

Date:	Tuesday, September 13, 2023
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom (regrets)	FC Chair
Marc van Beusekom (regrets)	FC Co-Chair
Angie McCrea (acting Chair)	FC Recording Secretary
Fred Benedikt (acting Chair)	Special Projects & Member
Justine Dudziak	HCH Administrator, Grace Manor
Jenny Steward	HCH Director of Resident Care
Jody Clarke	HCH Director, Programs & Services
Dave Adams	Member
Deb Riedstra	Member
Gwen Veenstra	Member
Hank Kuntz	Friend
Lisa Stepanic	Member
Patricia Roelofsen	Member
Teresita Delostrinos	Member

Minutes Items
Welcome – chaired by Angie & Fred
Old Business <ul style="list-style-type: none"> Minute (July 11, 2023) approved – moved by Fred; seconded by Gwen Revised Care Plan Release Form <ul style="list-style-type: none"> The updated form removes the Personal Health Information Protection Act wording for residents and family members. Justine confirmed that the care plan is available at any time upon request Appendix A – Revised Release of Healthcare Record(s) Form Family Members Meet and Greet - when should we do the next one? How often should we do these? <ul style="list-style-type: none"> Not Sunday, so Meet and Greet is (again) on Saturdays – 10am to 12pm The previous event was on Saturday 24 June and it was successful Suggestion is to have it every 6 months. The next one is scheduled for late November to avoid early December which can be busy for most people. (Acting-Secretary's note: Mark your calendar for Saturday 25 Nov. 10 am to noon.) Terms of Reference was updated to reflect a change in meeting day (2nd Tuesday to 2nd Wednesday of every month). <ul style="list-style-type: none"> Changes were adopted at the July 11th meeting and approved by members (we had no August meeting) Appendix B – updated Terms of Reference (ToR) which will be posted on website

Minutes Items

New Business

- Extended Q&A with Jenny Steward – Grace Manor’s new Director of Resident Care
 - Jenny was gone for a year and is very happy to return to Grace Manor as the Director of Resident Care. Her career started some 17 years ago as an RPN in Long Term Care.
 - She is about communication and has an open door policy for your concerns. Having the residents and family members included in the care team is important to her. Her contact email is: jenny.steward@hch.ca
 - She was pleased to see the Who Am I poster installed in the resident’s rooms
 - Person center care is important to properly address and meet the needs of residents; their values and preferences. She walks around to assure the residents are engaged and stimulated to meet their physical and emotional needs. If these needs are not met, some residents may exhibit unwanted behaviours.
 - The following concerns were raised:
 - PSW turnover is a concern which can limit knowing the resident’s needs– going forward the consistency of having the same PSW/Nursing staff will be looked at and give a best effort to maintain staff consistency.
 - Staff chatting between themselves when some of this time can be used to interact with residents
 - Improper transferring of residents into wheelchairs without proper positioning has been noticed.
 - More volunteers are needed for feeding residents and to treat the resident with respect.
 - Staff should attentively listen to family members with regard to their loved ones needs; they know them well.
 - Oral care is inconsistent with residents. It seems to be better when done by permanent staff.
 - Most problems and inconsistencies seem to happen with irregular staff, i.e. casual/part-time/agency.
 - Jenny will address these concerns at the staff resident meetings. She just returned a week ago.
 - Welcome back Jenny!
- Home Updates – Justine
 - Annual Resident /Family Information Night – Horizon Hall – 18 October – 6pm -7 pm. This is an opportunity to meet staff and HCH vendors
 - Dietary department is requesting residents and family members send in their favourite recipes, Recipes will be integrated into the menus and shared with all Grace Manor residents. The rollout is dependent on how many recipes are received. Recipes can be sent to Justine (justine.dudziak@hch.ca) or Rohit (Rohit.Sharma@hch.ca).

