

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, February 14, 2023
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom - absent	FC Chair
Marc van Beusekom	FC Co-Chair
Angie McCrea	FC Recording Secretary
Fred Benedikt	Special Projects & 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
Alice Scheepstra	Member
Eric Buss	Member
Hank Kuntz	Friend of FC
Joe Schuringa	Member
Lisa Stepanic	Member
Patricia Roelofsen	Member
Prakash Dannie	Member
Susan Bland	Member

Minutes Items
Welcome and chaired by Marc van Beusekom
<p>Old Business</p> <ul style="list-style-type: none"> • Minute (Jan 10, 2023) approval – moved by Fred; seconded by Hank <ul style="list-style-type: none"> ○ ADDITION: Income tax returns for residents – donation of \$100 or more to the Lighthouse Ministry on 1008 Bathurst Street, Toronto; tax deductible receipt provided. <ul style="list-style-type: none"> ▪ Contact person: George Van Dyk, email: gwvandyk@outlook.com • General updates: <ul style="list-style-type: none"> ○ Murals – Update <ul style="list-style-type: none"> ▪ Installers came Feb 6th and 60% done; 3 South was in outbreak ▪ Installers coming back on Feb 21 to finish and do some touch ups ▪ Once completed suggestion to have family members provide feedback in March or April meeting ○ Culture Change – dates for Family and Resident focus group sessions <ul style="list-style-type: none"> ▪ RIA (Research Institute on Aging) is creating a baseline assessment of HCH culture as part of the journey towards creating a culture of “emotion based” care. RIA is conducting surveys and focus group sessions with management, staff, residents, and families to create the baseline. ▪ At our March meeting Dominique Williams from RIA will be speaking about RIA’s model of “culture change”, and the process that is getting underway. ▪ Question: when will family input be provided? ▪ Answer: Not scheduled yet. Staff feedback was gathered. ▪ Future Question for RIA – will families have access to the full report?

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Minutes Items
New Business <ul style="list-style-type: none">• Home Updates - Administrator and Director of Care – Justine & Albert<ul style="list-style-type: none">○ November 21, 2022 - Ministry inspection review - GM received one written notice citation for failure to complete a written concern for the care of a resident in a timely manner; Director of Care was notified immediately; action plan was provided by educating the Leads and Senior Leadership on reporting timelines.○ An Order citation was given to have a Bariatric Evacuation Plan in place and HCH ran a full trial evacuation test and put together an intra-disciplinary plan for the Ministry to review.○ Ministry also investigated other home areas such as dining room, lifts/transfers, and education plus others on their checklist. The Ministry gave a more than satisfactory report.○ Outbreak update – 3S was in outbreak from Jan 23 to Feb 10 and now out of outbreak, 10 residents and 4 staff were affected.• Results of Resident/Family Survey + Draft Action Plan – Loraine Anderson<ul style="list-style-type: none">○ Survey deadline was December 15th○ Summary of Survey – see Appendix A○ 3 volunteers supported residents to complete the paper survey; Survey Monkey link and paper mail were sent out to families.○ Loraine has created an overview of common trends.○ GM will not share direct comments from survey, citing confidentiality and inclusion of a disclaimer on the survey that comments would not be shared. NOTE: comments were shared in previous years.○ Some members expressed the importance of transparency - having access to the comments allows families to confirm if the proposed action plan addresses the concerns raised.○ Suggestion made for next survey - give respondents a check box to consent to comments being shared.○ Comments were shared with HCH staff - Justine, Albert, Program & Activity Lead, and team department leads including Loraine, the CQI Lead, to create the Action Plan○ Action Plan – see Appendix B○ Next year's survey will be re-designed with CLRI (Center for Learning Research Institute) to refine questions; FC will be given the opportunity to provide input on the next survey
FUNDRAISING / PROJECTS <ul style="list-style-type: none">• Updated financial statement – postponed to next meeting
CLOSING REMARKS/REMINDERS <ul style="list-style-type: none">• Agenda suggestions, please email gracemanorbramptonfc@gmail.com• Next meeting: Tuesday, March 14, 2023, at 2:00pm by Virtual Zoom
MEETING ADJOURNMENT

Appendix A – Summary of Survey

Appendix B – Action Plan of Survey



APPENDIX A

GRACE MANOR 2022 RESIDENT FAMILY SATISFACTION SURVEY RESULTS SUMMARY



2022 Resident/Family Survey Summary GM

-Number of surveys distributed:	106	
-Number of respondents	61	58%
-Number of family response	32/73	52%
-Number of residents	29/33	48%

Personal Support Service and Nursing	90% Satisfied	10% unsatisfied
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Top Themes

- Attentiveness/Responsiveness of staff
- Quality of help received

Medical Services	88% Satisfied	12% Unsatisfied
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Top themes

- Effectiveness of communication
- Physician's attentiveness
- Availability of NP/MD

