

## Grace Manor Family Council Meeting MINUTES

<b>Date:</b>	<b>Tuesday, March 1, 2022</b>
<b>Time:</b>	<b>14:00-15:00</b>
<b>Location:</b>	<b>Virtual - ZOOM Meeting</b>

In Attendance	Representing
Michelle van Beusekom	FC Chair
Maria Tandoc	FC Co-Chair
Angie McCrea	FC Secretary
Justine Dudziak - Absent	HCH Administrator
Jody Clarke	HCH Director, Programs & Services
GUEST: Kamaljeet Sekhon	Education Coordinator
GUEST: Dr. Vu Kiet Tran	Medical Director Doctor – 3N, 3S
Betty Booi	Member
Carole Berry	Member
Catherine Jotautas	Member
Dave Adams	Member
Ed Stepanic	Member
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Joanna Lee	Member
Lori West	Resident Representative
Patricia Roelofsen	Member
Rita Knibbe	Member
Ron Bushchman	Member
Sue Bland	Member

### Minutes Items

Welcome and chaired by Maria Tandoc

#### OLD BUSINESS

- Minutes approval (Feb 8, 2022) – motion by: Hank; seconded by: Dave
  
- Mural Project Update & call for volunteers
  - Planning committee chaired by Maria Tandoc has started work contacting vendors and exploring options for murals and artwork to be installed in each of the 5 Grace Manor Home Units. Anyone interested in volunteering on this committee, please email [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)
  - Draft proposal being created to solicit feedback from family council, residents, and staff
  - Budget is min \$20K including \$10K from Grace Manor Family Council. Matching funds to be provided by Grace Manor.
  - A binder will be created containing information of vendors and samples of artwork. Resident and family input will be solicited for each of the home units.
  - A walk through will be organized in March of each home unit with key stakeholders

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## Grace Manor Family Council Meeting MINUTES

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### Minutes Items

- RAP Committee Update & call for volunteers
  - RAP (Residents as Partners) is a new committee involving residents, family, and staff
  - Purpose is to identify and implement opportunities to shift the home's cultural and practice towards an "emotion-centered" care – care centered on the residents as individuals, an institution serving the needs of residents
  - Tracy Kamino, VP of Operations established the committee, and has created a draft Terms of Reference that outlines the scale, scope and parameters of committee activity
  - First meeting held on Friday, March 11<sup>th</sup> and will be attended by Michelle & Fred who will report back at the next meeting
  - If you are interested in being part of the committee, send an email to [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)

### NEW BUSINESS

- Administrator's Update (Justine) – Justine was unable to attend. Justine & Albert will attend at the next meeting
  - Jody reported that VP of Operations Tracy Kamino will be holding staff meetings to discuss restrictions and updates on March 14<sup>th</sup> and information will be provided to families once available
- Introduction to Grace Manor's new doctors
  - Dr. Vu Kiet Tran (Medical Director) – part of 2S, 3N, 3S
    - Joined the home in January 2022
    - Family doctor practice in Richmond Hill and Scarborough
    - Emergency medicine in downtown Toronto
    - Long term care for 6 years
    - Philosophy is to try to be non-interventional as much as possible unless there is an urgency or danger/unsafe to the patient; involves the families as much as possible for any intervention with the patient
  - Dr. Hannah Hughes – 1S – will attend next meeting
- CQI (Continuous Quality Improvement) Survey Update (Kamal)
  - New QI & Education Specialist is Lorraine Anderson
  - Satisfaction survey canvassing residents and families was conducted late last year
  - See attached **Appendix A** for results of survey and **Appendix B** for departmental Action Plans
  - Family Council will work with Administration on increasing the response rate for the 2022 survey
- Terms of Reference – Scheduled Review
  - TOR came into effect on Sep 1, 2021

