

## Grace Manor Family Council Meeting MINUTES

<b>Date:</b>	<b>Tuesday, April 11, 2023</b>
<b>Time:</b>	<b>14:00-15:00</b>
<b>Location:</b>	<b>Virtual - ZOOM Meeting</b>

In Attendance	Representing
Michelle van Beusekom (regrets)	FC Chair
Marc van Beusekom (regrets)	FC Co-Chair
Angie McCrea (shared Chair of meeting)	FC Recording Secretary
Fred Benedikt (shared Chair of meeting)	Special Projects & Member
Justine Dudziak	HCH Administrator, Grace Manor
Albert Armah	HCH Director of Resident Care
Jody Clarke	HCH Director, Programs & Services
Elizabeth Stepanic	Member
Gus Van Weert	Resident Council Liaison
Gwen Veenstra	Member
Patricia Roelofsen	Member
Prakash Dannie	Member
Sue Bland	Member
Susan Dulis	Member

### Minutes Items

**Welcome and chaired by Fred Benedikt & Angie McCrea**

#### Old Business

- Minute (March 14, 2023) approval – moved by Gwen; seconded by Fred
- Follow-ups:
  - Who Am I (WAI) posters Update
    - Gwen, Jody, Justine, and activity staff toured all 5 home units at GM.
    - Issues of posters coming down, consistency of placing/mounting the posters and lamination difficulties have been ongoing concerns.
    - Recommendation is to go with framing of posters but need to keep placement consistency.
    - Only one poster per resident room is possible with the metal frames versus the original 2 locations (closet and medicine cabinet doors) with the laminated posters.
    - Need to decide on the best single poster location for all rooms – in a highly visible location where it will be noticed by staff, students, and volunteers.
    - As FYI, Jody, Gwen, and Nikita to go to Niagara Falls to present WAI project to a geriatric conference in Niagara.
    - **Action item:** Justine to explore with maintenance to have posters installed on the medicine cabinet doors which also works for shared rooms.
  - RIA survey - reminder to respond to questions by 21 April. Participation will help RIA make a realistic assessment of where HCH currently stands and what needs to be done to successfully shift to a person-centred /emotion-based model/culture of care. Email sent out by FC has all the information on how to contact Dominique.
  - Feedback on recently installed murals – email will be sent out by Fred Did it help to create a more home-like environment? Do the door disguises help deter exit seekers from leaving?

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- Obie Games Projector –Until now it has been used on an ad-hoc basis. Jody reported in the future that projector will be placed on a rotating schedule: Mondays is on 1<sup>st</sup> floor, Wednesdays on 3<sup>rd</sup> floor; will follow-up with Yvette for the 2<sup>nd</sup> floor.
- Train Window Simulator (GM 1South) – Justine reported that trains were moving through the tunnels, and different program loops. Activity staff has remote control to change programming; Jody to provide “How to use” and general awareness information for people to better understand the simulator. which can be used by residents at any time.

### New Business

- **Custom paintings (3 per RHA) to complement the recently installed murals** – Proposal to commission paintings for each home unit that complement the mural themes. Cost estimate (covering materials only – labour/talent is being donated!) is \$125 per picture or \$1875 total.
  - No objections to go ahead with the paintings (total 15) matching the RHA themes.
- **Stickers**
  - GM Administration is proposing to put stickers below the chair rails to help those in wheelchairs with visual stimulation. Justine has received donation funds for this purpose.
  - The stickers have a flower/nature theme and could be augmented with flower boxes to hold dollar store flowers.
  - The proposal is to install the stickers on the 1<sup>st</sup> floor for now and expand to other RHA's, if successful– see Appendix A of picture
- **Home Updates** – Administrator and Director of Care
  - General home updates
    - Ministry Inspection Reports – Ministry Inspectors were in from Feb 22 to March 7. No new orders were given.
    - Inspections were conducted based on a complaint and critical incident - received 10 written notifications and will look at lessons learned, areas needing improvement and re-education. The reports are available in the binders located on the Resident & Family Councils bulletin board.
    - Awaiting a related new “Proactive” inspection which looks at various GM programs and policies.
    - Had a respiratory RSV outbreak (29 March – 5 April); No longer in any outbreak.
    - HCH Annual Evaluation Day was on 4 April – GM Family council presentation is attached (see Appendix B)
    - Golden Care is the new dental contractor - providing free screening on April 19-20; residents and families have been contacted.
    - Staff & Nursing Appreciation week is coming up in May.
    - Volunteer appreciation week - April 16-20; currently about 180 active volunteers and gradually increasing post pandemic. Pre-pandemic peak was about 400.
    - Care conference and Care Plan – care plans are confidential and can only be provided to POAs and residents. Can be requested at anytime. The FC suggestion is the care plan should be sent automatically along with the invitation to the annual care conference meeting.
      - **Action Item:** Albert/Justine will consider the request to have care plans sent with the invitation to the Care Conference meeting.
  - Lowering of Artwork (and signage) – GM Administration has decided that only new artwork will be installed at a lower level (to enhance visibility for those in wheelchairs). Any changes to artwork hung in the HCH tunnel area will have to go to the Tenant Advisory Committee for a recommendation.

