

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, October 11, 2023
Time:	14:00-15:00
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	Past and New Chair
Marc van Beusekom	Past Co-Chair
Jack Morrison	New Co-Chair
Denise Sannella	New Treasurer
Fred Benedikt	New Secretary
Justine Dudziak	HCH Administrator, Grace Manor
Tracey Kamino	HCH VP Operations
Jody Clarke	HCH Director, Programs & Services
User (unknown)	Member
Gus van Weert	Liaison to Resident Council
Gwen Veenstra	Member
Hank Kuntz	Friend
Patricia Roelofsen	Member

Minutes Items

Welcome –by Michelle

Old Business

- **Previous Minutes (13 Sep 2023)** approved as written – moved by Michelle; seconded by Fred
- **Follow up - Annual FC Elections - Fred**
 - From the previous month, there were nominations for Chair, Co-chair, Treasurer, Secretary and a non-executive Advisory role
 - The original nomination for Treasurer last month by Teresita D for Wilson D was declined. Denise D expressed an interest by email to self-nominate for Treasurer. See Appendix A
 - Since there were no other declared nominations, the nominees are elected by acclamation. Your Grace Manor Family Council (FC) Team is as follows:
 - Michelle van Beusekom – Chair
 - Jack Morrison – Co-Chair
 - Denise Sannella – Treasurer
 - Fred Benedikt – Secretary
 - Gwen Veenstra – Advisor
 - We thank both Marc and Angie for their service and welcomed the new FC team
- **Follow up - Family Meet and Greet - Fred**
 - The suggestion was to hold semi-annually for members to meet each other, and exchange ideas, views, observations, etc. (Secretary’s Note: would be invaluable to any new member)
 - The last Meet and Greet was in June and the next one will be Saturday 25 Nov 2023 from 10am to noon. (Secretary’s Note: The confirmed location is the GM Family Room just inside the Grace Manor Lobby).

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New Business

- **Extended Interview with Tracy Kamino (VP Operations) on the Big Picture Happenings at HCH – Michelle. Questions/Comments in Italics followed by Tracy’s responses.**
 - Some questions were shared with Tracy in advance. Current HCH high level Strategic Plan was shared with the membership. See Appendix C
 - *Question – How will the new Strategic Plan and goals directly improve the quality of life and care at Grace Manor and Faith Manor?* HCH has set up 4 subgroups that meet monthly to address the 4 Pillars of the new Strategic Plan. HCH has 2 other groups focused on innovation and best practices in care and which includes touring various homes and gathering information. Implementation of any larger projects will require new sources of funding HCH plans to develop the old Faith Manor, which has been renamed Bethany Place. Ideas include converting it into a site for dementia care using an emotion-based care model; converting it into a Dutch Village model (a small number of residents per unit) or into a transition space between independent living and LTC for tenants, who are not ready for LTC, but require a higher level of assistance. Year 1 will be focused on exploration and collecting information. Year 2 will focus on costing and raising funding for the selected options. HCH has set up a Resident and Tenant Experience Committee to provide input. HCH will also send out surveys to get feedback from other stake holders. HCH is also looking at ways to promote person-centered care within the existing Grace and Faith Manors.
 - *Question – How does the recent Research Institute for Aging (RIA) Culture change Survey/Action plan, along with the recent Alzheimer’s Audit feed into HCH’s Year 1 for what is practical and affordable?* The recommendations from these initiatives are being reviewed and implemented as appropriate and will continue. The Residents as Partners (RAP) committee will be disbanded because it was deemed ineffective and not well attended. However, 2 RAP subcommittees will continue. One committee selected 3 action items for 2024: improve the dining experience, implement music and memory programming and improve the home environment to make it more dementia friendly. One idea under consideration is to set up kitchenette areas on each unit to provide more flexibility around access to food and make them more home-like. HCH is seeking funding to implement these ideas.
 - *Question – To what extent are front-line staff involved in the planning process?* There are over 30 active committees which most involve staff members
 - *Question – How can you ensure that relevant information is conveyed back to families about initiatives HCH is working on to improve quality of life for residents?* Getting information back to families before it is confirmed may be a challenge, but it could be done through newsletters, council minutes or through administrator updates.
 - *Question – Were you able to add objectives around EBC or person-centred care to the PSW job descriptions?* Yes, in everyone’s job description there is something about person-centred care across the whole organization. Person-centred language and approach to care is part of our annual mandatory staff training.
 - *Question – Do job descriptions specify that the PSW is expected to engage with or provide stimulation to residents?* Yes, this is a requirement to the extent that they can understand the care requirements.
 - *Question – How much of the staff’s day is used to fill out paperwork rather than being hands-*

