

Grace Manor Family Council Meeting MINUTES

Date:	Tuesday, July 11, 2023
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Marc van Beusekom (regrets)	FC Co-Chair
Angie McCrea (acting Co-Chair)	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
Lindsay Barker (Guest)	Medline Skin Care, RPN – Clinical Support Specialist
Dave Adams	Member
Gwen Veenstra	Member
Gus Van Weert	Resident Council Liaison

Minutes Items

Welcome and co-chaired by Angie McCrea and Michelle van Beusekom

Old Business

- **Minute (June 13, 2023)** approved – moved by Gwen; seconded by Fred
- **Vote to change the FC meeting day from 2nd Tuesday to 2nd Wednesday of the month – Update by Fred**
 - Any member can make a change according to the Terms of Reference (ToR) and the proposed change was discussed at the last meeting
 - Majority vote is required therefore an email was sent out about the change and results were no negative votes
 - It is formally moved that the meeting dates will be changed to the 2nd Wednesday of the month and the motion is carried
 - Next meeting will be Wednesday, September 13, 2023 (August meeting will be cancelled)
- **WAI (Who Am I) Posters Update – Update by Jody/Gwen**
 - 1st floor - posters completed
 - 2nd floor - 3 outstanding posters for residents and Gwen has received the requests
 - 3rd floor – posters completed with one exception of one resident who did not want a poster
 - Gwen met with Jody & Kris re improving workflow; Gwen has prepared a draft letter explaining what the WAI project is about and it will be added to the mailings going to the resident's family/POA
- **Feedback on informal gathering of members on June 24th – Update by Fred**
 - 9 members attended – was a good opportunity for people to meet each other, for informal conversation and sharing of experiences
 - **ACTION ITEM:** Organize meet & greet events every 3 months on Saturdays from 11am-12pm and add to the calendar.
- **Wall Art Stickers Pilot Project (1 South) – Update by Justine**

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<ul style="list-style-type: none"> ○ Wall decals were applied to the lower half of the wall in 1 South ○ Feed back was positive ○ Intent is to install more wall arts stickers with a food market theme on the wall leading towards the resident's dining room area ○ Moving forward, will ensure decals are washable for maintenance purposes ○ Appendix A – Sample of wall art picture
<p>New Business</p> <ul style="list-style-type: none"> ● Cancellation of August 9th Meeting– Update by Michelle <ul style="list-style-type: none"> ○ Due to summer holidays ○ Next meeting in September ● Home Updates <ul style="list-style-type: none"> ○ General home updates – Administrator & Director of Resident Care: <ul style="list-style-type: none"> ▪ As part of HCH Health Illness prevention and management plan (May 15-Sep 15), all residents have been assessed for signs and symptoms of health illnesses ▪ High Heat / Summer: Staff are monitoring residents, applying sunscreen, ensuring people stay hydrated when going outside and recommending people do not go outside when air quality is poor HVAC is also being monitored to ensure residents are kept cool and comfortable ▪ Momo Bedsense (new technology from the UK) is being piloted on 1S and 3S for six months. It's a silent alarm system used to alert staff when a resident may be at risk of a fall. Less disruptive than technology currently used (loud alarm). If pilot project receives positive feedback, technology will be purchased for both Grace and Faith Manors ▪ Question: how does GM manage holiday schedules to ensure continuity of care that regular staff provide? There seem to be lots of agency and casual staff – some days there are no familiar faces. ▪ Albert responded that they would keep an eye on this and ensure that agency/casual staff are looking at the Who Am I posters to familiarize themselves with resident preferences. ▪ APPENDIX B – Momo Bedsense Information letter ○ Medline Skin Care Program – guest speaker Lindsay Barker, RPN – Clinical Support Specialist <ul style="list-style-type: none"> ▪ Medline Canada is a medical product manufacturer of skin care products. ▪ Skin Care Program aims to improve and prevent skin concerns ▪ The Phytoplex skin care line has a special blend of botanical ingredients to nourish and soothe skin ▪ Medline's unique colour coding system is consistent throughout all skin care lines and is based on the function of the product: Green is for clean; Purple is for proper moisturization; Blue is for barrier before breakdown; and Orange is for open skin ▪ Lindsay will educate the staff on the products and implementation ▪ Question: will the products be provided in the residents' rooms?

