

## Grace Manor Family Council Meeting MINUTES

<b>Date:</b>	<b>Wednesday, 12 June 2024</b>
<b>Time:</b>	<b>14:00-15:00</b>
<b>Location:</b>	<b>Virtual - ZOOM Meeting</b>

In Attendance	Representing
Denise Sannella	Co-chair and Treasurer
Fred Benedikt	Co-chair and Secretary
Justine Dudziak	GM Administrator
Kristine Neilson	Resident Advocate / Activity Programs Manager
Jessica Vilella	HCH Therapeutic Recreation
Agnes Wolfe	Member
Hank Kuntz	Friend
Patricia Roelofsen	Member
Yvonne de Boer	Member
Lisa Stepanic	Member
Gus van Weert	Resident Council Liaison

Minutes Items
<b>Welcome</b>
<b>Old Business</b>
<ul style="list-style-type: none"> <li>• <b>Approval of previous 8 May 2024 meeting minutes</b> – approved by Yvonne and seconded by Denise</li> </ul>
<b>New Business</b>
<ul style="list-style-type: none"> <li>• <b>GM Resident Activity Kits – Kris and Activation Team</b> <ul style="list-style-type: none"> <li>○ Context: At our May meeting, Danielle Farrell from Alzheimer Peel provided activity ideas and the FC membership approved spending funds to buy some activity kits for the residents.</li> <li>○ Kris had several meetings with her activity team to brainstorm ideas. The 2 main approaches are: - creating individualized kits at the time of admission (using Who Am I poster) and creating a variety of kits set-up in common areas (with instructions), e.g. sunroom or atrium. Family members/friends may also find using the activity kits helpful when visiting a resident</li> <li>○ Jessica provided Kris with some sample activity kit ideas which can have broad appeal or be customized to a particular resident’s interest, such as sports, sewing, mechanical, electrical, kitchen, etc. Types of kits include: sorting/matching activities; fidget/sensory aprons and blankets; word/picture associations; colouring/painting, etc.</li> <li>○ There are companies that provide ready-made kits or we could make our own by buying components from local sources, e.g. Dollar store. The aim is to maximize our existing budget.</li> </ul> </li> </ul>

### Minutes Items

- Shared activity kits would come with signage to encourage their use and also instructions to make them useful for a range of dementia residents, staff and families.
- A family member commented that having activity kits in a shared common area may be more practical than a personalized kit. At the time of admission one is overwhelmed and may not know what the resident wants to do. With a variety of kits, a resident's change of interest and ability over time can be accommodated.
- See Appendix A for Kris' Presentation which has a Resource section and links to various activity kits
- Secretary's Note: After the meeting, Patricia Roelofsen kindly volunteered to be the FC lead on this initiative
  
- **Update on Grace Manor Resident and Family Experience Action Plan - Justine**
  - The Acton Plan (AP) preamble was updated to include sample size and participation details. This Action Plan was created in response to the 2023 Resident and Family Experience Surveys
  - The target for the first performance metric - *would you recommend this home* - was revised from 100% to 85% to be more realistic. Metrics have been added to each section so these results can be compared with next year's survey results. The remainder of the Action Plan content remained the same, with a few updates in the status column.
  - This Action Plan was created with input from a committee including HCH staff and Family and Resident Councils volunteers.
  - Family Council have some observations about the implementation of some items:- there is some overhead music in the RHAs but not 1 South; not seeing residents helping at pre/post mealtimes; no pleasant greeting nor conversations at mealtimes; and while there are food caddies on the table, residents aren't routinely asked if they would like a condiment on their food.
  - See Appendix B for the updated Action Plan with the performance targets.
  
- **Home Updates – Justine**
  - A MHLTC inspector was onsite at Grace Manor April 22-25, 2024 to investigate one (1) critical incident (CI) and one (1) anonymous complaint. The home received one (1) order for duty to protect related to an RN who did not report a resident fall and one (1) written notice (WN) related to the Care Plan - a Falls Mat in place that was removed by physio and not in the care plan. A paper copy of the 7 May report is found on the FC bulletin board relating to abuse/Improper care and an anonymous complaint about an unexpected death of resident. An electronic copy can also be found in the link below:

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### Minutes Items

- <https://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=2942&tab=1>
- The next quarterly CQI meeting is planned for 18 July from 1 – 3 pm and is open for Family Council to attend. Michelle already indicated to Judy that Family Council does not have the capacity to attend.
  - A budgetary reduction precipitated a decrease in laundry staff. PSWs will now on a rotating schedule deliver clothing to resident rooms. This same delivery method has been used during outbreaks. Justine does not view this as extra work as this task can be combined with Hourly Rounding. She is monitoring the process. FC members expressed concern about the increase to the PSW's workload which is already high.