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### Minutes Items

- A summary of the changes:
  - Section 1. Add a new para at the bottom:
  - Revision: Adopted at the 1 March 2022. Description of Treasurer role amended (Article 7) and date/time for regular meeting (Article 6) amended.
  - Section 4. Replace description of treasurer role with: “Treasurer will coordinate with fundraising volunteers and Holland Christian Homes accounts manager to maintain clear records of income and expenses”
  - Section 6. Update text: “Meetings to be held on the second Tuesday of every month”
  - No objections to change meetings to the second Tuesday of every month
  - Minutes and Agendas will be available in binders located in the bulletin board on the first-floor main level
- Document can be found on our GM website: [https://www.hch.ca/wp-content/uploads/2022/03/GMFC-ToR\\_adopted-March-1-2022.pdf](https://www.hch.ca/wp-content/uploads/2022/03/GMFC-ToR_adopted-March-1-2022.pdf)
- Succession Planning for GM FC Executive Positions
  - Nominations are received in September and election in October
  - Anyone can nominate or self-nominate
  - All positions (Chair, Co-chair, Treasurer, and Secretary) are available
  - Treasurer position is currently vacant, if you would like to volunteer for this position send an email to [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)

### FUNDRAISING / PROJECTS

- 2021 Family Council Financial Statement
  - See **Appendix C** - Statement for twelve months ending December 31, 2021. Starting balance for 2022 is \$10,697.

### CLOSING REMARKS/REMINDERS

- Agenda suggestions, please email [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)
- **Next meeting:** Tuesday, April 12, 2022 at 2:00PM by Virtual Zoom

