

Grace Manor Family Council Meeting MINUTES

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| Date: | Tuesday, January 10, 2023 |
| Time: | 14:00-15:00 |
| Location: | Virtual - ZOOM Meeting |

| In Attendance | Representing |
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| Michelle van Beusekom | FC Chair |
| Marc van Beusekom | FC Co-Chair |
| Angie McCrea | FC Recording Secretary |
| Fred Benedikt | Special Projects & Member |
| Justine Dudziak | HCH Administrator, Grace Manor |
| Jody Clarke | HCH Director, Programs & Services |
| Alice Scheepstra | Member |
| Gwen Veenstra | Member |
| Hank Kuntz | Friend of FC |
| Susan Dulis | Member |

| Minutes Items |
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| Welcome and chaired by Marc van Beusekom |
| <p>Old Business</p> <ul style="list-style-type: none"> • Minute (Dec 13, 2022) approval – moved by Gwen; seconded by Hank • General updates: <ul style="list-style-type: none"> ○ Culture Change Assessment <ul style="list-style-type: none"> ▪ Being conducted by Research Institute for Aging (RIA); phase one will be a survey to be completed by HCH staff ▪ Focus group for residents and families will be scheduled in February. We will share more info as it becomes available. Goal is to obtain resident feedback on how they feel about life at HCH ○ Murals – update on the image selection, installation, and next steps. Can existing artwork be placed at a lower level (i.e., wheelchair height) when the artwork will be re-organized to match the RHA theme? <ul style="list-style-type: none"> ▪ Jody will complete final image selections by mid-January ▪ Dave needs the final approval by January 23rd ▪ Mural Installer scheduled for February 6th ▪ Kristine will intersperse the existing artwork after the murals are up ▪ Wall art to be lowered for wheelchair level – Justine agreed and suggested to be mindful of how high the art is hung to avoid back of chairs to hit the artwork ○ Resident and Family Survey Results and draft Action Plan <ul style="list-style-type: none"> ▪ 61 responses received out of 106 surveys sent out which is 57% response rate ▪ Loraine will provide more details at the next meeting on final results ○ Family room furniture <ul style="list-style-type: none"> ▪ Family room will be receiving a new mahogany table with chairs ▪ Tracy Kamino generously donated the new table and chairs ▪ A big thank you from Family Council to Tracy & Justine to putting the room together |

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| Minutes Items | |
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| | <ul style="list-style-type: none"> ▪ Room holds a maximum of 10 persons and needs to be reserved through Justine and/or Kristine for paperwork sign off; also COVID testing is still required ▪ Appendix A – picture of the new Family Room table and chairs |
| New Business | <ul style="list-style-type: none"> • Home Updates - Administrator and Director of Care (15 min) <ul style="list-style-type: none"> ○ New Dental Provider <ul style="list-style-type: none"> ▪ Golden Care is the new full service dental provider (including hygienist and dentist) ▪ Residents still have the option to use their own provider if preferred ▪ Introduction letter to Golden Care will be provided in the next billing mail out. ○ Is the Obie Machine still in use? <ul style="list-style-type: none"> ▪ Obie machine is a mobile projection device that is used to play interactive games ▪ Obie was sent for repairs in November and a tech is scheduled to visit on site to review minor issues with remote control and some games ▪ Machine is used in conjunction with the Activity staff; promotes hand-eye coordination, sensory stimulation, dexterity etc. ▪ Activity staff reports that the Obie is useful on all floors ○ Income tax time is coming. Can GM help connect residents with low income to volunteer professionals to prepare their tax return? <ul style="list-style-type: none"> ▪ GM does not have anyone they can refer ▪ Hank provided name of person who will do income tax returns for residents in exchange for a donation of \$100 or more to the Lighthouse Ministry at 1008 Bathurst Street, Toronto, tax deductible receipt provided <ul style="list-style-type: none"> • Contact person: George Van Dyk, email: gwwandyk@outlook.com ○ Covid outbreak info – HCH follows all ministry and public health procedures <ul style="list-style-type: none"> ▪ Currently 3 North is under investigation – 1 resident infected ▪ Still require antigen testing, use of face masks, and hand sanitizing ▪ Last outbreak there were 12 residents and 5 staff – continue to follow public health recommendations ▪ KN95 masks used for residents in isolations and if the home area is infected ▪ Follow all Ministry guidelines ▪ The people working in the Chapel area keep an eye on anyone coming into the building ▪ Recommendation for IPAC signage to be less wordy and clearer (using graphics) ○ Train simulation machine will be setup in 1 South sunroom; fundraising monies from Dementia Care were used to purchase the machine; only available to residents in 1 South for now ○ Open Discussion to make connections + help set priorities for the year ahead – All members (30 in Round table introductions) ○ Positive Aspects of GM: <ul style="list-style-type: none"> ▪ Staff + quality of care ▪ Cleanliness of the home ▪ Concerns are dealt with directly ▪ Staff are generally very helpful and pleasant |

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| Minutes Items | |
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| | <ul style="list-style-type: none">▪ Regular staff are great; continue doing the hard work; try to keep continuity of care▪ Good to have a mixture of male and female staff to help with activities▪ Good to be in a non-profit long term care home to keep the focus on the care of the residents instead of profit bottom line thinking |
| ○ Concerns and frustrations | <ul style="list-style-type: none">▪ Residents frequently left sitting in the common room▪ Residents seating at dining room - are residents able to choose where to sit?▪ TV is on all the time and used as a “babysitter”; residents will communicate with each other more when the tv is off▪ Continence products not always used properly which can cause urinary tract infections▪ Too many new staff, results in less continuity of care for residents▪ Staff chatting among themselves instead of interacting with residents▪ Need a clear understanding of why there is poor staff retention.▪ Wish FC could have more candid conversations with Administration; need more transparency▪ HCH staff sometimes slow to respond to questions/messages |
| ○ Priorities | <ul style="list-style-type: none">▪ Emotion-base care▪ Giving residents the greatest quality of life in their remaining years▪ Administration should encourage the staff (PSW, nurses, volunteers, activity people, etc.) to work together as a team helping each other with the workload |
| FUNDRAISING / PROJECTS | |
| ○ Nothing to report | |
| CLOSING REMARKS/REMINDERS | |
| <ul style="list-style-type: none">• Agenda suggestions, please email gracemanorbramptonfc@gmail.com• Next meeting: Tuesday, February 14, 2023 at 2:00pm by Virtual Zoom | |
| MEETING ADJOURNMENT | |

Appendix A – Picture of new Family Room table and chairs

APPENDIX A - GM FAMILY ROOM NEW TABLE & CHAIRS