### FUNDRAISING / PROJECTS

- No updates. – current balance is \$3 k

### 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 for a role on the Executive Council.
- Next meeting: Wednesday, 11 Sep 2024 at 2:00PM by Virtual Zoom.
- Send your comments and suggestions to: [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)

### MEETING ADJOURNMENT

Appendix A – FC Resident Activity Kit Ideas – Kris N

Appendix B – GM Action Plan with performance targets

# Family Council Meeting

Resident Activity Kit Ideas

# IDEAS

- Individual kits for residents supplied by Family Council and initiated at time of admission with 'Who am I' consent form (On going through FC Volunteers)
- Variety of kits set-up in public areas like sunroom in RHA or Atrium accessible to all residents, staff and family members with queuing signage and resources (can be geared toward current population or preference of current residents)

# Sample Activity Kits

## Sorting/Matching



# Sample Activity Kits

## Sorting/Matching



# Sample Activity Kits

## Sensory Blankets, Aprons and Twiddle Muffs



## Lacing



# Sample Activity Kits

## Word/Picture Association



# Sample Activity Kits

## Colouring/Painting



# Activity Instruction Sheet

## Flower Arranging

### Purpose:

To provide visual sensory stimulation for colour  
To enhance fine motor skills  
To create opportunity for reminiscing

### Materials:

1. Container
2. Variety of coloured silk flowers

### Preparation:

Set up a quiet area for this activity

1. Provide a work surface with sufficient space to complete the activity (free of clutter)
2. Ensure participants hands are washed prior to beginning the activity

### Implementation:

Introduce self and invite resident to participate in the activity  
(Would you help me?)

### Illustrate:

- 1) Empty container of flowers onto table or flat surface
- 2) Demonstrate by gathering and or sorting the various flowers together by colour, size, and type into vases
- 3) Ask the resident to try

### Closure:

Thank the resident for helping you complete the activity and invite to enjoy again at another time.

### Alternate Activities:

Reminisce- Memories from past and gardening

## Pattern Blocks and Boards

(\*Warning small shapes can be ingested, please do not leave the resident unattended)

### Purpose:

To teach matching, colour recognition, geometric shapes  
And problem solving  
To enhance fine motor skills  
To encourage creativity and independent learning

### Materials:

1. Container
2. Variety shaped Wooden Blocks and Boards

### Preparation:

Set up a quiet area for this activity

1. Provide a work surface with sufficient space to complete the activity (free of clutter)
2. Ensure participants hands are washed prior to beginning the activity

### Implementation:

Introduce self and invite resident to participate in the activity  
(Would you help me?)

### Illustrate:

- 1) Empty container of shapes and boards onto table or flat surface
- 2) Allow resident to choose a pattern to work on
- 3) Demonstrate by gathering and/or sorting the various pieces by colour, shape and size to match the pattern
- 4) Ask the resident to try

### Closure:

Thank the resident for helping you complete the activity and invite to enjoy again at another time.

## Socks

### Purpose:

To provide opportunity for purposeful activity  
Enhance fine motor skills

### Materials:

1. Container
2. Variety of socks (different colour, size)
3. String
4. Clothes pegs

### Preparation:

Set up a quiet area for this activity

1. Provide a work surface with sufficient space to complete the activity (free of clutter)
2. Ensure participants hands are washed prior to beginning the activity

### Implementation:

Introduce self and invite resident to participate in socks activity  
(Would you help me?)

### Illustrate:

- 1) Empty container of socks onto table or flat surface
- 2) Demonstrate matching socks
- 3) Ask the resident to try
- 4) Prompt resident to match by colour, size, and pattern
- 5) Place the string on both ends of the container (like a clothes line)
- 6) Encourage resident to hang socks on the clothes line with pegs

### Closure:

Thank the resident for helping you complete the activity and invite to enjoy again at another time.