### MEETING ADJOURNMENT

2022-03-01 APPENDIX A – GM RESIDENT SURVEY RESULTS 2021

2022-03-01 APPENDIX B – GM RESIDENT SURVEY ACTION PLAN 2021

2022-03-01 APPENDIX C – FINANCIAL STATEMENT as of December 31, 2021

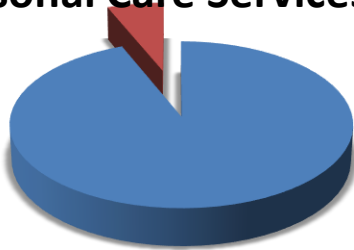
## Appendix A



# HOW ARE WE DOING AT GRACE MANOR?

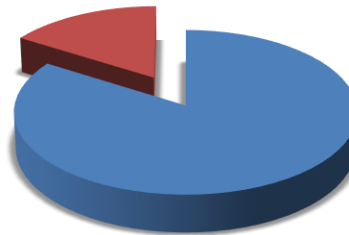
## 2021 LONG TERM CARE RESIDENT / FAMILY SATISFACTION SURVEY RESULTS

### Personal Care Services



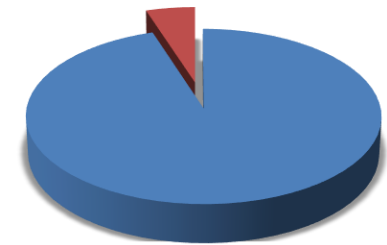
■ 96% Satisfied

### Food Services



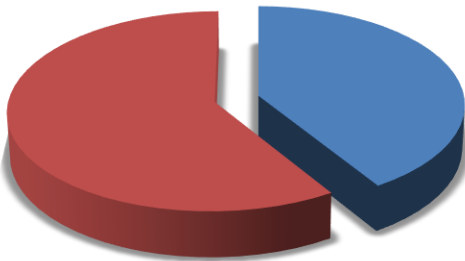
■ 84% Satisfied  
■ 16% Unsatisfied

### Living Environment

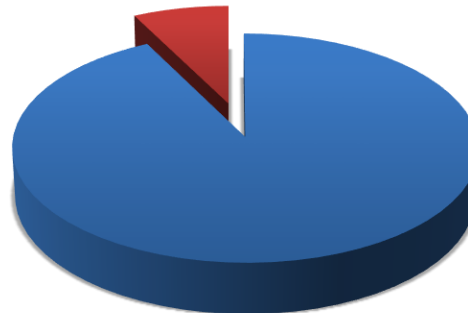


■ 96% Satisfied

### Response Ratio

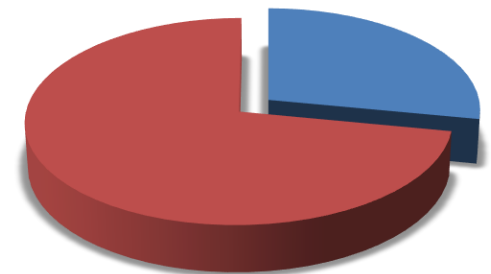


■ 60% Residents  
■ 40% Family/POA/Rep



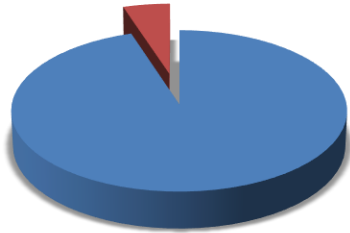
■ 90% Satisfied  
■ 10% Unsatisfied

### Overall Response Rate



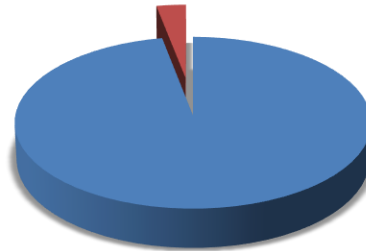
■ 42% Responded  
■ 58% Did not Respond

### Incontinence Products



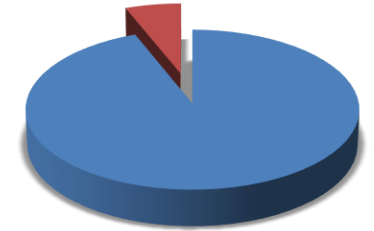
■ 94% Satisfied  
■ 6% Unsatisfied

### Medical Care Services



■ 98% Satisfied  
■ 2% Unsatisfied

### Programs & Activities



■ 98% Satisfied  
■ 2% Unsatisfied

HQO Questions	Yes	No
Do staff listen to you?	98%	2%
Do you feel comfortable expressing your opinions without fear of reprisal?	100%	0%
Would you recommend our home to others?	90%	10%
Response Rate (Total # of Surveys Received)	40/96 (42%) 16 Families/SDM 24 Residents	

<b>Other</b>	<b>Yes</b>	<b>No</b>
Contracted and Volunteer Services	94%	3%
Communication	93%	7%
Participation	95%	5%

<b>Area</b>	<b>Specific Comments</b>
<b>Personal Care and Services (Nursing)</b>	<ul style="list-style-type: none"> <li>-During our Zoom calls we notice that Mum is missing her glasses repeatedly. No one can tell us where they are. They have gone missing on several occasions, but always reappeared up until now.</li> <li>-More frequent checks on when patient needs to use the bathroom.</li> <li>-Dental hygiene needs improvement on a daily basis. Resident gained the weight and was not informed.</li> <li>-Fingers nails are not trimmed regularly; there is dirt under them.</li> <li>-W/c re-positioning is not happening all the time</li> <li>-Mostly new staff need more training regarding footwear, Compression stockings, etc.</li> <li>-Would appreciate more updates on care plan and like to have a written copy of her care plan and more frequent updates.</li> <li>-Communication is excellent by phone specially during pandemic.</li> <li>-Not every nurse but usually fairly good.</li> <li>-There is really no privacy, anyone can come in my door, even if I am not in.</li> <li>-Could be improved.</li> <li>-More time should be taken during bathing process so that the resident is more comfortable and calmer during the whole process.</li> <li>-Wound dressing should be maintained daily and if resident refuses, try at a later time.</li> <li>-We feel that mobility was not encouraged once our dad was put into a wheelchair. He only had physio once a week and was not encouraged to pull himself along the hallway.</li> </ul>

