

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, August 9, 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, Grace Manor
Albert Armah	HCH Director of Resident Care
Rohit Sharma	HCH Dietary Manager
Jody Clarke (absent)	HCH Director, Programs & Services
GUEST: Paula Burns Essity	Tena Representative
GUEST: Jennifer Johnson	Tena Representative
GUEST: Brandon Johnson	Tena Representative
Audrey Schreuders	Fundraising & Friend of FC
Elizabeth Stepanic	Member
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Lori West	GM Resident Council Representative
Marc van Beusekom	Member
Patricia Roelofsen	Member
Ron Buschman	Member
Sue Bland	Member
Teresa Ponsen	Member

Minutes Items

Welcome and chaired by Michelle van Beusekom

OLD BUSINESS

- Minutes approval (July 12, 2022):
- AMENDMENT requested by Justine (GM Administrator). Information below will be added to July 12 minutes:
 - Grace Manor has a staffing pattern budgeted for 3.07 of direct care hours and 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 level of care. Grace Manor is currently working with the ministry to find a sustainable solution.
 - 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.
- Approval (including proposed amendment): motioned by: Hank and seconded by: Fred

Minutes Items

- UPDATES:
 - Murals. Aiming for completion in Fall 2022. Audrey's brother-in-law has generously offered to create custom paintings (at cost) for wall space in-between murals
 - Residents as Partners (RAP) – On August 18, RAP committee members will be participating in a workshop about “cultural change” by the Research Institute for Aging. The workshop is focused on the practicalities of moving towards a culture of resident-centered and resident-directed values and practices at Grace Manor and Faith Manor.
 - Who Am I - don't forget to get in your request for a poster by end of August, if not already sent
 - List of Alternate Service Providers – shared by email and posted to [Family Council website](#); list will be a 'living' document as updates are provided by members
 - Courses and Workshops - supporting and understanding loved ones with dementia – reminder of upcoming sessions. 1 hour session on August 22nd and full day session on Living with Dementia Journey on September 15th; reminder to RSVP for sessions

- Elections:
 - Overview of Family Council-led initiatives over the past 12 months (see **Appendix A**)
 - Those interested in serving on the Family Council executive committee should come prepared to present their candidacy at the September meeting. Elections will be held at our October meeting.

NEW BUSINESS

Administrator's Update & Discussion

- General Update
 - New IPAC (Infection Prevention and Control) lead replacing Pavinder is Nisha Pande
 - BSO (Behavioural Supports Ontario) lead position is currently vacant
 - Family Resident Information evening scheduled on October 19th at 6:30pm-7:30pm in-person as a drop-in located in the Horizon Hall; GM third-party service providers will be invited
 - New CQI boards have been installed and 1-South garden spruced up
 - Contact Kamal, the Educational Coordinator for training sessions and information on upcoming workshops
 - Re training for staff on working with residents with Alzheimer/dementia: ongoing training provided (including all day Understanding the Dementia Journey workshop being made available to Council members); all staff have signoffs on educational workshops they attend, and orientation is given to new staff as part of their onboarding.

- Annual Satisfaction Survey
 - Last year's response rate was low – 40 people in total (16 residents and 24 SDMS). Survey is used by GM as a baseline to assess resident satisfaction. Council recommends modification

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- to a 5-point scale (very satisfied, satisfied, neutral, dissatisfied, very dissatisfied) to ensure better quality of feedback and an open field for comments (rather than only inviting comments from those who have expressed dissatisfaction).
- Council members are in favour of electronic distribution of the survey (in addition to mail for anyone who is not online) to help increase response rate.

 - Food and Dining – Rohit Sharma
 - Budget for food was recently increased by Province by 15%: from \$9.54 to \$10.97 per resident per day (in provincial prisons the amount is \$15 per inmate per day).
 - On July 11th, new regulations came into effect under the “Fixing Long Term Care Act” aimed at promoting resident choice, flexibility in meal options, and more fresh options.
 - Recent menu changes include more fresh fruit + custom prepared eggs (i.e., fried eggs and omelettes)
 - Resident Food Council meeting on August 24th will be an in-person meeting
 - Snack and regular menu are reviewed twice a year with Food Council
 - Family Council has proposed a number of low cost ways to improve the dining experience for residents – shifting to family style and communal dining; colourful table clothes, coloured plates, raise the dish closer to the resident’s face so they can appreciate the aroma of the food; and provide fresh flowers on tables. These recommendations now sit with the Residents as Partners committee.