Minutes Items
<ul style="list-style-type: none"> ○ Annual Flu Vaccination Consent Form - This was sent in the mail and, if not received, you will be receiving it shortly. Please complete the form and return. ○ GM Ministry of Long Term Care Inspection – 2 ministry inspectors were on site at Grace Manor 23 August. The report will be shared when available. ○ Suspected Covid Outbreak 13-21 August – affected only 1 resident with no spread to RHA. ○ University Toronto (UofT) Study at Grace Manor. UT staff from the Social Work faculty will be on-site for a study on Understanding Resident-to-Resident Interactions. GM is one of 10 LTC facilities selected. This study is for residents and staff. For some residents to participate, they may need to get consent from their POA (Power of Attorney) or SDM (substitute decision maker) . See Appendix C – UofT Study Understanding Resident-to-Resident Interactions. ○ Updated Covid Vaccine - no word yet when Grace Manor residents will receive the recently approved and updated covid vaccine. ● Resident’s Council (RC) Update - Gus/Fred/Jody <ul style="list-style-type: none"> ○ RC will begin to rotate their meetings on different RHA (resident home areas) to try and increase RC participation. ● Annual Election Nominations <ul style="list-style-type: none"> ○ All 4 executive roles are available and open : Chair, Co-Chair, Treasurer, and Secretary ○ Michelle indicated in an email (7Sep2023) to the membership that she is willing to volunteer as Chair, but can work in the background and attend about 1/3 of the meetings in-person. ○ Official elections are in October - There is another opportunity for anyone to volunteer for the 4 executive positions. Should there be only 1 candidate per position, then the position is filled by acclamation instead of an election. ○ So far the nominee volunteers are: <ul style="list-style-type: none"> Chair – Michelle van Beusekom (self-nominated) Co-Chair – Jack Morrison (nominated by Michelle and Fred) Treasurer – Wilson Delostrinos (nominated by Teresita Delostrinos, subject to verification) Secretary – Fred Benedikt (self-nominated) Advisor (non-executive position) - Gwen Veenstra (nominated by Angie McCrea)
<p>FUNDRAISING / PROJECTS</p> <ul style="list-style-type: none"> ● No items for discussion
<p>CLOSING REMARKS/REMINDERS</p> <ul style="list-style-type: none"> ● 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 Executive Committee. ● Agenda suggestions, please email GraceManorBramptonFC@gmail.com ● Next meeting: Wednesday, 11 October 2023 at 2:00pm by Virtual Zoom

Minutes Items
MEETING ADJOURNMENT

Appendix A – Revised – Care Plan Release of Health Care Record Waiver Form

Appendix B – GMFC ToR (adopted 11July2023)

Appendix C – UofT Study - Understanding Resident-to-Resident Interactions

Appendix A

Release of Healthcare Record(s)

Faith Manor ☐

Grace Manor ☐

Tenant Nursing Office ☐

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

I have received on this _____ day of _____, 202____ the following information:

_____ ***Resident Care Plan*** _____

I understand that by taking possession of these records I become responsible for the protection of this specific personal health information, including the secure storage and disclosure of all information contained in the record(s).

Name of Receiver

Name of Witness

Signature of Receiver

Signature of Witness

Appendix B

Terms of Reference

1. Name / effective date

Grace Manor Family Council

Effective date: 1 September 2021

Revision: Adopted at the 27 July 2021 meeting with a confirmed meeting schedule (Article 6) and amendment to (Article 7) Minutes and Agenda

Revision: Adopted at the 1 March 2022 meeting. Description of Treasurer role amended (Article 7) and date/time for regular meetings (Article 6) amended.

Revision: Adopted at the 14 March 2023 meeting. Revised with Ontario's new Legislation governing LTC (Article 3)

Revision: Adopted at the 11 July 2023 meeting to change the meeting day from the 2nd Tuesday to 2nd Wednesday of the month (Article 6)

2. Purpose and Goals

Grace Manor Family Council is an organized, self-led, self-determining, democratic group composed of the family members and friends of residents.

The role and purpose of the Grace Manor Family Council is to provide:

An organized voice in the decisions affecting resident's rights, living conditions and lifestyle while living at Grace Manor, Holland Christian Homes (HCH).