	<ul style="list-style-type: none"> <li>-Often staff are very rushed, during care (probably due to being short staffed).</li> <li>-There is no sharing of health information re: COVID and on outbreaks, restrictions, visiting etc.</li> <li>-I have noticed a big improvement very concerned staff.</li> <li>-Staff sometimes “don’t listen”.</li> <li>-Information not shared.</li> <li>-It varies staff to staff, many of times employees are less attentive.</li> <li>-Staff is mostly job oriented.</li> <li>-Staff should be made aware if a resident is legally blind and deaf and treat them accordingly.</li> <li>-No one take care of her dental needs.</li> </ul>
<p><b>Medical Care</b></p>	<ul style="list-style-type: none"> <li>-DR.V. will be missed! Kaitlin is always helpful and very responsive.</li> <li>-Dr. V is the best! We will miss him so much.</li> <li>-Have not seen a physician for a long time.</li> </ul>
<p><b>Activities and Spiritual Programs</b></p>	<ul style="list-style-type: none"> <li>-Most interaction with HCH is via Zoom calls so I cannot answer regarding activities. I do know that pre-COVID, both my parents were involved in many activities. (My Dad was over 100 per one month)</li> <li>-I’m not sure how much there is to do on weekends and evenings. Mom says she is often bored.</li> <li>-Sunroom TV should be on Ch 24 for residents + news + weather? Stimulation?</li> <li>-Evenings and weekend: After dinner, 10-12 chairs parked in the Big Lounge –often TV is not on and residents have nothing to watch.</li> <li>-Sundowning is common -Any music video would be an improvement—Rieu?</li> <li>-Staff to start/restart video during my many visits -NO attempt to entertain residents. – Short concert before or after meals? Great for her well-being and for all music lovers.</li> <li>-Reminder needed to put TV on Ch. 990 on Sunday mornings for church.</li> <li>-Staff have always encouraged my aunt to participate.</li> <li>-Due to Covid – have not attended much. Go to bed early.</li> <li>-Does not attend too many activities but enjoy the ones he does.</li> <li>-Staff going from full time to part time. Not happy about it.</li> </ul>

	<ul style="list-style-type: none"> <li>-More effort should have been made during COVID to engage residents instead of keeping them in their rooms.</li> <li>-Activities are “one size fits all”, not catered to individuals interests and needs. TV programs in common are often not suited to the residents, as well as the music in the dining room.</li> </ul>
<p><b>Contracted Services</b></p>	<ul style="list-style-type: none"> <li>-The dentist visit does not appear to involve any cleaning.</li> <li>-Did not like HCH dental service provider for teeth cleaning.</li> <li>-Hearing aids are “lost” and no one knows where they went – she never has them in; contributes to loss of quality of life.</li> <li>-2 pair of hearing aids lost or destroyed. Staff (esp. new or agency) need more training/ refresher on how to properly put hearing aids so they don’t fall out.</li> <li>-Telephone service terrible.</li> <li>-Internet service for zoom calls is very poor in grace manor.</li> <li>-Physio once or twice a week is not effective unless PSWs follow up with exercises.</li> <li>-Foot care comes and goes without residents being told. Please let us know when nails are being cut?</li> <li>-Foot care: The foot care payment should be involved in bill not extra payment, and they don’t come very often.</li> <li>-The quality of internet is not good mostly for you tube.</li> <li>-Didn’t see much volunteers on floor. Don’t know where they are.</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>-Responses from the home are based on the best case. Not all staff respond in a timely fashion.</li> <li>-Fellow residents are sometimes absent and we are not told why. Lack of human care!</li> <li>-A monthly newsletter with calendar of events would be helpful.</li> <li>-Communication improving.</li> <li>-Appreciate the phone calls to keep me posted on my brother’s care.</li> <li>-The staff listen in certain ways – do not always take the time to listen.</li> <li>-Sometimes they just don’t respond. Not everyone seems to know good English.</li> <li>- Communication is poor, needs improvement.</li> <li>- -Not felt informed.</li> </ul>



