
GUEST: Kristine Nielsen	HCH Resident Advocate for Grace Manor
GUEST: Dr. Ambika Haran	Medical Doctor – 2N, 2S
Audrey Schreuders	Fundraising & Friend of FC
Betty Booi	Member
Carole Berry	Member
Catherine Joutautas	Member
Denise Sannella	Member
Eric Buss	Member
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Hennie Visser	Member
Kamaljeet Sekhon	Member
Lori West	Resident Representative
Mrs S.	Member
Patricia Roelofsen	Member
Roy/Laurie Sieben	Member
Sarah Scheepstra	Member
Sue Bailey	Member
Sue Bland	Member
Teresa	Member
Tina Whittle	Member

Minutes Items
Welcome and chaired by Michelle van Beusekom
<ul style="list-style-type: none"> ● OLD BUSINESS <ul style="list-style-type: none"> ● Minutes approval (Jan 11, 2022) – motion by: Hank; seconded by: Fred ● Update on Open Letter to Peel Public Health (re allowing triple vaxxed volunteers in GM to help with residents) <ul style="list-style-type: none"> ○ Cleared up confusion - volunteers are allowed in during declared outbreak ○ Contact Glenda McKay (glenmc@hch.ca) for more information on volunteering at HCH

Minutes Items

- **NEW BUSINESS**

- Administrator's Update – Outbreak and Policy (Justine)
 - MLTC issued new guidelines on Thursday (Feb 3) re phased relaxing of restrictions + new outbreak protocols designed to avoid facility -wide lockdowns, minimize the use of isolation and maximize the opportunities for social interactions. See HCH website ([COVID-19 Updates page](#)) for details re changes to number of essential caregivers; resumption of day visits and resumption of general visitors
 - GM was officially declared out of outbreak by Peel Public Health as of Saturday, Feb 5th
 - LTC homes will receive funding from the Ministry of Long-Term Care government to reimburse for 2021 Covid related expenditures
 - HCH is forming a new Committee called Residents as Partners (RAP) – focused on identifying and implementing initiatives that promote emotional-based care for residents. Committee will ideally include two representatives from GM Family Council and two from FM Family Council. We will reach out soon to see if there are any interested volunteers
 - Jody Clarke has replaced Justine as Director of Programs and Services with responsibilities for both GM and FM

- Introduction to Grace Manor's three new doctors GM Medical Team (Jan 2022)
 - **Dr. Ambika Haran** – 2N, 2S
 - Joined in January 2022
 - Completed medical school in 2011, residency in Greater Toronto area and Mississauga
 - Family practice in Brampton for 5 years and moved to Burlington
 - Started taking care of patients that are older in current practice
 - While still a student, volunteered at LTC located in the Trillium Health Center to gain experience with caring for different ages
 - Philosophy is to keep it patient centered
 - Dr. Hannah Hughs – 1S – invited to talk at the next meeting
 - Dr. Vu Kiet Tran (Medical Director) - 3N, 3S – invited to talk at the next meeting

- Introduction to **Kristine Nielsen, Resident Advocate for Grace Manor (new position)**
 - Worked for 3 years as part of Activation team in GM and briefly as Activation/Recreation Facilitator for FM. Started in new role as Resident Advocate for GM in January.
 - New office is located on 2N
 - Mandate: service all of Grace Manor, primarily doing new admissions, room inspections and preparations, coordinating care conferences, supporting residents and family members, and providing support during palliative (end of life) care
 - Will be actively involved in the new RAP Committee
 - Background: College Education– Social Service Worker – Gerontology (2 years) and Recreation Therapy (1 year)

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- Brings to the role personal lived experience of father with dementia – that experience and knowledge helps inform work with residents and families in GM

- **Introduction to Jody Clarke, Director of Programs and Services**
 - 21 years experience in LTC
 - In charge of Activation teams for GM and FM – supporting recreation team; ensure that staffing is set up appropriately
 - Philosophy –person-centered care approach, making a difference in one’s day no matter how big or small the task is, has a passion for making change in LTC and being an advocate for residents and leading a solid program and services

- **Murals project – update (Michelle/Maria/Jody)**
 - Initiative to install murals and wall art in all 5 home units and create a more home-like environment at Grace Manor
 - Fundraising for this project was led by Audrey (GM) and Anne (FM). Murals and wall art have already been installed in Faith Manor
 - Grace Manor Family Council has committed a maximum of \$10K or 50% of total project budget (whichever is less) from FC fundraising proceeds.
 - Jody will be Project Manager and Maria will be FC lead
 - Maria’s role is to facilitate family member input into the project
 - Requesting volunteers to participate in steering committee. Fred and Audrey are confirmed. If others are interested, please reach out to Maria.

- **Highlights from FCO presentation (January 25th) on the Butterfly Program – (Michelle/Fred)**
 - Butterfly Program is an innovative approach to dementia care that is focused on understanding the unique needs and emotions of individual residents and the creation of a home-like environment. It has been implemented in several municipally owned LTCs in Peel Region and 25 LTCs in total across Ontario
 - Formal Butterfly accreditation is not currently part of GM planning – however new Residents as Partners (RAP) Committee will focus on strategies to implement emotion-based care culture and practices in Grace Manor and Faith Manor.
 - Known benefits of the model includes lower medicine use, less behavioural issues, happier residents, happier staff, and happier families
 - Concrete Proposal from Fred: modify current practice of hourly rounding (i.e., checking to make sure physical needs have been met) and add an emotion-based care component (i.e., spend a few minutes of personal time with the resident)
 - Another proposal based on best practices for communal dining: have residents sit together with staff at bigger tables instead of group of fours (i.e., more family style/feeling)

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- **Advocacy update** - overview of actions being initiated by a new coalition of Family Councils with shared concerns about the impacts of isolation (Michelle)
 - Family Council Action Coalition (new name for group) – now includes representatives tied to 200 Family Councils from across Ontario
 - First initiative was an Ontario wide survey on impacts of 24/7 isolation during COVID outbreaks
 - Issued a press release today responding to new MTLC guidelines and sharing survey results
 - Longer term goal is to ensure families have a united voice in the conversation with the province about how to fix the long-term care – a sector whose chronic problems with funding, staffing, training, and labour practices long predate the COVID pandemic
 - Next issue of focus for the Coalition will likely be shared concerns around sector-wide understaffing (tied to provincial funding model)

- **Fundraising / Projects**

- **2021 Financial Overview** (Maria/Audrey) – postpone to the next meeting

- **Closing Remarks/Reminders**

- **Succession planning** - postpone to the next meeting
- **Next meeting:** Tuesday, March 1, 2022 at 2:00PM by Virtual Zoom
- Please send any suggested agenda items to gracemanorbramptonfc@gmail.com

- **Meeting adjournment**