- A forum for mutual support; a respectful, caring and safe environment for family members and friends of residents.
- A forum to identify areas needed for improvement and to recommend strategies for advances regarding the care and services that are provided to Grace Manor residents.
- A forum to share and communicate important information about what is happening in the home and any changes in policies, procedures and administration directly related to resident care.

3. Membership

The Ontario Fixing Long-Term Care Act 2021 Section 65 (5) states that a family member of a resident or a person of importance to a resident is entitled to be a member of the Family Council of a long-term care home.

Grace Manor Family Council Membership is open to family members, caregivers and friends, i.e. person(s) of importance, who are in an actively supportive role and wish to participate in improving a resident's quality of life.

Should you no longer have a family member or significant friend in the home, you can maintain your participation. However, you can neither hold an executive office nor vote since you no longer have a direct connection to the home. You will become a Friend of the Family Council.

4. Executive Officers and their Duties

Executive Officers of the organization will be the Chairperson, Co-chairperson, Secretary and Treasurer.

The Chairperson will preside over the meetings. In the event of his/her absence, the Co-Chairperson will preside. The Chairperson will set the Agenda for the meetings with input from the Executive Committee.

The Secretary will record the minutes of each meeting and maintain the minutes as a permanent record. Alternately, the Executive Committee may select a Staff Assistant to act as Secretary with the same duties but with no voting privileges.

The Secretary will also be responsible for completing designated forms relating to any requests for HCH Administrative action.

The Secretary will coordinate with Grace Manor Administration to ensure family members/persons of importance of new residents receive information on how to join Family Council.

The Treasurer will coordinate with fundraising volunteers and Holland Christian Homes accounts manager to maintain clear records of income and expenses.

The Executive Committee will consist of the Executive Officers.

Subcommittees will be set up as needed by the Executive Committee.

If an officer can no longer perform his/her duties, the Executive Committee will appoint an interim officer to serve out the remainder of the term.

5. Elections

Elections will be held every year in October at the regular Family Council meeting.

There will be an orderly transition of leadership.

At the September Family Council meeting, the elections will be announced.

The Secretary or a Nominating chairperson, selected by the Executive Committee, will provide a selection of candidates to the membership for election.

Nominations will be collected verbally during the September Family Council Meeting

Members are encouraged to volunteer on their own initiative to be considered for office.

Following their nomination, each nominee will provide a brief written statement (max 250 words) explaining why they wish to hold an executive position.

The list of nominees and nominee statements will be distributed to Council members at least two weeks before the election, so members can consider the choices.

Elections will be by secret ballot (if meeting is held in person) or by zoom poll (if held virtually). The secretary or Nominating Chairperson tallies the votes.

6. Meetings

Regular meetings will be held on the second Wednesday of every month from 2:00pm to 3:00 pm.

Meeting time or date can be changed by a simple majority vote, i.e. 50% plus 1, of the members present to accommodate holidays and a summer recess.

Subcommittees are formed and their meetings are held as deemed necessary.

Time will be allocated during each meeting for members to propose agenda items for future meetings.

The next meeting's notice will be posted on the HCH Website at least two weeks before the meeting.

7. Minutes and Agenda

The minutes, along with the next meeting's agenda, will be distributed via email at least two weeks before the next meeting. They will also be available at the designated bulletin boards in the home.

Approval of meeting minutes' by membership will be a standing item on the agenda to ensure accuracy.

8. Fundraising

Fundraising ideas will be discussed and approved at Family Council Meetings.

The Treasurer will provide monthly account statements. Holland Christian Homes Accounting maintains the monies in a separate Grace Manor Family Council Account.

9. Terms of Reference Amendments

Amendments to parts of these Terms of Reference may be made at any regular or special meeting, by a 2/3 vote, providing the suggested changes were circulated and discussed at the previous meeting. Approved amendments are effective immediately.

