

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, May 10, 2022
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Maria Tandoc (absent)	FC Co-Chair
Angie McCrea	FC Secretary
Jody Clarke	HCH Director, Programs & Services
Rajdeep Kaur	HCH Recreational & Program
Albert Armah	HCH Director of Resident Care
Justine Dudziak (absent)	HCH Administrator, Grace Manor
Dr. Omar Elahi	HCH Medical Doctor – 1 South
Jenna Shaddick	HCH Nurse Practitioner
Alice Scheepstra	Member
Audrey Schreuders	Member
Catherine Jotautas	Member
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Lori West	GM Resident Council Representative
Patricia Roelofsen	Member
Ron Buschman	Member
Tina Whittle	Member

Minutes Items

Welcome and chaired by Michelle van Beusekom

OLD BUSINESS

- Minutes approval (April 12, 2022) – motioned by: Hank and seconded by: Gwen
- Murals Update
 - Started contacting vendors for quotes (RFQ-request for quote)
 - Outstanding issues:
 - need to diversify for culture themes,
 - Kris curating the existing wall arts, taking pictures for stock
 - Painting of walls is on hold; will be done before the Murals project takes place
 - Need to find a designer with a good eye for colour combinations
 - Jody reported that the Mural Project binder has been shared with staff and members, but consultation is ongoing
 - Murals should be installed in the Fall/Autumn

Minutes Items

- Residents as Partners (RAP)–
 - RAP is a new steering group involving staff, residents, and family member to identify concrete initiatives to promote a culture of resident-centered care based on the best suited emotion-based care models
 - Second meeting was held last week; decision made to set up 4 sub-committees, each with a unique area of focus:
 1. Home environment (i.e., murals, painting, furniture, etc.)
 2. Programs and activities – including meal service, physiotherapy, religious services, crafts & activities, etc.
 3. Emotion-base care and best practices – putting the residents at the center of being treated as human beings
 4. Education and communications – training for staff and information for families and residents.
 - Subcommittees will be brainstorming initiatives for “quick” wins (like the ideas presented by Fred last meeting) with shorter-term implementation (6-9 months) and other ideas requiring time horizons of mid-term (9 to 24 months): Examples include:
 - Introducing a personal check-in as part of the practice of hourly rounding
 - Enhancement to the dining experience
 - Bringing back the Montessori tables
 - The parent steering committee will deal with initiatives requiring greater than 2 year timelines
 - HCH Admin will appoint a staff member to chair each subcommittee, to be confirmed by June 2022 meeting. The Steering Committee will provide basic orientation and guidelines to those Sub-committee Chairs
 - Each subcommittee will have staff, resident, and family representation – if you are interested on contributing your ideas (stressing the goal is to be “action-oriented”, email Michelle van Beusekom
 - Subcommittees will be given an emotion-based care check list for ranking ideas/proposals
 - RAP is creating a poster to inform the HCH community about this initiative and to also recruit committee members

 - **“Who Am I?”**- initiative to help staff to quickly develop and understand resident’s daily likes and needs; a top 10 list of resident likes/needs posted in the room with consent provided by family member/POA (see Appendix A as a sample). To be implemented over the summer.

Minutes Items

NEW BUSINESS

- Home Update/Q&A – **Albert** / Justine (on holidays)
 - Quality Improvement Plan – annual plan with objectives; measured on a quarterly basis. Mandated focus areas are on:
 - i. Decreasing anti-psychotic use without diagnoses of psychosis
 - ii. Reducing emergency department visits
 - iii. Service Excellence (based on survey results)
 - Bed safety program – 65% of residents’ beds are pushed to the wall which causes safety risks. Recommendation is to move beds to the middle of the room to avoid entrapment areas and minimize damage to electrical cords when moved for cleaning or transporting residents.
 - New Resident Bill of Rights – please direct any questions to Albert
 - Service Providers – questions about how they are selected and how concerns are addressed – will be discussed at next meeting upon Justine’s return
 - RAT and PCR testing protocol for resident absences – clarification on policy:
 - i. Residents on social absences are tested twice per week PCR & RAT
 - ii. Going for a walk is not considered a social absence
 - iii. Discussion will be made with Executive team re removing testing requirement for residents who are simply going out for a walk
- Update on Activities on Home Unit – Activity Staff Member - **Rajdeep Kaur**
 - Works on second floor at Grace Manor
 - Provides morning daily exercise program, daily devotions with TV, ball toss
 - After lunch provides bingo, word game, trivia, puzzles, balloon toss
 - More programs will be provided for male residents
 - Suggestion - to provide more current world news to residents
- Introduction from New Doctor – **Dr. Omar Elahi**: has been involved in geriatrics care since 2015; he didn’t choose it and it chose him after volunteering with a colleague for 2-3 months; works on 1 South on the dementia unit; also works in another nursing homes in Yorkville and lives in downtown Toronto; approach on working with dementia patients is to try to provide the best care you can in-line with what they want and goals that will work for them – using empathy, and working with family members
- Introduction from New Nurse Practitioner (NP) – **Jenna Shaddick**; covering for Katelyn until 2023;
 - trained in New Brunswick and moved to Ontario 2 years ago
 - two masters degree theses: one focused on patients with dementia and the other on how dementia patients present pain – showing how underlying cause for behavioural issues was often pain

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Minutes Items
<ul style="list-style-type: none">○ Described her role as an NP is to augment the family doctor such as helping with wound and rash care○ works Monday to Friday 8am-4pm ● Meet the Provincial Candidates for election – recap<ul style="list-style-type: none">○ zoom meeting with the 3 candidates running for MP Brampton South○ Asked two core questions: plans to address under staffing/funding and how to make emotion-base care a reality○ In general, both NDP & Liberal are more inclined to better resource the LTC sector, phase out for-profit homes, repeal Bill 124 which caps salary increases at 1%, the PC candidate spoke about enhanced funding for the existing LTC model
FUNDRAISING / PROJECTS <ul style="list-style-type: none">● No updates.
CLOSING REMARKS/REMINDERS <ul style="list-style-type: none">● Agenda suggestions, please email gracemanorbramptonfc@gmail.com ● Next meeting: Tuesday, June 14, 2022 at 2:00PM by Virtual Zoom
MEETING ADJOURNMENT

Appendix A – Tina

Note: Ron interested in participating in Residents as Partners second or third committee; Michelle to send more information

APPENDIX A – “WHO AM I?”

My name is

Tina

Things I'd like you to know about me:

1. I want the TV on Ch. 11



2. I need to keep my feet up when I sit in my chair

3. I need to wear my black compression stockings every day



4. I love coffee...cream but no sugar



5. ...