 - TENA Incontinence Products – Jennifer Johnson & Paula Burns Essity
 - HCH has a new three-year service contract with Silver Lining to supply GM and FM with TENA Incontinence products
 - A Canadian manufacturer which helps with any potential supply chain issues.
 - Individual resident assessments are undertaken to ensure appropriate sizing and suitability based on resident need taking into consideration things like absorbency, mobility, and style

FUNDRAISING / PROJECTS

- No updates provided

CLOSING REMARKS/REMINDERS

- Agenda suggestions, please email gracemanorbramptonfc@gmail.com
- Next meeting: Tuesday, September 13, 2022 at 2:00pm by Virtual Zoom

MEETING ADJOURNMENT

APPENDIX A – GMFC Annual Review-August 2022

APPENDIX A

Grace Manor Family Council Annual Review (August 2021 – August 2022)

Highlights from the past year include:

- Creating a monthly forum for sharing information, identifying common concerns, problem solving and community building;
- Regular and informative communication with membership;
- Supporting members in keeping up to date with shifts in Public Health COVID and confinement protocols;
- Creation of a website with key Family Council (FC) information and resources;
- Creating a simplified Terms of Reference providing clarity on role of FC activities, membership and governance;
- Creation and installation of a tribute plaque in recognition of staff commitment during the worst part of COVID – our Heroes;
- Christmas raffle fundraising initiative;
- Launch of the “Who Am I” poster initiative aimed at ensuring staff are better acquainted with individual residents - their needs, interests and preferences;
- Working with Administration to formalize regular sharing of resident Care Plan and an invitation for families to participate at Care Plan readings;
- Creation and distribution of a resource list for alternate service providers;
- Raising funds and sourcing vendors for upcoming installation of large-scale wall murals aimed at creating a more home-like environment and providing visual stimulation for residents;
- Organized a Brampton South candidates forum prior to provincial election to hear party platforms on LTC and share our perspectives;
- Brainstorming no-cost initiatives aimed at promoting Emotion-Based, Resident-Centred Care that have been brought forward to the RAP (Residents as Partners) committee; and
- Participation in Family Council Action Coalition (coalition of Family Council Chairs from across Ontario) to bring matters of shared concern (e.g., impact of isolation protocols on residents; concerns about underfunding and understaffing) to the attention of the Ministry of Long-Term Care and the media.

Role of Family Council

As an autonomous group of family and friends of GM residents, our FC aims to foster an informed, engaged and empowered community of members. Our core role is to:

- Share and facilitate the spread of information so members are well informed and empowered to make choices and suggestions that support quality of life for their loved ones and promote an overall culture of resident-centred care at GM;
- Work constructively with Administration to share concerns and find solutions to problems;
- Suggest and support initiatives that can improve quality of life and care for residents;
- Advocate for better conditions and quality of life for residents by making our voice heard by the GM Administration, Province and Public Health

Membership and FC Participation

- We currently have 91 members.
- Attendance ranges between 18 – 27 people at our monthly virtual meetings.

Governance

- Our Terms of Reference were updated in July 2021 and are reviewed annually in March;
- Meeting agendas are set by the Chair in consultation with the Executive and input from membership;

- Proposed agenda items from Administration are brought to the Chair via the Director of Programs and Services (Jody). There is a standing item on our agenda for the GM Administrator to provide a home update;
- Agendas are distributed electronically by the Secretary at least one week prior to the meetings via email to all Family Council members and on the GM FC website;
- Minutes are made available electronically and via the GM FC website, additionally there is a paper copy in GM FC binder (GM Lobby bulletin board);
- Elections are held annually at our October meeting;
- Current members of the executive are: Michelle van Beusekom (Chair); Maria Tandoc (Co-Chair); Angie McCrea (Secretary). The Co-chair and Secretary positions expire this current term.