

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, July 12, 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
Justine Dudziak	HCH Administrator, Grace Manor
Jody Clarke	HCH Director, Programs & Services
Albert Armah	HCH Director of Resident Care
Puneet Gill	HCH RAI/MDS Coordinator
Kamaljeet Sekhon	HCH QI & Education Specialist
Catherine Jotautas	Member
Dave Adams	Member
Elizabeth Stepanic	Member
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Joe Scuringa	Member
Lori West	GM Resident Council Representative
Louise Amerongen	Member
Pat Alblas	Member
Ron Buschman	Member
Sue Bland	Member

Minutes Items

Welcome and chaired by Michelle van Beusekom

OLD BUSINESS

- Minutes approval (June 14, 2022) – motioned by: Fred and seconded by: Gwen
- “Who Am I?” Update on next steps
 - After a meeting held with Administration and Family Council, it was decided that the Family-Council led process will continue
 - Fred and Gwen will send information and samples out to family members on what is needed to create individualized posters for residents
 - Printing of posters will be done by Justine in 11” x 17” and laminated and forwarded to Jody and her staff to install in the resident’s room
 - Deadline to send your request is ASAP – no later than the end of August
- Murals Update
 - Two quotes received. Second quote from Designer Walls was much improved
 - Images and themes to be finalized in September in conjunction with the vendor
 - Because of costs, murals will likely be installed on walls only (not on columns).

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- Kris Neilson will be working on the curated artwork to complement the murals on the remaining wall space after the murals are up.
- The budget is scalable, i.e., option to drop the columns and prioritize walls, entrance and exit doors
- A binder of mural options is being prepared for residents to review and chose from
- **Creating & Sharing a List of Alternate Service Providers**
 - Family Council will send an email to members requesting contact info for alternate service providers they have used and recommend for dental services, foot care, etc.
 - The list will be shared on FC website (<https://www.hch.ca/grace-manor-family-council-2/>)
- **Residents as Partners (RAP)**
 - Main committee is chaired by Justine and Alexandra (Administrator for Faith Manor)
 - Four sub-committees:
 - Care – ensuring care is resident-centred (rather than task-centred)
 - Education – making sure everyone understands what emotion-base resident centered care means
 - Services – ensuring programs, activities, meals are all centred on resident likes and preferences
 - Home environment – ensuring the environment is cozy and not institutional
 - Currently have Leads for 3 of the 4 committees and a meeting of the main group will be held tomorrow (July 13, 2022)
 - “Who Am I” is a RAP initiative. Jody’s team will lead on creating a Who Am I poster for any resident who doesn’t get one through the Family Council led process.
- **September Elections**
 - Family Council has 4 Executive Positions – Chair, Co-Chair, Secretary, and Treasurer. These people lead on running Family Council and ensuring members are informed and empowered to better support their loved one(s). Our Family Council strives to harness the collective voice and talents of members to improve quality of life and care for all residents.
 - The current Co-Chair (Maria) & Secretary (Angie) will be stepping down; we have no Treasurer at this time
 - Michelle (Chair) is open to stay on for another term
 - September – we will be soliciting volunteers; election will be in October.
 - Feel free to contact those on the current executive for any questions on responsibilities of each position

NEW BUSINESS

Administrator’s Update & Discussion

- **General Update**
 - Staffing levels are normalizing with stable cohort of regular staff; trying to minimize use of agency staff.