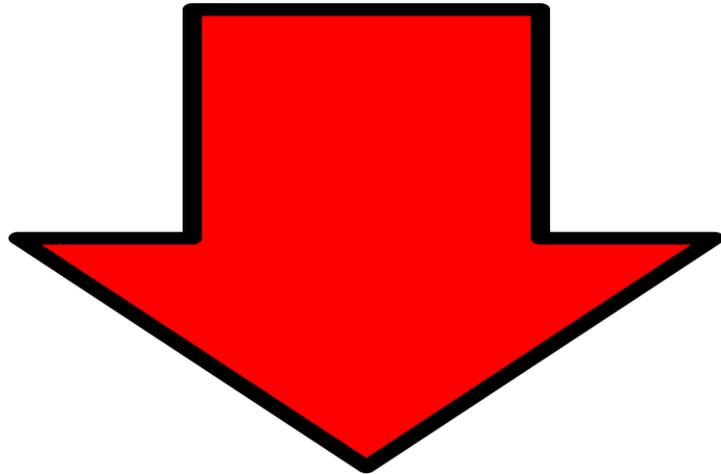
### Alternate Activities:

Reminisce- Did you used to fold laundry? Do you have kids or grandchildren?

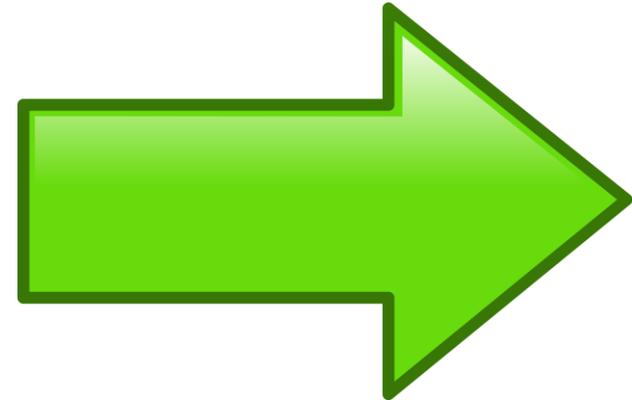
# Signage

## Sample Queuing Sign

**Please help to fold the laundry**



**Please help yourself**



# Resources

- ❖ **Alzheimer Society** – <https://alzda.ca/activity-kits/>
- ❖ **World of Harvest Themed:**  
<https://lp.constantcontactpages.com/cu/Xhwxwem2/AWorldOfHarvest>
- ❖ **Food Themed:** <https://myemail-api.constantcontact.com/Dementia-Support---All-About-the-Food-Montessori-Kit.html?soid=1128321697780&aid=hKlfroY ugs>
- ❖ **For Men:** <https://myemail.constantcontact.com/Let-s-Keep-the-Men-Busy.html?soid=1128321697780&aid=DH8xk Awr8s>
- ❖ **For Women:** <https://myemail.constantcontact.com/Dementia-Care-Kits-That-Keep-People-Busy.html?soid=1128321697780&aid=0m2T-NpfLTs>
- ❖ **Radiant Care:** <https://radiantcare.net/montessori-in-action/>

# Resources

- **Etsy, Amazon and Shein have options to purchase pre-made kits**
  - **Etsy –**
  - **Amazon –**
  - **Shein -**
- **Many, many Ideas on Pinterest - <https://www.pinterest.com/>**

# Grace Manor

## 2023 Resident Satisfaction Survey

## 2023 Family Experience Survey

# Action Plan

*(Please do not remove. If you need a copy, please see your administrator)*

Our Grace Manor Annual Resident Satisfaction and Family Experience Survey was conducted November 5, 2023 with a deadline of December 15 2023. The CQI coordinator tabulated both resident satisfaction and family experience survey results that were then shared February 2024 with both Resident and Family Council. It was decided between both councils that a combined action plan would be the approach this year and thus our temporary action plan working group was formed that included residents, family and staff all together.

The survey sample size was the following; 37 of the 44 residents (identified as able to complete) participated in the 2023 survey (breakdown of resident numbers: 114 on census, 44 identified as able to complete, 24 new admissions not included and 6 empty beds). The 35 of the 84 families participated in the 2023 survey (breakdown of family numbers: 114 on census, 24 new admissions not included and 6 empty beds). Residents participated through volunteer assistance to complete the online monkey survey link if needed and families participated with the online survey monkey link directly. Below is the action plan to be completed in 2024 based on the results of the 2023 Resident Satisfaction and Family Experience Surveys.

