



**Holland Christian Homes Faith Manor**  
**Family Council Meeting Minutes**

Wednesday March 16, 2022 @ 7:00pm  
FM ZOOM

**Chairs:** Lynn Vanlieshout  
**Co –Chair:** Catherine Tenhage  
**Secretary:** vacant-need to recruit  
**Treasurer:** Sheila Pelleboer-regrets

**Present:** 8

**Business Arising:** Lynn welcomed everyone. Review of previous minutes approved.

**New Business:** **Home Updates:** Quick updates are of course the most recent MEMO we posted re: **easing of COVID restrictions:**

**Dear Residents and Families,** Step 3 of the Ministry of Long-Term Care’s plan to ease most of the measures that were put in place in long-term care homes in the face of the Omicron wave of COVID-19 comes into effect on Monday, March 14th.

On Monday, March 14th, the following changes will take place:

- As per the Ministry’s direction that Long-Term Care Homes must use a guidance-based approach to vaccination policies, Holland Christian Homes will require that all staff be fully immunized (2 doses of COVID-19 vaccine) as per the Ministry of Health definition, and will encourage the third booster dose for the safety of all of our residents and staff. Please note, the majority of our staff have received 3 doses of the COVID-19 vaccine.
- All general visitors can resume visits, regardless of vaccination status (subject to change if the home is in outbreak and/or the resident is in isolation). The number of indoor visitors (including caregivers) per resident increases to four people at a time.
  - o There are no limits on the number of outdoor visitors.
  - o Visitors or caregivers who will enter the home to take a resident out of the home area for either a day absence or an outdoor visit will be required to be actively screened and must receive a negative Rapid Antigen Test prior to going onto the unit to get the resident.
- All residents may go on overnight temporary absences, regardless of vaccination status.

o Testing of residents returning from day or overnight absences will continue until further notice to identify as early as possible any individual who may become infected with COVID-19 in order to reduce transmission in the home.

- Cohorting will no longer be required for social activities, with the exception that this practice must be maintained for dining.
- Social group activities can be increased in size (more than 10), while larger social group activities where potential crowding can occur should continue to be avoided. IPAC measures should continue to be followed by staff, residents and visitors to promote safety and wellbeing (eg. Masking, distancing, good ventilation, etc.) These changes are great news for our residents and their families. Please continue to follow the IPAC measures when visiting our homes so that we can continue to ensure the safety of our residents, families and staff.

**Kitchen renovations:** 1-week delay in construction, planned completion is for March 21, 2022.

**CARF Accreditation:** The organization will be transitioning from Accreditation Canada to CARF in April 2023. We have already started workgroups and transition planning. Our CQI/ Risk Mitigation Specialist will present some key messages during the Virtual Town Hall Scheduled for March 30 2022 via zoom. Families are encouraged to email Aleksandra with any questions directly in order to be incorporated into the meeting discussion @ [Aleksandra.grzeszczuk@hch.ca](mailto:Aleksandra.grzeszczuk@hch.ca)

Zoom link for reference:

<https://us02web.zoom.us/j/83147621959?pwd=RENjckdmMFdCY1hqTHhMa1lmRHE4dz09>

**Quality Improvement Plan:** Holland Christian Homes will be submitting their annual Quality Improvement Plans through Health Quality Ontario for the 2022/2023 year. We are requesting for our Education lead/ CQI lead to co-present this initiative to both Family Council and Resident Council for the April 2023 council meetings, as engaging family and resident feedback is of utmost importance to meet our person-centered care philosophy.

**Glenda McKay-Volunteer Manager update:** Glenda introduced herself to members. She shared she loves her new role as of November 15 been here at HCH since 1998! Covid has impacted the volunteer program significantly especially in LTC. We are just slowly starting to see the return of volunteers back (have to complete mandatory orientation and some will require tour to new Faith Manor side as well). Hymn sing, catholic church services returning early April with communion on April 15<sup>th</sup>. We are currently working on what this looks like. All volunteers have to follow the vaccination policy upon return and will be provided a receipt after passing RAT test to show they can freely move around the manors.

National volunteer Week=April 17-23, 2022. We are drafting plans for an open house theme is "Exemplifying empathy in Action" is this year's theme. The atmosphere will be a drop in for refreshments, gift and a thank you on behalf of HCH for all active volunteers.

Glenda also states that we just had 12 volunteers complete mandatory training for dining assistance and they will be assigned peak resident home areas that need assistance with dining measures.

HCH is a broad community that is cherished. Member shared some information about a board member Walter Venstra...some discussion on this after Glenda and member recalled working together previously!

**Tagline for Family Council:** Lynn asked preferences of old tag line vs new one “Living in Faith with loving and helping hands.” A document was shared (provided as attachment in the minutes) ...its colors of the Dutch flag with logo on it and a blurb underneath trying to recruit members. All attendees like it and would like it posted by elevators and laminate a large one for sitting area re RAT testing at FM entrance. Member suggested to have it posted on a large white board on wheels or something stationary. Jody states she has one in her office and will see if its useable. If not will figure out a way to post it. Member states she will bring Bristol board to have as a background.