Activities and Spiritual programs	90% Satisfied	10% Unsatisfied
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Top themes

- Availability of programs
- Variety of programs

Contracted Services	91% Satisfied	9% Unsatisfied
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Top themes

- Access and quality of healthcare services
- Involvement of Volunteers

Communication	89% Satisfied	11% Unsatisfied
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Top themes

- Do staff listen to you
- Prompt response to inquiries and concerns

Dietary/Food Service	85% Satisfied	15% Unsatisfied
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Top themes

- Food temperature
- Food Variety
- Quality of food that is served

**Living Environment**

Top themes

-Home's temperature

94% Satisfied**6% Unsatisfied****Participation**

-Aware of family/Resident Councils and the Bill of Rights

93% Satisfied**7% Unsatisfied****Incontinence Products**

No themes

88% Satisfied**12% Unsatisfied****Would you recommend home?**

No themes

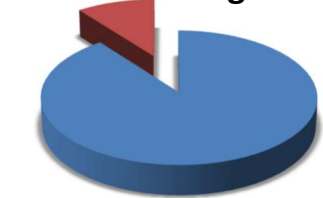
88% Satisfied**12% Unsatisfied**

(See Charts on Next page)



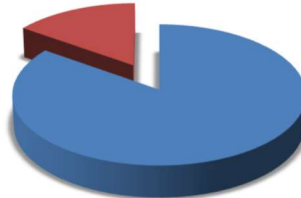
HOW ARE WE DOING AT GRACE MANOR

Personal Support and Nursing



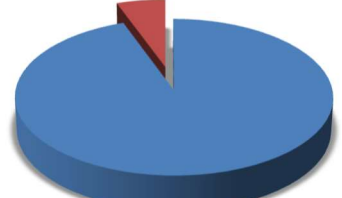
■ 90 % Satisfied
■ 10% Unsatisfied

Food Services



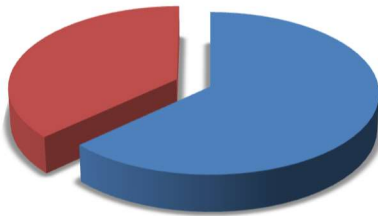
■ 85% Satisfied
■ 15% Unsatisfied

Living Environment



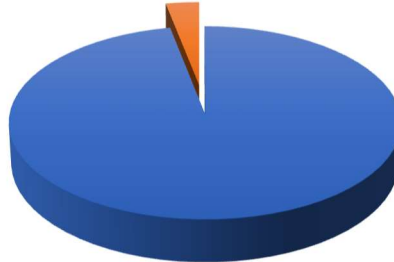
■ 94% Satisfied
■ 6% Unsatisfied

Response Ratio



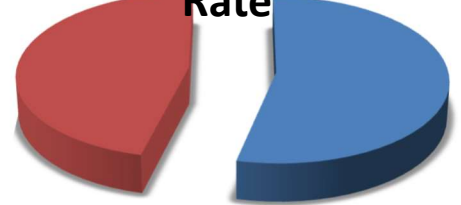
■ 48 % Residents
■ 52% Family/POA/Rep

Overall Satisfaction



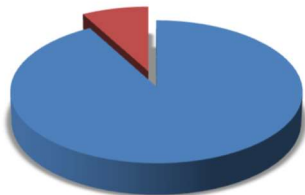
■ 88% Satisfied
■ 12% Unsatisfied

Overall Response Rate



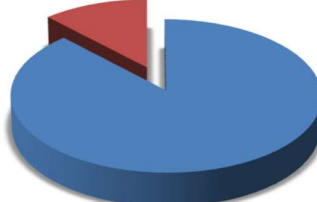
■ 52% Responded
■ 48% Did not Respond

Incontinence Products



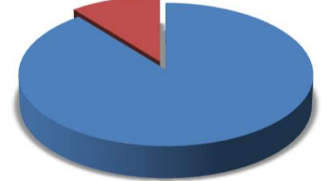
■ 88% Satisfied
■ 12% Unsatisfied

Medical Care Services



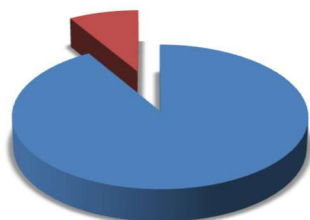
■ 88% Satisfied
■ 12% Unsatisfied

Programs & Activities



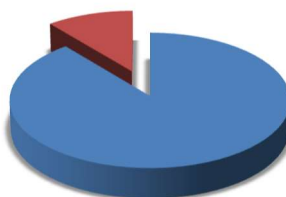
■ 90% Satisfied
■ 10% Unsatisfied

Contracted Services



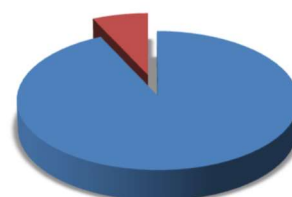
■ 91 % Satisfied
■ 9% Unsatisfied

Communication



■ 89% Satisfied
■ 11% Unsatisfied

Participation



■ 93% Satisfied
■ 7% Unsatisfied

HQO Questions	Yes	No
Do staff listen to you?	93%	7%
Do you feel comfortable expressing your opinions without fear of reprisal?	95%	5%
Would you recommend our home to others?	88%	12%