<b>Dietary/Food Service</b>	<ul style="list-style-type: none"> <li>-I cannot attest to the actual food taste and quality, but both my parents look “well fed”.</li> <li>-Too much sugar and carbs...need freshly prepared foods. Too institutional.</li> <li>-Mushy veggies, tough meats, bones, cool soups and coffee.</li> <li>-I like that fluids are served often. When offering snacks, i.e. scone, please offer jam or something with it.</li> <li>-No information re: snacks.</li> <li>-Mom misses the Dutch style cookies.</li> <li>-It would be nice to have yogurt or a fruit cup more often.</li> <li>-Some veg &amp; soups are tasteless.</li> <li>-Food is very bland and tasteless and so much goes to waste. meats should be cooked for tenderness</li> <li>-Meals are not seasoned good enough.</li> <li>-No taste. Not enough variety.</li> <li>-Needs improving. Meats well-cooked would be tastier.</li> <li>-Less gravy in stews, more vegetables and meat.</li> <li>-Not meeting the standards.</li> <li>-Hot food not hot. Mainly soup and coffee.</li> <li>-Snacks are very bland and unsatisfying. Only offered at certain times, otherwise unavailable.</li> <li>-Too many eggs and juice.</li> <li>-Dutch cuisines, hire somebody who can cook Dutch type.</li> <li>-Food given is not a good quality. Food provides in a hot temperature, not getting enough varieties of meals.</li> </ul>
<b>Living Environment (Housekeeping, laundry and maintenance)</b>	<ul style="list-style-type: none"> <li>-While marking all items as “satisfied”, I wish the cleaning staff would not touch the screens on TVs and Laptops.</li> <li>-Last visit the flannel sheet on my mother’s bed was soiled; I changed it myself. Not enough Face cloths or hand towels available in washroom.</li> <li>-The Sunroom requires painting. Grounds and building are fine.</li> <li>-Overall good but small things seem to get lost.</li> <li>-Handkerchiefs + socks, underwear + bras seem to go missing if repairs or tears or missing.</li> <li>-Laundry is not always coming back and goes missing and mixing the items (sink sheets, bed sheets). Items</li> </ul>

	<p>not properly matched, socks especially</p> <ul style="list-style-type: none"> <li>-Room sometimes too cold/too hot.</li> </ul>
<b>Participation</b>	<ul style="list-style-type: none"> <li>-I don't know about the Resident Bill of Rights. However, if I have questions or concerns, Jessica has been very responsive.</li> <li>-I don't know what is or what is not (services available) to my mom. I am not aware how or if I can be involved in decisions related to care (only know about medical care – what other decisions are there?)</li> <li>-Restore residents' meetings.</li> <li>-Do not know What is Resident's council and Family council.</li> <li>-There is a room for improvement.</li> </ul>
<b>Incontinence Products</b>	<ul style="list-style-type: none"> <li>-I don't have firsthand experience with the incontinent products other than they appear to work on mum and dad. They both appear well kept, groomed and fed when viewing the Zoom calls.</li> <li>-Needs to be changed more frequently.</li> <li>-Skin care trumps dignity!</li> </ul>
<b>Other Thoughts on ways GM can improve the care and environment it provides to residents</b>	<ul style="list-style-type: none"> <li>-From Resident: "I don't like it, I Love it. This is the best place I have ever lived." " I'm not lonely at all anymore."</li> <li>( Thanks to all amazing staff and volunteers)</li> <li>-Better internet for in room calls to family via Facetime.</li> <li>-Too expensive to pay for internet for 3-4 Facetime calls a month.</li> <li>-I hope that after Covid things become better and more friendly.</li> <li>-You are very short staffed and staff helps out in other areas. The staff is good and work hard.</li> <li>-Paint job!</li> <li>-Make sure PSWs have sufficient training in all areas!</li> <li>-Promote relationship building between residents and staff!</li> <li>-Try to have a better resident/staff ratio on the units.</li> <li>-Restore the activity room to its original use for residents.</li> </ul>

<b>Overall</b>	<ul style="list-style-type: none"><li>-Well kept without foul smell and cleanliness of the floors.</li><li>-GM is better than a lot of homes but there is a definite room for improvement. The atmosphere should be as a home rather than an institution.</li></ul>
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## Appendix B - Grace Manor Survey Action Plan

<b>Areas to Improve</b>	<b>Action Plan (to be carried out in 2022)</b>	<b>Date Completed</b>	<b>Comments</b>
<p><b>Personal Care and Services (Nursing, Continence and Communication)</b></p>	<p>Continue with weekly care plan readings with interdisciplinary staff to maintain person centered care best practices, and to ensure plan of care meets residents individual care requirements and preferences.</p> <p>Administrator will continue scheduling family Town Halls and working in collaboration with Director of Communications with sharing important home updates through Cliniconex Platform and website updates.</p> <p>Educate staff on customer service by video via Surge Learning to improve resident and staff engagement. Distribute to all existing staff and quarterly to capture new staff.</p>	<p>Weekly as per audit schedule</p> <p>Town Halls minimum bi-annual as needed.</p> <p>Quarterly</p>	

