

Faith Manor Family Council Meeting Minutes

October 9, 2024

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| Date: | WEDNESDAY October 9, 2024 |
| Time: | 7:00PM to 8:00PM |
| Location: | Hosted on TEAMS |
| Topic: | Faith Manor Family Council Meeting |
| Present: | Peter Dykstra, Lynn VanLieshout, Jody Clarke, Shirley Graham, Terry Shea, Sellinor Ogwu, Ingrid Malmberg |
| Regrets: | |

Welcome and chaired by Peter Dykstra- Opening Statement: As the new Family Council Chairperson, I would like to welcome those that are attending this meeting. Unfortunately, I was unable to increase attendance at this meeting, however I am optimistic that we will see a gradual increase as we develop a better communication system. Having been the administer of Grace Manor for many years, I really saw the great benefit of an effective Family Council. The challenges are many to provide the kind of love and care to our family members that we might want and expect to see in an institutional setting. Budgets, regulations, staffing (to name a few) each have numerous challenges. I believe that Family Council is the instrument to communicate and involve family members in ways that will enrich the lives of our loved ones and overcome or perhaps minimize the challenges we face. This should not be a forum for specific complaints or issues which need to be addressed individually in a timely manner. So, in summary, it is for family members to gather for peer support, education, and to improve the experiences of all people in long-term care. The family council needs to be independent of the staff of Faith Manor. One of my goals as part of the leadership of this council is to develop a handbook that will be a good reference to all families and be a resource to share with new family members. Parts of this handbook are already posted on our website. (Terms of Reference, Code of conduct, role descriptions and meeting guidelines) This will be the beginnings of our family council handbook.

According to the Family Councils of Ontario (a tremendous resource) the four main goals of this council should be:

1. To provide support to family members and offer guidance to new families during their transition to Faith Manor
2. To provide education for family members to learn and gain an understanding of Faith Manor and how it operates.
3. To be advocates and assist in problem solving regarding collective concerns to improve the resident's quality of life.
4. To communicate and provide an opportunity for family members to be informed about what is happening in the home and to solicit ideas, give feedback and make suggestions from members to the home.

It is my intention to update this council on any developments regarding the above in chairpersons Opening Statements

1. Approval of Minutes for Sept, 11/24

Moved by Lynn vanLieshout, seconded by Terry Shea . *Carried.*

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2. Matters from previous month's minutes:

- follow-up on action items from Home Update plus any new information of interest (Sellinor Ogwu)
 - no outbreaks to report at the moment, 1 person on the 5th floor had shown positive for COVID (person is on outings on a regular basis with family members). Resolved with no additional infections;
 - staffing levels for RPNs and PSWs – more staff postings have gone up – RPN/RN will have additional help for 4 hours during day shift and same for evening shift;
 - vaccine clinics starting for residents tomorrow (October 10, 2024);
 - Police investigating multiple bank withdrawals that were reported to family member in relation to resident on 2nd floor had debit card used in various locations in 2023; person using card had been staff; however, staff person is no longer with the home. Police believe that individual has left Canada. No risk to residents – very isolated incidence that has never happened at the home before. Council members advised to insure that valuables are locked up or not left at the home, to ensure nothing like this happens in the future.
- follow-up on Wishing Well (Jody Clarke)
 - no new requests have come in. Family that did submit ballots has managed to find a TV which has been installed.
- follow-up on RAPS program and Programs update (Jody Clarke)
 - RAPS is transitioning group into a person-centred care approach and trying to recruit champions to learn about the EDEN alternative and lead the floors.
 - Two birds are on the 3rd floor at Faith Manor (Henrietta & Eugene).
 - Church service to be held on 990 on Thanksgiving.
 - Entertainment being booked for holiday seasons
 - Arts movement class was newly introduced in Sept and is currently enhancing their exercise programs by adding some variety!
 - Extra staff hired to support team at both Faith and Grace Manors

3. New Business (45 minutes)

- Report from Ingrid Malmberg-emergency preparedness coordinator re: evacuation exercise Nov. 14
 - This exercise is mandated by the improving Long-Term Care act
 - Drill to take place at 10 am – only one area will be evacuated at that time;
 - All staff will be trained up to the day
 - Staff will not know floor until day of the evacuation
 - Will also provide education to Residents
- Review/feedback of Family Survey as distributed
 - Recommended that we also have option of somewhat agree, somewhat disagree
 - Maybe split into multiple smaller surveys distributed throughout the year

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- Could be created on Microsoft forms as well – for those that prefer an online version; perhaps look at multiple formats to help encourage a larger response rate
- Incontinent product keeps the skin dry – unknown should be an option
- Should revisit time of year, as this time of year things are beginning to get very busy; perhaps look at September instead.
- Please answer what you can, especially for those that may not be at the home on a regular basis and would walk away from survey if they feel they can't answer anything
- Open discussion – no items raised

4. Closing Remarks/Reminders (1 Minute)

- Next meeting: November 13/24 @ 7pm via Teams

5. Meeting adjournment: 8:00 pm

Signature: _____ Date: _____
Peter Dykstra