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- Refreshing HCH Organizational Plan; will be reaching out to Family Council for input
 - IPAC lead (Parvinder Dheldy) has resigned, and position has been posted
 - Resumed in-person staff meetings - better way of communication among staff members
 - Staff vote on which union will represent them is currently in arbitration (staff is currently represented by CLAC. Staff recently voted on CLAC vs United Steelworkers and results were very close)
 - The Ministry of LTC inspector is currently onsite doing a proactive inspection of GM
 - Updated plans and policies (that conform with the requirements of the new “Fixing Long Term Care Act” can be found on HCH website
 - Family + Resident information evening session will be held in October (TBD if it will be in person only or also allow for online participation).
- **AMENDMENT** – June 14, 2022 MINUTES – requested by Justine (Administrator)
 - Page 3 – Bullet # under Direct Care Hours
 - As of March 31, 2022, Grace Manor has a staffing pattern budgeted for 3.07 of direct care hours which is above the 3.0 ministry target. However, currently the home is operating at 3.73 direct care hours due to our bariatric resident to keep staff safe and provide the needed increase in level of care. Grace Manor is currently working with the Ministry to find a sustainable solution. The Ministry will be providing additional funds shortly to cover the gradual shift towards 4 hours per resident which is meant to be in place by March 31, 2025.
 - Page 3 - Bullet #1 Under construction on home units' update.
 - The IPAC environmental upgrade grant is still underway and heading into September 2022. Estimated timeline only.
- Care Plan Review – Albert Amrah (Director of Care)

Context: Family Council requested a conversation on the Care Plan to develop a better understanding of how the plan is created, how it's updated and if there is a way to simplify it in order to ensure core information is easier for staff to absorb.

Background from Albert:

 - In 2007 care plan formats were standardized in Long Term Care across the province – every home uses a standardized assessment process and data collection tool. It's a highly regulated process and there are legal and professional requirements to ensure compliance with the standardized approach.

Overview of current process from Pruneet – oversees Care Planning Process:

 - Care plans are multi-disciplinary involving areas of behaviour management, nursing, dietary, recreation and therapy. Pruneet oversees nursing area.

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- Process of care planning starts with a new admission, new resident or the family member is interviewed to go over the customary routines, the level of care in different ADLs. The initial care plan is established based on that interview and info from the LHIN. Other disciplines do their assessment, and that info is added to the care plan. Regularly updated.
 - Main area of the care plan covers the activity of daily living such as dressing, personal hygiene, preferences of bathing, toileting conditions, time to wake up, taking nap, their continence level, any risk levels such as falls, and high alert medication, etc.
 - When printed looks like a long document – when accessed electronically staff can chose which area they want to read about so is much more streamlined
 - Comprehensive reviews are done every 3 months – overseen by Pruneet and PSW staff. Discussed with families and resident at annual Care Conference.
 - **Request from FC Member to share the Care Plan annually with family members before the Care Conference.** Pruneet confirms Care Plan can be shared with families electronically and will initiate process of sharing before Care Conference.
 - Albert would like to see the Care Plan updated and shared quarterly moving forward (part of a primary care model that was being implemented pre-pandemic and stalled by COVID). Affirms the importance of family and resident participation in the process.
 - **New initiative: Care Plan Reading.** Each week on each home unit, staff read 2-3 care plans. This helps ensure new staff are familiar with resident needs and empowers core staff to validate information and provide updates. Moving forward, families and residents will be invited to participate in Care Plan Readings.
 - Moving forward – family involvement will be sought out. Goal is working together to a common goal.
- **Workshops for Family Council Members (Kamaljeet – Education Coordinator):**

These are workshops that GM is making available to Family Council members. Kamal can also create custom workshops on request.

 - Living with Dementia workshop (1 day in-person) – e.g. understanding the resident; new techniques for communicating with and relating to residents with Alzheimer. Would be ideal to have 14-16 participants for the full day workshop.
 - 60-90 minute workshops are available through the Alzheimer Society of Peel Region. Can be provided online.
 - Family Council will get back to Jody/Kamal on FC interest in Living with Dementia, in-person, day-long workshop and an initial 60-90 minute Alzheimer’s online workshop.
- **Advocacy (Pushed to the next meeting)**

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<ul style="list-style-type: none">• Next priority topic for Family Councils Action Coalition will likely be food: quality of food and dining experience in long term care and working together on strategies to encourage a province-wide shift away from institutional food.
FUNDRAISING / PROJECTS <ul style="list-style-type: none">• No updates provided
CLOSING REMARKS/REMINDERS <ul style="list-style-type: none">• Agenda suggestions, please email gracemanorbramptonfc@gmail.com• Next meeting: Tuesday, August 9, 2022 at 2:00pm by Virtual Zoom
MEETING ADJOURNMENT