<p><b>Programs, Activities, Spiritual, Participation</b></p>	<p>Dining room music to be refreshed with music preferences provided by Resident Council as a monthly standing agenda item.</p> <p>Provide weekly zoom calls for families that have special case by case requests as a 1:1 activity.</p> <p>Provide signage as a reminder for floor staff to put on channel 990 on Sundays and put into staff huddle messaging.</p> <p>Provide an updated devotions and prayer, laminate for each RHA.</p>	<p>Monthly</p> <p>December 2021</p> <p>December 2021</p> <p>December 2021</p>	
<p><b>Meal Service, Snacks and Dietitian</b></p>	<ol style="list-style-type: none"> <li>1) Low Carb drinks were introduced to cut down on sugar content</li> <li>2) Vegetables and meats cooking method are modified from time to time based on the feedback from residents.</li> <li>3) Snack menus are posted in each dining area for the week</li> <li>4) Will introduce ethnic days to accommodate different cultures in the home, especially Dutch</li> </ol>	<p>October 2021</p> <p>Ongoing</p> <p>October 2021</p> <p>Ongoing</p> <p>October 2021</p> <p>March 2022</p>	

	<p>5) Soups have improved after feedback from residents and residents like the soups now.</p> <p>6) New menu has a vast variety of food, snack and fluid items, nutritionally stable and is approved by RD. will be doing the resident's choice meals to incorporate more items in the current menu.</p>		
<b>Accommodation (Housekeeping, Laundry, Maintenance)</b>	<p>Resident room cleaning audits to be completed as planned. All housekeepers to be audited weekly.</p> <p>Re train housekeeping aides regarding the chemicals to be used to clean the floors and washrooms.</p> <p>Re train housekeeping aides to avoid cleaning laptops and TV screens. New protocols to be implemented by June 2022.</p> <p>Minimize the loss of personal clothing. target zero: reduce the number of loss items to zero by June 30, 2022. Check the furniture in resident rooms and replace when peeling and creating some sharp edges.</p>	<p>Weekly.</p> <p>Permanent.</p> <p>Permanent.</p> <p>Permanent.</p> <p>During cleaning audits.</p>	
<b>Medical Services</b>	<p>The home has increased its medical services support with a total of 3 physicians and the ongoing support of a nurse practitioner (part-time split with FM)</p> <p>Updated medical services information sheet to go out to all families/residents and new admissions which outlines the medical team and availability of medical services by January 31, 2022.</p>	January 1, 2022	

	The Nurse Practitioner and Medical Director will attend both a Resident Council and Family Council Meeting to educate residents and families regarding their roles as well as to respond to any questions, concerns about medical services by July 31, 2022.		
<b>Contracted and Volunteer Services</b>	New Volunteer Coordinator began in November 2021. Continuing to recruit and onboard new volunteers from our local community as well as our HCH community. Reached out to local churches and put new invitations in the Tie That Binds to encourage HCH tenants to volunteer.	Ongoing	

## APPENDIX C

### GM Family Council FINANCIAL STATEMENT - for 12 months ending DECEMBER 31, 2021

2020 BAL FW	9,556.00	FUNDS BALANCE	10,697.00
	<i>DEPOSITS</i>		
	<i>EXP</i>		
	2020		
TOTAL	5,999.00		
	4,858.00		

#### INCOME - 2021

Donations (monetary & non-monetary)	1,580.00
Christmas Fundraiser	1,803.00
Mask Sales	2,616.00

5,999.00

#### EXPENDITURES - 2021

Mask Expenses	870.00
Christmas Fundraiser Expenses	550.00
Resident Gift Bag Expenses	273.00
Grace Manor Plaque	915.00
Eye Click Magic Sells (OBIE machine)	2,250.00

4,858.00

#### NOTE: OUTSTANDING EXPENSES

Plaque - photographer fee	400.00
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