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Minutes Items
<ul style="list-style-type: none"><li>• <b>Open Discussion (In Camera)</b><ul style="list-style-type: none"><li>○ FC participated in HCH's Annual Program Review Day and questioned whether Administration truly wants to engage with Families on initiatives to improve quality of life for residents (see Appendix B). While Administration says it wants to work in partnership with Families and Residents, many recent examples of FC being/feeling sidelined and/or tokenized for the purposes of Ministry reporting do not make that relationship feel like a partnership.</li><li>○ FC is a significant stakeholder, representing about 2/3 of residents who can't speak for themselves. We have a unique perspective and a lot to offer.</li><li>○ FC will be meeting with HCH's VP of Operations and CQI Manager in May to discuss our perception that Admin has backpedaled on its agreement made in the fall to allow FC to have meaningful input into the 2023 Action Plan (based on 2022 Satisfaction Survey Results).</li></ul></li></ul>
<b>FUNDRAISING / PROJECTS</b> <ul style="list-style-type: none"><li>• Updated financial statement – not discussed *Note: FC has a healthy balance (\$7190 minus \$1875 for art supplies).</li></ul>
<b>CLOSING REMARKS/REMINDERS</b> <ul style="list-style-type: none"><li>• Agenda suggestions, please email <a href="mailto:gracemanorbramptonfc@gmail.com">gracemanorbramptonfc@gmail.com</a></li><li>• Next meeting: Tuesday, May 9, 2023, at 2:00pm by Virtual Zoom</li></ul>
<b>MEETING ADJOURNMENT</b>

Appendix A – Sample picture of art sticker to be installed under the handrails on 1<sup>st</sup> floor



Appendix B – GM FC Presentation\_Final.pdf document

## Appendix B

### Grace Manor FC presentation for GM Annual Program Review Day (April 2023)

Grace Manor Family Council is a volunteer council made up of family members and friends of residents. We meet monthly via zoom to discuss various issues of concern about our loved ones. We currently have 95 members. Typically, 15-20 members will attend our meetings. Our fundraising initiatives have supported various initiatives in support of residents and staff.

Grace Manor Family Council strives to be an active, engaged partner with Grace Manor administration and staff, working together towards improving the lives and living situation of residents.

We are particularly interested in working with GM Administration to support a shared goal of moving towards an emotion-based culture of care at Grace Manor. As you are no doubt aware, over the past 2 decades, a variety of emotion-based care models have been developed. The Butterfly model may be the most commonly known, but there are others, e.g. Eden Alternative, Dutch Village, Green House, etc. In the past 5 years many homes across Ontario – including Peel Region and Toronto Municipal Homes - have adopted this approach.

In support of this goal, this year Family Council contributed \$10,000 for the creation of newly installed murals aimed at transforming the look and feel of the home units to make them feel less institutional. This initiative was a project managed by a Family Council member.

Emotion based care of course means acknowledging the particular needs of individual residents – that each resident has particular preferences, as we all do, and that home should be a place where those needs and preferences are understood and met. To this end, Family Council also initiated the “Who Am I” posters which provide staff and volunteers who may be unfamiliar with a resident, a list of the things that are important to know about the person, and so give context and direction for supporting them.

Family Council members have also been active participants on the RAP committee, sharing ideas to help move Grace Manor towards its stated goal of embracing an emotion-based care approach.

We also advocated for a more accessible/family friendly review of care plans.

We are proud of this work and the engagement of our members but are starting to feel that much of this work is an uphill battle and are beginning to question if it is really welcomed by GM Administration.

A few examples:

Suggestions for “quick wins” brought to the RAP committee have been consistently deferred for future discussion. From our perspective the work of that committee is not advancing

After being told that FC would have meaningful input into the action plan based on the most recent survey results, we are feeling completely sidelined. We have not been given access to the survey data and the plan has already been crafted. When we request input, we’re told that the Residents Council has approved the plan – as if to suggest that our voice doesn’t matter.

The upcoming RIA interview process was originally intended to include a series of focus groups that would include family members but has been scaled back to an email or paper questionnaire.

We acknowledge the challenges of caring for our family members. You have a difficult job. We deeply appreciate the quality of care and the dedication of the staff of Grace Manor, who often work under trying conditions, especially over the past three years. Thank you. We appreciate your work. Towards that end, during Covid, when staff morale was lowest due to military intervention, Family Council raised \$5,000 for gift cards for 141 staff to get two meals from multiple restaurants. Some of this money was also used to create a tribute wall plaque to our covid Grace Manor Heroes.

During Covid, the chair of Family Council appeared on national television and radio, on multiple occasions, buffering Grace Manor from the criticisms to which it was unfairly subjected and advocating for improved resources for the LTC sector.

As family and friends of residents, we have a significant stake in the quality and approach to care that is provided to our loved ones. FC represents the 2/3 of residents who cannot speak for themselves. Through Family Council, we had hoped to be able to provide constructive input.

However, we are starting to feel, as though our voice is only wanted when it comes time to acknowledge that families' have a voice, like at this event, for example, but when it comes time to actually listen, to take our suggestions seriously, we often feel sidelined and tokenized.

There is a large reservoir of goodwill, energy, and talent, within the membership of FC. We are very sympathetic to how much you, the administration, juggle but do not feel you are truly engaging with us as partners –a phrase you use often. We urge GM Administration to tap into that energy and engage with us in a true spirit of partnership. We have a lot to offer.

Thank you.