

## Grace Manor Family Council Meeting MINUTES

<b>Date:</b>	<b>Tuesday, May 9, 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	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
Kamal Sekhon	HCH QI & Education Specialist
Alice Scheepstra	Member
Anne-Marie Puls	Member
Gus Van Weert	Resident Council Liaison
Gwen Veenstra	Member
Hank Kuntz	Member
Lisa Stepanic	Member
Teresa Ponsen	Member

### Minutes Items

**Welcome and chaired by Marc van Beusekom**

#### Old Business

- Minute (April 11, 2023) version with amendments (described below) approved – moved by Fred; seconded by Lisa:
  - Justine requested a change under the Home Updates – Administrator and Director of Care
    - *Original 2<sup>nd</sup> bullet:* “Inspections were conducted under the new “Reactive” program process based on a complaints and critical incidents – received 10 written notifications and will look at lessons learned, areas needing improvement and re-education.”
    - *Change to:* “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.”
  - Albert requested a change under the Home Updates – Administrator and Director of Care
    - *Original 1<sup>st</sup> bullet:* “Ministry Inspection Reports – Ministry Inspectors were in from Feb 21 to March 6.”
    - *Change to:* “Ministry Inspection Reports – Ministry Inspectors were in from **Feb 22 to March 7.**”
- Mural Feedback
  - generally, the responses to our email requesting feedback from family members were positive,
  - some comments that the 3N images could be more vibrant.
  - Action: - Fred will follow-up re exit doors and ensuring fire code compliance
  - see Appendix A for summary of feedback

### Minutes Items

#### New Business

- **Foot care - concerns raised by Hank**
  - Foot care cost has increased substantially by \$10-\$15.
  - Justine mentioned that there is a contract with Achieva Health for foot care, however, residents are free to use them or find another provider.
  - Teresa commented that the Achieva rate of \$40 may be reasonable compared with other sourced pricing.
  - **Action:** Hank to investigate with Shoppers about a group discount with a guaranteed minimum of residents.
- **WIFI at Grace Manor**
  - Justine mentioned a memo was sent out to families explaining recent changes put into place for security reasons.
  - There is a new temporary HCH Wi-Fi guest account with password setup for visitors which provides free Wi-Fi for 30-45 minutes. Family members expressed that this service is important to maintain contact with residents and should remain free on a going forward basis.
  - Residents also have access to a computer with a hard-wired internet connection in the Activity Room.
  - Residents can have the option to pay for a dedicated internet connection in their rooms; the fee is \$44.00 per month including tax.
- **Free Tax Clinics** – Is there interest in having support for residents for next year's tax season - either on-site or off-site within Peel Region?
  - Region of Peel Community Hub provides free tax clinics – online to prepare taxes.
  - Salvation Army offers tax preparation (suggested by Jody).
  - No interest from members so it will be dropped.
- **Pocket Talkers** - a communication aid particularly useful for residents with Parkinson's whose voice has faded
  - Jody gave an overview of pocket talkers – personal amplifier device for use by residents, family members, and staff. Helps residents to communicate.
  - Pocket talker devices are available at the nursing stations and staff are aware of their availability.
  - Action: Jody to create a flyer to advertise these devices within GM and for FC distribution
- **General HCH Education Programs**
  - Kamal, Education Coordinator for the Manors, requests that families let her know if there are topics they would like presentations on, for example, Living with Dementia - Journey for Families. Kamal will share a template for dementia inclusive language which is introduced as part of this workshop.
- **Restart special "picnic" lunches** in the Activity Room with food from external restaurants and eat family style!!
  - Fred suggested this activity be restarted; Jody agreed.
  - Activity Rooms (which were converted into staff break rooms during the worst part of COVID) were returned to resident use on May 1<sup>st</sup>. Activities staff will restart activities in these rooms over the summer.
- **1 South Sunroom / Nursery Activity Montessori Centre**
  - Jody confirmed that the area is being redesigned to be more inviting for residents.
  - Jody has discussed the area with the Rec team on the 1<sup>st</sup> floor (Cheryl & Anita) to see what activities can be provided within the available budget.