- "I would recommend this home", 2023 78% target for 2024 85%.

<b>Areas to Improve</b>	<b>Action Plan (to be carried out in 2024)</b>	<b>Person Responsible</b>	<b>Date Completed</b>
<b>Personal Care and Services</b> <ul style="list-style-type: none"> <li>• <b>Privacy</b></li> <li>• <b>Resident Bonding</b></li> <li>• <b>Respect</b></li> <li>• <b>Daily decisions</b></li> <li>• <b>Personal relationships</b></li> <li>• <b>Comfort</b></li> <li>• <b>Staff Responsiveness</b></li> <li>• <b>Trust</b></li> <li>• <b>Communication</b></li> <li>• <b>Visiting Experience</b></li> </ul>	<ul style="list-style-type: none"> <li>• PSW Staff to be re-educated on the Resident Bill of Rights by May 15, 2024. This will be reviewed and discussed in monthly staff meetings.</li> <li>• Revise outbreak communication to ensure timely communication through clinicconnex, and website information update February 2024.</li> <li>• Nursing Staff to be re-educated on effective communication with residents of varying degrees of cognitive decline and customer service approach using the surge learning module by October 31, 2024.</li> <li>• Staff to be re-educated on the bathing/grooming/oral care/ toileting routines by April 15, 2024.</li> <li>• Re-educate staff by December 15, 2024 on the "who am I" posters and review how to carry out the areas identified by the resident/family. Complete at least 25 demonstrations - 5 on each unit.</li> </ul>	<p>DRC, ADRC, Ed Co</p> <p>DRC, ADRC, Ed Co, Tenant Business Services, RA IPAC Lead</p> <p>DRC, ADRC, Education Coordinator</p> <p>DRC, ADRC</p> <p>DRC, ADRC, Admin, Dept Heads</p>	<p>Ongoing</p> <p>Completed Feb.24</p> <p>Completed and ongoing</p>

- Identify 5 staff (1 from each home area) who can become the HCH Champions of Eden in 2024. Enroll these 5 staff in the "tracks" training program to become champions in the Eden Alternative approach (timing will depend on Eden management). Hold monthly meetings with the champions to assist in carrying out the "who am I demonstrations", and other person-centered care initiatives.
- Empower the registered staff with leadership training to ensure enhanced PSW interactions with residents to promote informal ex-change and reduce loneliness through Surge Learning by November 15, 2024.
- Review the lost items protocol during registered and laundry staff meeting by April 2024.
- Remind the PSW staff to double check clothing labels before dressing residents as per job description during monthly staff meeting by April 2024.

Survey result 2023 77% agree target for 2024 85% agree.

ADMIN, DRC, ADRC, Dept Heads, Education Co

Timeline depending on Eden training Schedule

DRC, ADRC, Education Coordinator

DRC, ADRC, Laundry Housekeeping Mgr.