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<ul style="list-style-type: none">▪ Response: Albert replied that focus will be on high-risk residents with skin concerns for the pilot project▪ Contact Albert for more information on implementation of the Skin Care Program based on the assessments○ Update on RIA (Research Institute for Aging) High Level Summary – Michelle<ul style="list-style-type: none">▪ RIA has shared the results of their survey to assess HCH's readiness for Culture Change▪ HCH Staff, Residents and family members were interviewed on a voluntary basis▪ Of note are family/resident desire to see an improvement in food/ dining experience and for staff to put more focus on relationships rather than tasks (p. 17)▪ APPENDIX C – RIA Findings○ Save the date - Tracy Kamino (HCH Vice President of Operations) will be joining us at our October meeting to speak about HCH's new Strategic Plan commitment to Emotion Based Care, a new "Person Centered Policy" adopted by the Board; an update on the work of the RAP (Residents as Partners) Committee; and an overview of a recent audit by the Alzheimer's Society and their recommendations
FUNDRAISING / PROJECTS <ul style="list-style-type: none">• No items for discussion
CLOSING REMARKS/REMINDERS <ul style="list-style-type: none">• We need a new FC Secretary – Angie is leaving at the end of the year.• Michelle and Marc will be stepping down as Chair and Co-Chair in October• We need your good ideas and observations to help improve the quality of life and care for the residents. Please consider volunteering for a role on the Family Council Executive Committee Available roles are Chair, Co-Chair, Treasurer and Secretary. Nominations will take place in September. Elections in October.• Agenda suggestions, please email gracemanorbramptonfc@gmail.com• Next meeting: Wednesday, September 13, 2023 at 2:00pm by Virtual Zoom
MEETING ADJOURNMENT

Appendix A – Sample of Wall Art picture

Appendix B – Momo Bedsense Information Letter

Appendix C – RIA Findings

APPENDIX A - WALL ART STICKERS



APPENDIX B

Momo Bedsense | Information letter

A good night's rest for residents

Reassurance for caregivers

Momo's BedSense supports the night nursing staff to be at your loved one's side ready to assist at time of need.

Momo BedSense App

The nursing staff uses the Momo BedSense app to have an overview of your loved one's night needs without entering their room. Insights in the app help the staff to provide a safe home. It shows who requires help immediately and indicates early signs of changes in their condition. For example, they are getting ready to get out of their bed and may need assistance to get to the bathroom.

BedSense

The BedSense sensor is placed below the mattress and measures if a person is in or out of bed, at rest or moving, and how long someone has been in the same posture for. This information is visualized in a live overview in the Momo app. All information is processed in the USA in compliance with PIPEDA and HIPAA.



Benefits

- Better night's rest thanks to fewer disturbances during the night
- Insights into night patterns helps to maintain a healthy sleep rhythm and early detection of changes in their condition
- Faster assistance when getting out of bed

Demonstration project

Your loved one's nursing home is starting a demonstration project to study whether the BedSense helps providing personalized care, preventing falls and a better night's rest. The Momo BedSense App helps to support the care mission of the nursing home.



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Enhancing Life

Holland Christian Homes

Facilitators of Change Report

Dominique Williams, Culture Change Manager

Kristie Kimmett, Engagement Manager

May 23rd, 2023



Culture Change Coaching from the RIA:

The RIA uses a research-informed approach to support teams who want to build upon their core values and strengths.

This is typically done through an initial **Facilitators of Change** assessment, followed by a series of workshops and exercises during three phases that can last from 18 - 24 weeks. These can be done independently or facilitated by RIA culture change coaches.

Each organization's journey is different and the RIA will work closely with your team to co-create your ideal future and build capacity for your team to continuously learn and innovate.