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### Minutes Items

- **Action Jody /Gwen** - Patricia suggested to Justine creating a list of items needed to complete the space – some of which could be sourced from the CRC thrift store. A list of items will be provided by the environmental RAP (Residents as Partners) sub-committee and Jody will share the list with FC members; Justine suggested some side tables or paintings from family members would help make the area look/feel cozier. Jody can get the word out via internal distribution options.
- **New Paintings for the 5 Home Units**
- Paintings by Audrey's brother-in-law were presented. 3 paintings will be put in each home area, a total of 15 paintings.
- **Home Updates** - Administrator and Director of Care
  - General home updates
    - GM held several events for Staff appreciation & Nursing week including a visit by a magician on May 8. The event was appreciated by staff and residents.
    - RIA survey has been completed. Results to be presented at the next FC meeting.
    - Town Hall rescheduled to Tuesday, May 23<sup>rd</sup> due to an IT glitch.
    - Activity Room (as noted above) has been returned to residents – a big thank you to Jody and her staff for cleaning and setting up the room.
    - Respiratory outbreak from March 27 to April 5 – 2 residents were affected.
    - Golden Care Dentistry came in on April 19 & 20 for free dental screening; Justine looking for feedback on how the screening went; Golden Care Dentistry will reach out to families re their service offer.
    - WAI (Who Am I) metal frames –confirmed maintenance will install in washroom cabinet door – one for every resident Gwen has stored posters she created on her computer for further re-printing, if necessary.
  - Sharing Care Plan prior to Annual Care Conference
    - Justine explained there are two forms.
    - **Entire records:** "Resident/POA (Power of Attorney) PHI (Personal Health Information) Internal Request Form - Privacy Rights Request Form" is used when there is a request for many specific documents or the entire record so we can ensure the correct information is gathered from our variety of documenting sources (this can be thousands of pages) to which a cost will be applied towards office supplies and staff time. The "Release of Healthcare Records Form" is signed off at the time when information is being provided and the POA is taking possession of the records and therefore, responsible for the protection of the Personal Health Information. In this scenario both forms would need to be filled out.
    - **Care Plan:** "Release of Healthcare Records" this is the only form that would need to be completed when receiving the care plan. The home waives the copy cost of the care plan. The care plan can be requested any time and will be provided to the resident or the POA of resident is not competent and/or if the resident is competent and consents to the POA having the care plan.
    - FC Members questioned how this would work for someone who does not live locally and questioned how one can have a meaningful meeting to review the care plan without ready access to a copy of that plan. Family members asked for clarity.
    - Justine responded that Care Plans will not be mailed or emailed (owing to privacy concerns) and must be picked up in person. Justine explained that she will investigate

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Minutes Items	
	<p>another safe way that health information such as care plans can be provided to those that do not come to the home and live further away. In the short-term Justine asked that if any POA are in this situation to reach out individually and we will try to find a solution.</p> <ul style="list-style-type: none"><li>▪ <b>Action:</b> Justine will take it back to senior leadership and will discuss at our next meeting.</li><li>▪ See Appendix B for Care Plan Request &amp; Release forms</li></ul>
<b>FUNDRAISING / PROJECTS</b>	
	<ul style="list-style-type: none"><li>• Updated financial statement – See Appendix C</li></ul>
<b>CLOSING REMARKS/REMINDERS</b>	
	<ul style="list-style-type: none"><li>• <b>Call for FC Executive participation</b> – no volunteers at the meeting.</li><li>• Agenda suggestions, please email <a href="mailto:gracemanorbramptonfc@gmail.com">gracemanorbramptonfc@gmail.com</a></li><li>• Next meeting: Tuesday, June 13, 2023, at 2:00pm by Virtual Zoom</li></ul>
<b>MEETING ADJOURNMENT</b>	