10. Terms of Reference Annual Review

The complete Terms of Reference will be reviewed by the membership every March.

Appendix C



Understanding Resident-to-Resident Interactions in Ontario Long-Term Care (URRI-ONLTC)

Ethics Approval #00043847

Dr. David Burnes, Faculty of Social Work, University of
Toronto, urri@utoronto.ca

Dear Residents, Families, and Friends of Grace Manor,

University of Toronto's Faculty of Social Work along with an international team of researchers are conducting a Canadian Institute for Health Research (CIHR) funded confidential study about resident-to-resident interactions which result in a range of welcomed and unwelcomed behaviours.

We are focusing on resident-to-resident interactions in long-term care facilities as these are understudied in existing scholarship. This study is the first of its kind at the scale and scope of data collection.

Our goal is to document how often any welcomed and unwelcomed behaviours occur through the perspective of staff and residents, which best practices may already be in place, what factors lead to such behaviours, and provide tools which help in the prevention of unwanted behaviours in long-term care facilities which can be easily used by staff, residents, and caregivers.

What your home will be asked to do

We will have 2-3 researchers present at your home over a period of approximately two months to carry out confidential interviews with staff and residents and some observations. Consenting staff will be interviewed and asked to fill out a shift coupon over a period of one month.

Consenting residents will receive a small honorarium (\$25) for their time which they may use as credit towards the tuck shop or other services. Where residents cannot give consent, we will reach out to the family or (Power of Attorney – Care, Legal Guardian) to ask permission to carry out an interview. The nursing home and staff (\$50) will also receive an honorarium for their time.

How can I participate?

Sign-up for the study in-person, by mail, or via email. You may use any of these methods to give consent for a resident if you are the decision maker for their care.

Mail: Dr. David Burnes, URRI Study, Factor-Inwentash Faculty of Social Work,
246 Bloor Street West, Toronto, ON M5S 1V4

Email: urri@utoronto.ca (you may request a consent form; submit one digitally)

In-Person: drop off the form in a sealed envelope at reception addressed to "URRI Study"

Confidentiality

All information will be anonymized, and homes or individuals will not be identifiable in any publications or data sets. The study is confidential, and 10-15 nursing homes are chosen randomly in Ontario.

The risk level during interviews is anticipated to be low. We will ensure confidentiality and privacy is in place during and after the interview by carrying out the conversation in private spaces. A social worker will follow up with the resident in cases where distress is noticed during the interview.

If severe abuse is first reported during the course of the interview, we will ensure that the facility is made aware for follow-up.

Who are we?

We are a research team consisting of faculty and knowledge users from the University of Toronto, McMaster University, University of Calgary, Baycrest Centre for Geriatric Care, Cornell Medical College (New York), and Case Western Reserve University (Cleveland) who are studying the issue from an interdisciplinary perspective (Nursing, Social Work, and Medicine) as well as creating tools for knowledge users.

Our community partners for this study are Canadian Network for the Prevention of Elder Abuse, Canadian Association of Retired Persons, CanAge, Elder Abuse Prevention Ontario, Egale Canadian Human Rights Trust, Family Councils Ontario, National Initiative for the Care of the Elderly/Initiative nationale pour le soin des personnes âgées, National Institute on Ageing, Seniors Services and Long-Term Care (City of Toronto), and Baycrest Centre for Geriatric Care.

Community Advisory Board

We will have a community advisory board which administrators, nursing staff, residents, family members, and other interested members are welcome to join. The community advisory board will provide vital insights into what best practices are already in place and what emerging challenges still need to be addressed in research. Please contact us at urri@utoronto.ca for more information.

What happens after the study?

Once the two-month period is over, we will return for a debriefing interview with the administrator and management team and where invited report back to the family and resident's council.

While we are unable to share any findings this early in the study, we value input from the community on what best practices and emerging challenges may be faced by the nursing home.

Once researchers have completed data processing and analysis, we will offer to carry out free workshops on how to prevent unwelcomed resident-to-resident behaviours at your home.