

## Grace Manor Family Council Meeting MINUTES

<b>Date:</b>	<b>Tuesday, September 13, 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 (absent)	FC Co-Chair
Angie McCrea	FC Secretary
Justine Dudziak	HCH Administrator, Grace Manor
Albert Armah	HCH Director of Resident Care
Jody Clarke	HCH Director, Programs & Services
Lorraine Anderson	HCH Director, CQI/QIP
Alice Scheepstra	Member
Audrey Schreuders	Fundraising & Friend of FC
Fred Benedikt	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Lori West	GM Resident Council Representative
Michelle Nash	Member
Pat Alblas	Member
Patricia Roelofsen	Member
Prakash Dannie	Member
Ron Buschman	Member
Sue Bland	Member
Teresa Ponsen	Member
Tina Whittle	Member

### Minutes Items

**Welcome and chaired by Michelle van Beusekom**

#### **OLD BUSINESS**

- Minutes approval (Aug 9, 2022): motioned by: Hank and seconded by: Ron
- UPDATES:
  - Who Am I – update on poster creation
    - Gwen has completed 16-17 posters which are now hanging in residents' rooms.
    - Positive feedback from family members
    - Recommendation to create a binder for each home unit with copies of posters from that floor for easy reference for staff (especially agency staff)
    - GM staff have gathered info for 8 posters on 1S and 18 on 3N
    - Jody to reach out to Gwen about having her lead on the creation of those and other posters moving forward
    - sticky tack has been ordered and Jody's team will ensure existing posters are remounted ASAP, that any missing posters are replaced and that new posters are mounted with sticky tack.
  - Murals. Update on vendor selection process and timeline to completion

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### Minutes Items

- Dave from Designer Wall provided a price reduction. Need to provide square footage for each home unit to determine total cost
- Mural Committee will lead on decisions around size of murals and providing a selection of proposed images
- Goal is to have murals project completed by end of Fall.
- Annual Satisfaction Survey; CQI (Continuous Quality Improvement and QIP (Quality Improvement Plan))
  - Loraine (CQI lead) started with HCH in January 2022
  - Loraine explained CQI process: Spreadsheet used to track overall CQI performance for Grace Manor + reporting requirements to the ministry of Long-Term Care. Tools used as part of the CQI process are all standardized. Similarly, QIP plans are created as part of a standardized process laid down by the Ministry.
  - Fred asked how CQI priorities are established – to be discussed in more detail at next meeting.
  - Loraine confirmed changes being made at the request of Family Council to the annual resident and family satisfaction survey. The survey is used to provide a baseline for “quality improvement” plans and reports. Version of the survey distributed to family members will use the 5-point Likert scale discussed at last meeting (to improve quality of feedback) and be distributed electronically. Family member formally listed as SDM (substitute decision maker) will only receive the survey if their loved one is not able to complete it themselves.

### NEW BUSINESS

#### GM Administrator’s Update & Discussion

- General Update
  - Home updates
    - Municipal elections scheduled for Monday, October 24<sup>th</sup>; Booths are typically available in the Atrium area for voting by able-bodied residents. Volunteers are typically used to provide voting info to residents that have mobility challenges. Justine will confirm once she hears from election officials.
    - Resident & Family Information Night on October 19<sup>th</sup> from 6:30PM-7:30PM in the Horizon Hall
    - New policies recently introduced - to be reviewed at next meeting: Zero Tolerance of Resident Abuse and Neglect, Mandatory and Critical Incident Reporting, and Concerns and Compliant Investigation and Reporting
    - “Point of Service” providing drinks during meals service begins in October. This means that moving forward residents will chose drinks off a cart instead of having them pre-chosen and laid out on the table.
    - As a result of Bill 7 - COVID isolation beds will no longer be available; all beds will be assigned to residents.
    - Renovations are continuing and finishing in some areas

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### Minutes Items

- New palliative and end of life measures being implemented as part of the Fixing Long Term Care Act (Nursing Team) – further discussion will be moved to next meeting
  - Consent is required by all residents to start the new palliative and end of life measures policies and procedures – an email was sent to all families with attachment of info and consent forms. Questions should be brought to Albert

### FAMILY COUNCIL BUSINESS + DISCUSSION

- Updated resource page of Family Council Website – content on page has been reorganized and updated – shared by email to families
- Elections – Nominations
  - Accepting nominations for Family Council executives committee positions (chair, vice chair, treasurer, secretary)
  - Commitment is about 4 hours a month and it's an opportunity to make a difference for your loved one, gain greater insights into how GM is run, build relationships with those in leadership positions of GM, and build relationships with other in the GM community.
  - Getting involved is also of potential self-interest to improve LTC, should you need this service one-day.
  - Fred nominated Marc van Beusekom; Marc was not available to be in the meeting but had provided acceptance to be on the council provided people don't feel that puts too many "van Beusekoms" on the committee
  - Angie to stay on as Recording Secretary until a new Secretary is appointed

### FUNDRAISING / PROJECTS

- Latest Financial Statement - Overview of latest financial statement – see Appendix A
- Upcoming fundraising activities
  - Audrey recently completed a quilt and is donating proceeds to Family Council
  - Audrey and Anne (Faith Manor) have organized a Garage and New Item sale on Sep 23<sup>rd</sup> (with rain date on Sep 24<sup>th</sup>) and Sep 30<sup>th</sup> (with rain date on Oct 1<sup>st</sup>) – sale on both dates to be held outside Faith Manor. Proceeds to be split between the two manors.
  - Audrey looking for help for setup and sales for the fundraising event – an email will be sent to families with more info and contact
  - Audrey is leading on Christmas basket raffles which will take place in December

### CLOSING REMARKS/REMINDERS

- Agenda suggestions, please email [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)
- Next meeting: Tuesday, October 11, 2022 at 2:00pm by Virtual Zoom

### MEETING ADJOURNMENT

APPENDIX A – Financial Statement May 31, 2022

APPENDIX A

Grace Manor Family Council

FOR FIVE MONTHS ENDING MAY 31, 2022

Balance Forward December 31, 2021 11,827

Income

Donations (monetary & non-monetary)	500
Fundraisers	-
<b>Total Income</b>	<b>500</b>

Expenses

Grace Manor Plaque Photographer	400
<b>Total Expenses</b>	<b>400</b>

**Fund Balance** 11,927