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- on with the residents?* Unfortunately, long term care is highly regulated and staff must complete ongoing and regular paperwork on care provided and hourly rounding. There is a lot of paperwork required by the Ministry for compliance.
- *Question – How are homes you have visited which have successfully implemented an EBC model managing the mandated ministry paperwork?* We toured a municipal home which is a certified Butterfly home (Sheridan Villa), they created a specialized unit with extra funding. The staffing ratio was 5:1 so they have been able to comply with the ministry paperwork. When resident to staff ratios are any higher, completing the paperwork is difficult to impossible. One home (Sunnyside) provides staff with tablets to fill out the ministry paperwork while attending to the residents. They multitask and mingle with residents as there are no nursing stations.
 - Having meaningful interactions between staff and residents is difficult even for certified Butterfly homes. This requires a culture shift and some staff find it difficult to communicate or connect with residents. A volunteer who regularly visits residents said he finds it difficult to communicate with some residents. He partially resolves this by using music. Another member suggested that the Who Am I poster can help staff/volunteers in getting to know a resident.
 - *Question – At the core of person-centred care is staff really knowing residents to establish a human-to-human connection. How are you dealing with the impacts of staffing turnover and casual staff who never get to know residents?* The importance of continuity of care is discussed regularly. Since January, GM only lost 6 staff (3 PSWs / 3 RPNs). GM uses Agency staff primarily for one-to-one care. HCH has some long-time staff with 6-7 weeks of vacation so during the summer you may see some unfamiliar HCH staff. HCH has found that some casual staff may stay for a short time only and leave once they have gained some experience for their resume. HCH resorts to using Agency staff when there are no other resources. Staff seem to be more regular during the week and less so on the weekend.
 - *Question - Many staff seem to be focused on administrative work - what is HCH doing to change the culture and promote more emotion-based care which prioritizes human interactions? Who is the core champion at HCH who is advocating for emotion-based care?* HCH is focused on the *person* in person-centred care. The expectation is that all staff but most importantly leadership and administrators assume this role. HCH has a checklist for managers so that they are mindful of focusing on a person-centred approach when implementing any new program or policy. All should strive to work for the residents.
 - *A member commented that LTC homes which have successfully implemented EBC all had a Champion who was tasked with getting the EBC model implemented.* HCH will also follow this route should a specific model be selected. Getting appropriate funding for EBC implementation is a bit of an unknown at the moment; starting a foundation or specific fundraising is a possibility.
 - *A member asked when EBC/PCC will be implemented.* Some changes are already in progress, such as improving the dining experience; creating the kitchenettes; and transforming the bathing areas into a more spa-like experience. Additionally, job descriptions were amended to include EBC-based objectives and there is now mandatory training for staff.
 - *A member expressed disappointment that the union is listed as a Weakness and Threat in the 2023 SWOT analysis.* HCH is in contract negotiation with the CLAC union and there is a real financial risk with wage increases due to the repeal of Bill 124. Hospitals received extra funding while LTC homes did not.

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- **Home Updates – Justine**
 - Family Information Night will again be held in Horizon Hall from 6 -7 pm.
 - Ministry Inspectors came to Grace Manor 23 Aug. – 1 Sep. They came to do a financial audit on service charges and investigate a complaint. Will share the public report when available (see link below)
 - <https://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=2942&tab=1>
 - The Assistant Director of Resident Care, Ekam Kaur, has resigned. Actively recruiting to fill the position.
 - Changes have been made to the Atrium to create a more home-like environment: blankets, pillows, games, and children’s play area – looking for feedback.
 - An Honour Guard area has been set up in the Grace Manor lobby, just to the left as you enter from the main doors. The area includes a Dignity blanket and a Tree of Life with the names of residents who have recently passed away. Looking for other improvement ideas.

FUNDRAISING / PROJECTS

- No items for discussion

CLOSING REMARKS/REMINDERS

- We need your good ideas and observations to help improve the quality of life and care for the residents. Please consider volunteering. Many hands make for light work.
- Agenda suggestions, please email GraceManorBramptonFC@gmail.com
- Next meeting: **Wednesday, 8 November 2023** at 2:00pm by Virtual Zoom

MEETING ADJOURNMENT

Appendix A – Email Denise Sannella - Treasurer self-nomination
Appendix B - CARP Emotion Based Care Approach
Appendix C – HCH Strategic Plan and Mission 2023-25

Appendix A



Appendix B

An emotion-based approach to care looks like:

- A warm, caring environment that feels like home.
- Staff truly know their residents, their families, and understand their lived experiences.
- Schedules and routines match residents' preferences and needs.
- Meaningful activities that engage residents according to their abilities and what brings them joy.
- Relationships thrive between and amongst staff, volunteers, residents, and their families.

An emotion-based approach to care means:

- Using a relationship-based approach to care where residents, staff and families feel part of a community and are treated with dignity and respect.
- Leadership committed to a relationship-based approach to care.
- Employing full time, well-paid staff, who are trained in empathy and who understand the culture change required in these facilities.
- Hiring staff based on emotional intelligence.
- Recognizing families and caregivers as integral members of the team.
- Engaging volunteers who are trained in empathy and culture change.
- Setting up small home-like environments of 8-16 residents/unit with shared living spaces such as a living room or kitchen.

- Source: *Canadian Association for Retired Persons*