Completed, ongoing

DRC, ADRC

Completed and ongoing

<ul style="list-style-type: none"> <li>• <b>Programs/Activities</b></li> <li>• <b>Spiritual Care</b></li> <li>• <b>Participation</b></li> </ul>	<ul style="list-style-type: none"> <li>• Create an adhoc men's committee to find out what they would like to do per neighborhood and increase programing specific for men and gather those with similar interests such as baseball, car racing by June 15, 2024.</li> <li>• Implement a monthly King or Queen for a day program incorporating "all about me", "who am I" by April 24, 2024.</li> <li>• Implement independent purposeful engagement activity kits to reduce boredom on each resident home area by May 15, 2024.</li> <li>• Enhancing the resident spotlight (Old legacy) program, to be person centered- quarterly - evidence of it on calendar of events by April 15, 2024.</li> <li>• Hire a Spiritual Care Coordinator to ensure understanding of resident spiritual needs/preferences and enhance the overall delivery of spiritual programming to meet standards of MHLTC/FLTCA by April 1, 2024.</li> <li>• Change the Resident Advocate role to include/ Activation Program Manager to provide additional over sight to provide meaningful activities to the activity programming by February 20, 2024.</li> <li>• Implement opportunities for residents to assist pre and post meal set up by April 15, 2024.</li> </ul>	<p>RA, Activity Coordinator Designate Spiritual Coordinator /Pastor Recreation staff</p> <p>Activity Coordinator, Rec staff</p> <p>Dir of Programs/Services /Recreation, Admin</p> <p>Dir of Programs/Services /Recreation staff/residents</p> <p>Dir of Programs/Services /Recreation, RA/PM, Dietary Manager</p> <p>RA/Activity Coor, Dietary Manager</p>	<p>Implemented to Mar/Apr calendars and going forward</p> <p>Implemented March /April and going forward</p> <p>Implemented and ongoing</p> <p>Completed started April 10th</p> <p>Completed Feb. 5,2024.</p> <p>Completed. Shared with RC April. Will continue to encourage</p>
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	Survey result 2023 46% agree target for 2024 70% agree.		resident engagement.
<ul style="list-style-type: none"> <li>• <b>Meal Service</b></li> <li>• <b>Snacks</b></li> <li>• <b>Dietitian</b></li> </ul>	<ul style="list-style-type: none"> <li>• Re- educate residents on spice caddies through Resident Council and Food Committee Meeting by April 15, 2024.</li> <li>• Provide a steak option during BBQ months in summer to increase satisfaction by August 30, 2024.</li> <li>• Enhance the dining experience through improved ambience such as music, decor and greeting residents as they enter by March 15, 2024.</li> <li>• Ensure taste caddies are regularly replenished and placed on tables by March 2024.</li> </ul> <p>Survey result 2023 58% agree target for 2024 75% agree.</p>	<p>Dietary Manager</p> <p>Dietary Manager</p> <p>RA/Activity Coor, Dietary Manager,</p> <p>Dietary Manager</p>	<p>Completed April 22/24</p> <p>Completed through variety of music offered has increase, table decor seasonal improved - ongoing</p> <p>Completed and ongoing</p>

<p><b>Accommodation</b></p> <ul style="list-style-type: none"> <li>• Housekeeping</li> <li>• Laundry</li> </ul>	<ul style="list-style-type: none"> <li>• Inform residents and families through memo and at admission that the bedside has a top-drawer lock option and key provided by April 30, 2024.</li> <li>• Re- train laundry staff to deliver laundry to the correct room through staff meeting by April 30, 2024.</li> </ul> <p>No specific questions that fell into this section results came solely from survey comments.</p>	<p>Laundry HSK MGR</p> <p>Laundry HSK MGR</p>	<p>RC informed April 22/24</p> <p>Completed and on going</p>
<p><b>Resident Advocate Palliative Care/ End Of life</b></p>	<ul style="list-style-type: none"> <li>• Supply Care Plan at every 6-week, post admission care conference, and as requested for annual care conference meetings and at any time to review and ensure Palliative approach to care.</li> </ul> <p>Survey result 2023 69% agree target for 2024 75% agree.</p>	<p>RA/PM, DRC, ADRC</p>	<p>Implemented and ongoing</p>
<p><b>Medical Services</b></p>	<ul style="list-style-type: none"> <li>• At the admission and annual care conferences, families and residents will be reminded of the process to speak with the physician or nurse practitioner.</li> <li>• At the quarterly MAC-PAC meeting in February 2024, physicians will be reminded to communicate with residents and families any significant changes to resident's health status (labs, medications, diagnosis).</li> </ul> <p>No specific questions that fell into this section results came from survey comments.</p>	<p>NP</p> <p>NP, Admin.</p>	<p>Implemented ongoing</p> <p>completed</p>

<b>Volunteer</b>	<ul style="list-style-type: none"> <li>Enhance volunteer recruitment efforts to increase volunteer base and support resident group activities. (porter to bingo, hymn sing) we had 194 active volunteers in 2023.</li> </ul> <p>No specific questions that fell into this section results came solely from survey comments.</p>	Volunteer coordinator, RA/PM, Director Program Services	Additional 53 volunteers onboarded in 2023 with total volunteers' hours of 1,854.03 or (FTE ratio) 6.54
<b>Environmental, Safe and Secure Maintenance</b>	<ul style="list-style-type: none"> <li>Improve call bell alert system through purchase and installation of new Specralink phones on each home area by April 20, 2024.</li> </ul> <p>Survey result 2023 65% agree target for 2024 75% agree.</p>	Director Environmental Services	Completed April 22, 24