APPENDIX B



Grace Manor 2022 Satisfaction Survey Action Plan

Areas to Improve	Goals (to be carried out in 2023)	Person/s Responsible	Date Completed	Comments
Personal Care and Services (Nursing, Continence, and Communication)	<p>Nursing and Personal Support To provide re-education to 100% of the direct care staff on the importance of providing Resident-focused care by October 2023.</p> <p>To provide re-education on all aspects of grooming to 100% direct care staff by October 2023.</p> <p>Continence Will create a pop-up booth to engage residents and families about the Continence Care and Bowel Management program in partnership with the Restorative Care program and have an awareness day by May 2023.</p> <p>Communication To provide re-education to 100% of the direct care staff on the importance of effective communication and sharing information in a timely manner by October 2023.</p>	<p>All Department heads/Education Coordinator</p> <p>All Department Heads/Education Coordinator</p> <p>Continence Team Lead</p> <p>All Department Heads/Education Coordinator</p>		

Programs, Activities, Spiritual, Participation	<p>To increase auditing of calendars prior to them being posted to ensure that there is variety, availability and, quality of programs during the days, evenings and, weekends each month starting March 2023.</p> <p>Will create a pop-up booth to engage residents and families about the recreation/activities program and have an awareness day during Activity Professional Week by March 2023.</p> <p>Will evaluate the current Pastoral program to ensure that the needs of the residents and families are met under the Religious and Spiritual Practices objectives by September 2023.</p>	<p>Director of Programs/Activity Staff</p> <p>Director of Programs/Activity Staff</p> <p>Director of Programs/VP of Operations/Pastor/Administrator</p>		
Meal Service, Snacks, and Dietitian	<p>To educate dietary on plating at the point of service to ensure that the food temperatures are held consistently before consumption and increase monthly audits by May 2023.</p> <p>Will utilize heated Cambro cart to deliver food to the room in case of an outbreak to maintain food temperatures in the safe zone by April 2023</p> <p>Will purchase and implement flavour caddies on each RHA that will hold a variety of sauces and spices that residents can add to their meals as per individual preference by June. 2023</p>	<p>Dietary Manager/FSS</p> <p>Dietary Manager/FSS</p> <p>Dietary Manager/FSS</p>	<p>Feb. 2023</p>	

	<p>Engage residents and family members about menu planning and rotation during post-admission and annual care conferences to increase awareness of the menu cycle by Dec. 2023.</p> <p>Will enhance the ambiance of the dining room with appropriate decorations in consideration of IPAC protocols by June 2023</p>	<p>Dietary Manager/FSS</p> <p>Dietary Manager/Programs Director</p>		
Accommodation (Housekeeping, Laundry, Maintenance)	<p>All outstanding repairs and renovations will be completed by May 2023</p> <p>Will operationalize the installed Building Automation System (waiting for sensors) to aid in the early detection of any issues with domestic heating/cooling/hot water by December 2023.</p>	<p>Director of Facilities</p> <p>Director of Facilities/</p>		
Medical Services	<p>-At the quarterly MAC-PAC meeting on February 15, 2023, the medical services handout provided at admission will be reviewed and updated to provide residents and families information regarding MD/NP availability and how to connect with the MD/NP. The revised updated copy will be made available to residents and families. Copies will be made available at the screening stations and the next billing cycle and provided to residents who are their own POA.</p>	Physicians/NP	March 1, 2023	

	<p>During the February 15, 2023, MAC/PAC meeting, Physicians and Nurse Practitioners will be reminded to review lab results and change in treatment with residents or SDMs (if the resident is cognitively impaired) to ensure that residents and SDMs are informed about changes to their medical status through phone communication.</p> <p>Performance evaluations will be completed with Medical Directors, NPs, and attending physicians by May 1, 2023</p>	<p>Physicians/NP</p> <p>VP of Operation/Administrator</p>		
Contracted and Volunteer Services	<p>-To work with the communications department to create a poster to inform residents and families about the volunteer program in order to increase awareness of the program by March 2023.</p> <p>Contracted Services</p> <p>-Will change the dental provider to ensure full-service dental care to increase residents' and family satisfaction by April 2023</p> <p>-To invite Contracted Services Representatives to the resident and family information night to increase awareness of the services and products available at the Manors by November 2023.</p>	<p>Director of Programs/Volunteers Coordinator</p> <p>Administrator/VP of Operations</p> <p>Administrator/DRC</p>	January 2023	