**Appendix A – GM Mural Feedback 1May2023.pdf**

**Appendix B – Care Plan – Request & Release Forms.pdf**

**Appendix C – GMFC Financial Statement.pdf**

## APPENDIX A

### Mural Feedback from FC Membership from 1 May 2023 email

GM Location	Member Name	Comment	Responded
All RHA	HK	2May – positive on murals (side comment on commissioned art work cost estimate)	5May - acknowledged
All RHA	JS	1May – very very positive	5May - acknowledged
All RHA	DS	1May – (1) disappointed in dining room mural size; (2) why 1S sunroom had a nursery theme; and (3) is the exit door disguises fire code legal. Mother loves 1S entrance door. Liked 2 <sup>nd</sup> and 3 <sup>rd</sup> floor murals  5May – acknowledged and appreciated my 2May response with answers.	2May – responded with comments re: (1) mural size is a function of cost; (2) 1S sunroom is Montessori activity centre by GM Admin; and (3) legality of exit door disguises is TBA
3N	D?	3May – disappointed with 3N images content compared to other “colourful” murals	5May – responded and agree 3N dining and sunroom are not my favourite either – question of image content choices and image framing. Have improvement ideas.

## APPENDIX B



### Resident/POA PHI Internal Request Form

Privacy Rights Request Form		
<b>RESIDENT NAME:</b>		<b>ROOM #:</b>
<b>1. Requester Information</b> <i>To be completed by the requester or manager getting the request</i>		
First Name	Last Name	Initial
Relationship to Resident/Client (if requester is not the resident):		
Street Address (street,)		
City, Province, postal code		
<b>2. Request Description</b> <i>Describe the health care information that the requester wants to access or have copies of and reason for request.</i>		
<b>Internal Use</b>		
Request Date:		
Request completed Date (dd/mm/yyyy)	Other Organizations involved (if any)	
Person handled the request		
Status		
Notes: (Fees if applicable)		

#### Important Notes

- Completed form - to be given to Administrator when completed
- Remind requester to notify us immediately if they believe that the information in the record is inaccurate and provide a copy of our Privacy Policy highlighting the review and complaint section.



HCH *Here to Care.*

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## Release of Healthcare Records

I, \_\_\_\_\_, acknowledge receipt of personal health information from Holland Christian Homes, related to \_\_\_\_\_, a past or present resident/tenant of Holland Christian Homes.

I have received on this \_\_\_\_ day of \_\_\_\_\_, 2023 the following information governed under the **Personal Health Information Protection Act**

\_\_\_\_\_.

I understand that by taking possession of these records I become responsible for the protection of this Personal Health Information in accordance with the Personal Health Information Protection Act, including the secure storage and disclosure of all information contained in the records.

\_\_\_\_\_  
Name of Receiver

\_\_\_\_\_  
Name of Witness

\_\_\_\_\_  
Signature of Receiver

\_\_\_\_\_  
Signature of Witness

Costs (if applicable) for printing / duplicating the record (due and payable to Holland Christian Homes at time of the release of health care record: \$\_\_\_\_\_

***Important:*** Attach a photocopy of one piece of identification confirming the identity of the individual authorized to receive the healthcare records.

## APPENDIX C

### Grace Manor Family Council

#### FOR YEAR ENDING December 31, 2022

Balance Forward December 31, 2021	13,190.09
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#### Income

Donations (monetary & non-monetary)	2,275.00
Craft/Garage Sale Fundraiser	1,625.00
Santa's Shop Fundraiser	500.00
	-
<b>Total Income</b>	<b>4,400.00</b>

#### Expenses

Photographer for Tribute Plaque (2021)	400.00
	-
	-
<b>Total Expenses</b>	<b>400.00</b>

<b>Fund Balance</b>	<b>17,190.09</b>
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#### Donations

350.00	donation – no specifications noted
30.00	PIN program from December (missed on the statement below)
750.00	in Memory of Van Beusekom (including an extra \$200 I missed on the below statement)
500.00	from the Towers Dutch Hymn Sing group
875.00	non-monetary – dinning room table donation
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2,505.00	Updated donation Total