

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, November 8, 2022
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Marc van Beusekom	FC Co-Chair
Angie McCrea	FC Recording Secretary
Fred Benedikt	Special Project Specialist & Member
Justine Dudziak	HCH Administrator, Grace Manor
Albert Armah	HCH Director of Resident Care
Jody Clarke	HCH Director, Programs & Services
Loraine Anderson	HCH CQI and Risk Mitigation Specialist
Andrea Berry	Member
Anna Derooy	Member
Audrey Schreuders	Fundraising & Friend of FC
Catherine Jotautas	Member
Gwen Veenstra	Member
Hank Kuntz	Member
Lisa Stepanic	Member
Lori West	GM Resident Council Representative
Pat Alblas	Member
Patricia Roelofsen	Member
Prakash Dannie	Member

Minutes Items
Welcome and chaired by Michelle van Beusekom
OLD BUSINESS
<ul style="list-style-type: none"> • Minutes approval (October 11, 2022): motioned by: Fred and seconded by: Catherine • UPDATES: <ul style="list-style-type: none"> ○ <u>Who Am I</u> – Progress report <ul style="list-style-type: none"> ▪ Gwen completed 20 posters; looking for contact information for those that still need to have their poster done ▪ Jody will assign a Team Lead from her staff to communicate with Gwen reworking together to create remaining posters ○ <u>Murals Project</u> - Update <ul style="list-style-type: none"> ▪ Decision made that every home unit will get one large mural and one small mural as well as murals on exit doors only: none for columns. Total target budget: \$20k with GST ▪ Next steps: walk-through to finalize locations ▪ Larger murals should be put in the dining room and the smaller murals can be put in the Activity Room or Sunroom where people congregate; Jody agrees with suggestions

Minutes Items

- Fred to create a sample book for Jody to hand out to residents for review and feedback
- Goal: have murals installed in mid to end January 2023
- Next phase: Audrey's brother-in-law to create artwork to compliment the murals once installed
- Futures suggestion for the Home Environment Subcommittee (RAP): look at personalizing each resident's home door with a decal

- Family Council Participation at Family and Resident Open House
 - Fred & Hank represented Grace Manor Family Council at the Open House on October 19, 2022
 - At least 75-100 people attended; 5 new Family Council members signed up
 - See Appendix A – pictures of Family Info Night Open House

- Residents as Partners (RAP) – update on recent activity
 - RAP is a HCH Committee involving management, staff, residents, and family members
 - Focus is on working together on practical initiatives to promote the transition to an emotion-based / resident centered approach to care
 - 3 subcommittees have been formed:
 - Education – lead by Kamal, she has organized several presentations that look at different emotion-based care models, i.e., butterfly model
 - Programs & Home Environment – lead by Jody
 - Implementing emotion-based care – led by Justine & Aleksandra. They are working with a group called Research Institute for Aging (RIA), which has expertise in the area and will help guide the change process; next step is to conduct a survey to get a sense of where both Manors are at as a baseline
 - A delegation is being organized to visit a certified Butterfly home called Sunnyside in Kitchener – goal is to observe home environment, get insights into their experience including any challenges and their solutions.
 - There is an open invitation to Family Council members to get involved with the subcommittees; if you are interested, please contact Kris Nielsen (kristine.nielsen@hch.ca) or Basha (barbara.leja-plaza@hch.ca)
 - Next family council meeting: Lisa Alcia, CEO, and Tracy Kamino, VP of Operations, have been invited to speak about their vision for GM & FM and how the commitment to emotion-base care is being reflected in the priorities, budget, and timelines of the new HCH Strategic Plan to be released next year

Minutes Items

- New Palliative Care Measures – overview/care plans created/consent process
 - Albert gave an overview of the new palliative care measures and consent process (being implemented as part of the new Fixing Long Term Care Act)
 - Major change –palliative approach to care is part of the new Resident Bill of Rights
 - First step - receiving consent from residents and family POAs for the new approach
 - Next step – creating Resident Care Plans. Plans are created using TRC (Think Research Corporation) – a clinical support assessment tool that look at the journey of quality of living consisting of six domains: physical care needs, social, psychological, emotional, culture and spiritual needs. This Palliative Care Plan is different from the regular Care Plan which addresses physical needs such as toileting and transferring, etc.
 - Albert will send the assessment template to FC to share with members
 - Differences between Palliative care and End of life process:
 - Palliative care is an approach aimed at improving the quality of life in a long-term care home based on resident values and preferences. Everyone’s plan will be unique.
 - End of life process – care in the last parts of a resident’s life usually in the last days, weeks, or months which includes helping the person and their families prepare for death, ensuring their comfort and decision-making that is consistent with the person’s prognosis and goals of care. The Chaplain is involved during this time.
 - For any questions regarding this issue, please contact Kristine Neilson or Justine.
- CQI (Continuous Quality Improvement) - Understanding how Grace Manor establishes priorities for areas to improve
 - Loraine (CQI lead for Grace Manor) and Fred reviewed the 2021 GM Satisfaction Survey Results and CQI Report
 - Justine and Loraine confirmed that FC will have an opportunity to provide input into the 2023 Action Plan which will be based on 2022 survey results
 - Justine stated that individual concerns noted on the survey are addressed on a case-by-case basis if contact information is provided, however trends are kept in mind
 - The new 2022 Survey has been distributed to those residents who are able to complete (approx. 33)
 - Survey monkey will be emailed to the POA’s of remaining residents to complete
 - Top concerns from 2021 survey include:
 - Providing care as per the care plan (i.e., mom’s denture was not put in)
 - Brushing teeth and cleaning of the mouth

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- Communication (sharing up-to-date info with families). Suggestion made to have everything that's on the bulletin board also available on the website.
- Education (has been addressed by hiring an additional CQI and Training Staff member)
- Contracted Services
- Suggestion made that moving forward CQI report should include priority items identified via the Satisfaction Survey and the Action Plan – Loraine will take this back

NEW BUSINESS

Administrator's Update & Discussion

- General Update
 - Justine reported that GM is on COVID outbreak investigation as of November 7th
 - Introduced the new GM Assistant Director of Resident Care – Ekamdeep Kaur
 - Graduated from Conestoga College in Nursing Clinical Care and Enhanced Nursing Practice in Clinical Care and during her studies she worked as a PSW in the Waterloo region
 - Has her RPN & RN license in 2019 and started working in LTC and in the Toronto General & Toronto Western hospitals
 - Covid Bivalent and flu vaccines have been rolled out

FUNDRAISING / PROJECTS

- Fundraising activities
 - Audrey reported that the garage sale was well received. Collected \$4136 and \$1625 will be given to each Home and the rest of the funds will go towards a special Christmas project and Nursing Care
 - Christmas fundraiser initiatives will consist of a grocery give-a-way, two gift baskets, two Afghans, and two pictures from a local artist
 - Tickets will be 3 for \$5 – tickets will be on sell from Nov 14 to Dec 16 – more info will be sent to family members via email
- Pilot experiment
 - Provide personalized gifts for residents - Michelle will be in 2 North from Nov 25-27 and run this experiment by getting little things for each family and have a human face-to-face interaction. She will come back with recommendations on how this might be expanded next year.

CLOSING REMARKS/REMINDERS

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

MEETING ADJOURNMENT