**Website “Contact Us” section:** Group is wondering about the prospects of a generic email and how to create one for the website that way any potential families wanting to join could be directed to this and then whomever is chosen to maintain emails etc. can further address things as they arise. Jody agreed to look into this and will reach out to Trish to see if in fact it’s her.

Suggestion of an intro page for welcome package RE new admissions stating if family member or designate want to be informed/contacted re Family Council Y/N....and who to call. New insert could be given to resident advocate to hand out.

**RAPS “Residents as Partners” Committee Update:** Jody and member of council provided insight on the new committee which its main focus is based on emotional based care/person centered approach model and to get away from less rigidity and task focused care. Committee held its fist draft meeting March 11 which had consisted of residents, council members, management leadership and front-line staff. Terms of reference being reviewed and brainstorming ideas were shared. Recruitment is still being initiated.

**Open Discussion:** member inquired into possibility of offering different bingo prizes as some are not always appropriate and same things keep being distributed IE chocolate or stale granola bar. Jody said it wasn’t a problem (budget friendly of course) but can definitely get a variety of supplies: markers, cross words, coloring books and other miscellaneous items that are user friendly and based on choice for resident to choose. Jody will get items when she does supply shopping next. Another member offered to bring in left over items from Christmas and leave at the 3<sup>rd</sup> floor which the bingo prizes were suggested for. It was also mentioned that some of the Christmas décor has gone missing from residents’ rooms. Unfortunately, items couldn’t be taken down until manors were clear of outbreak status. These items also stated property of HCH. Member suggests to get Trish to add in the “Tie that Binds” that if any family member can bring item to nursing station if found and return back to family council. Jody will see if Trish is able to do that. Not sure if it will make it to the cut off for this month but will try. Removal of some items has left paint removal in some places. One member has tried to cover with small round stickers and spoke with maintenance about covering up the areas. At the time, they stated they couldn’t. Jody re-assured members that eventually during room audits and preparation for new admissions this would get completed. Member also followed up with admin of FM.

Member invited recreation manager of FM to next meeting. Jody stated she is the manager of both manors! However, can provide a detailed update as we transition through the pandemic restrictions loosening etc.; she also would see if she has any staff that would like to join the next mtg.

Hairdresser inquiry-members would like to know protocol around transporting residents to and from. Jody stated its the hairdresser’s responsibility. Tracy had updated the policy and informed team leads of this. Jody stated she would ask volunteer manager if there are any volunteers who would be willing to assist.

Another member asked about protocol re PPE when waiting in the area after RAT test as she has witnessed staff socializing in there without masks on and said it was bothersome to which she went and spoke with screening staff who then went in and told them to put it back on. Jody will follow up with IPAC team and bring this to their attention. Its generally late day when it occurs. Language is also a barrier at times.

Update on direct dentistry. They are onsite March 16 at GM and March 25 for FM.

Jody is to send the terms of reference again-may have been dated or incorrect.

## **As a Reminder:**

The new positions are as follows along with their contact emails.

**Chair position:** Lynn VanLieshout-[Lynn.VanLieshout@humber.ca](mailto:Lynn.VanLieshout@humber.ca)

**Co-Chair:** Catherine Tenhage- [cat10hage@gmail.com](mailto:cat10hage@gmail.com)

**Secretary:** resigned her position-looking for a new member to elect.

**Treasurer:** Sheila Pelleboer – [shpelleboer@hotmail.com](mailto:shpelleboer@hotmail.com)

Council also voted past Chair Anne Pennells to remain as open invitation to attend meetings anytime over the course of the year. Anne agreed to assist and available to transition to the new executive membership **Lynn VanLieshout**

[Lynn.VanLieshout@humber.ca](mailto:Lynn.VanLieshout@humber.ca)>

**Treasurers Update:** Treasurer not in attendance therefore no updates.

**Closing Remarks/ Adjournment:** mtg finished 8:30pm. Motion to close: x2 members.

## **Next Meeting Date and Time**

- Next meeting will take place Wednesday April 20, 2022 at 7:00pm-8:00pm via Zoom. Please check the website for the upcoming memo and Zoom ID number and password to log in.

**Feedback Forms Required:** Standing item RE channel 990-membrs would like updates as the system isn't always functional and its streaming quality is a challenge at times.

**NONE.**

**Infection Control:** This meeting was via zoom; No concerns or break in infection control practice.

**Communication:** (This section to be implemented in each meeting moving forward.)

- What from this meeting needs to be communicated?
- Who are we communicating this information to?
- How will we communicate this information?
- When will we communicate this information?
- Who is responsible to ensure this information is communicated?

**Communication:** Jody/Trish will work together to post next meeting zoom ID number and password on the web site.

**Note:** Aleksandra Grzeszczuk, Administrator has a standing invitation to attend all Family Council Meetings.

***For more information about Faith Manor Family Council, please contact:***

**Chair position:** Lynn VanLieshout- [Lynn.vanlieshout@humber.ca](mailto:Lynn.vanlieshout@humber.ca)



**June 16, 2022**