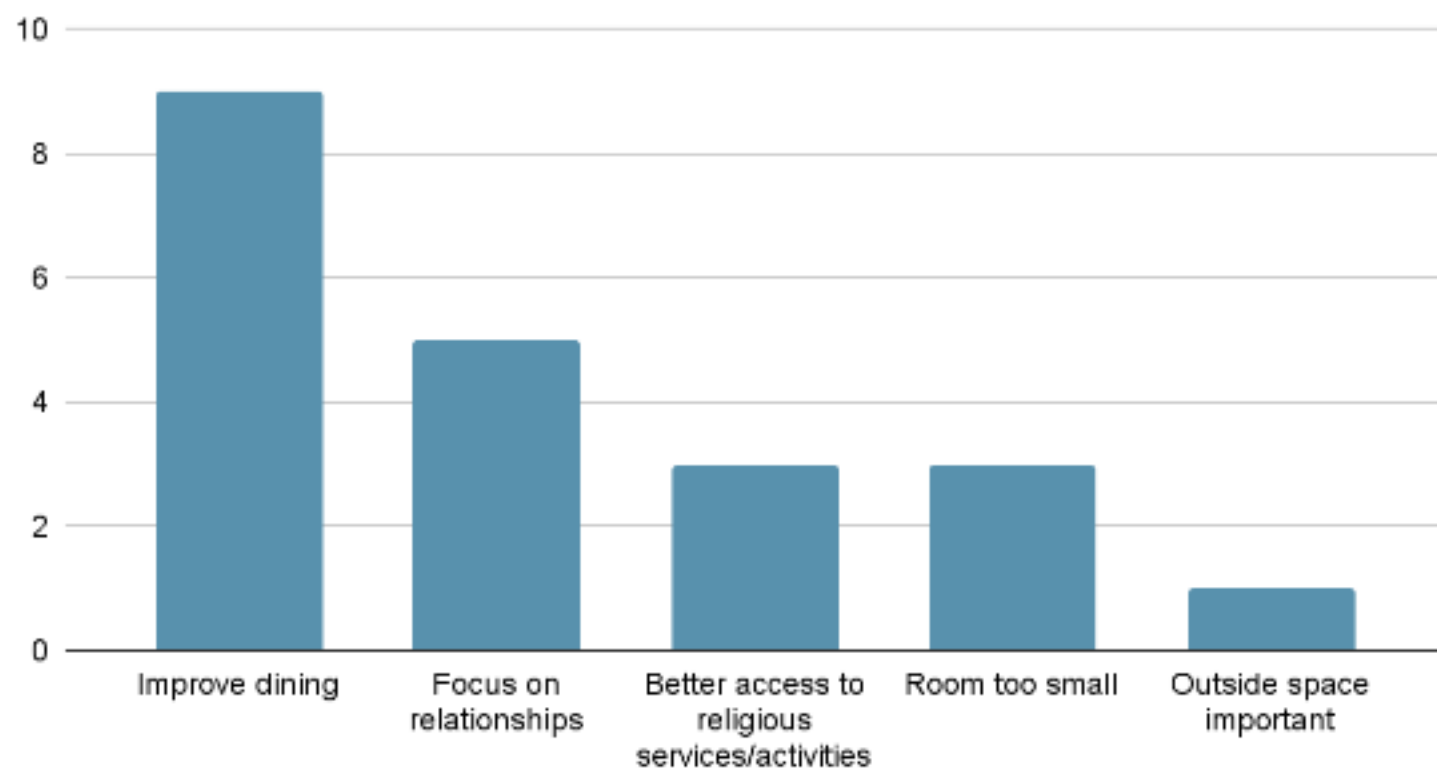


Part 3 - Family and resident interviews



- ❑ 11 Resident interviews
- ❑ 1 direct family member interviews
- ❑ 4 family members responding on behalf of a resident

Resident/Family Interviews



“I want a home that feels and looks like a home and not an institution or a workplace. A home where residents are truly seen; where their abilities are recognized, encouraged and supported; where their needs are met and where the focus is on bringing a little bit of joy to people's lives each and every day” - Family member of HC resident.

