

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, 13 November 2024
Time:	2-3 pm ET
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Denise Sannella	FC Treasurer
Fred Benedikt	FC Secretary
Justine Dudziak	GM Administrator
Kristine Nielsen	GM Resident Advocate & Activity Programs Manager
Patricia Roelofsen	Member and FC Activity Lead
Gus van Weert	Liaison to Resident Council
Gwen Veenstra	Friend and FC "Who Am I" Lead
Yvonne de Boer	Member

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Welcome
Old Business <ul style="list-style-type: none"> • Approval of previous 9 Oct 2024 meeting minutes – approved by Denise and seconded by Yvonne • GM Family Council held our informal <i>Meet and Greet</i> on Saturday 23 November. This bi-annual event is an opportunity for families to meet, share experiences and gain greater insight into the inner workings of Grace Manor. These events are especially helpful for new families for whom the initial transition to the world of long-term-care can feel overwhelming.
New Business <ul style="list-style-type: none"> • Update GM Resident Activity Kits – Patricia R and Kris N <ul style="list-style-type: none"> ○ Activity Committee had their 3rd meeting to identify items to be ordered for specific activity kits. Sample boards were created for each RHA (resident home area) with recommended items and pricing which sparked a good discussion. An order of about 1/3 of the identified items will shortly be placed with Temu (www temu.com) which is less expensive. Quality will be assessed once the items are received. The first order is for a mixture of items/kits for both men and women - items tailored for specific floors based on resident interests and capabilities. Activity staff provided input based on their daily interaction with residents and residents who were able provided feedback to activity staff. Information from the "Who Am I" and "All About Me" posters were also used to inform choices. ○ Their next committee meeting will be in January. The first Temu order is expected to arrive in 6 weeks. Once the order arrives, they will determine what type of storage bins are needed. Also after an initial trial period, the committee can better

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- determine which items are working best and can then order more of those items.
- Families are encouraged to use the items/kits while visiting and provide feedback.
- **Family Council Independent Audit of GM Action Plan + General Membership Checklist Results – Michelle van B and Justine D**
 - The mid-August Family Council snap-shot audit reflects observations made at a specific point in time. The checklist feedback from general membership was received between August and the end of October. Feedback from membership shows general satisfaction with medical care and mixed results related to self-directed activities, dining experience and personal grooming assistance.
 - Two family members indicated that there currently are no independent activity tables on 1 South. Activity tables used to be set up in the sunroom cozy corners, common TV room and outside the nursing station. Kristine identified challenges in certain neighbourhoods (formerly Resident Home Areas) with resident “shoppers” taking or damaging items and with IPAC (infection prevention and control) concerns. Two family members stated that in their opinion, residents taking items should not be a reason for activity tables not to be set up/maintained. More activity themed storage bins and signage are coming and will enhance the overall environment. Justine mentioned that activity tables are now set up and continue to be refilled since the snap-shot audit was conducted. A family member commented that on 1South that activity staff is bringing some residents into the activity room for group activities.
 - Some inconsistencies were noted on the different neighbourhoods in relation to the dining rooms e.g. table decorations, spice caddies, and warm greetings for residents. Justine shared additions were made to the spice caddies since the mid- year audit was conducted based on the family council feedback (e.g. adding salt and pepper, adding and removing spices and/or caddies at the request of residents wishes). Extra spices and condiments are always available within the dining room. The Dietary and Activity Manager audit the neighborhood spice cadies and décor - we do have resident “shoppers” that remove items and care partners then go around to find and replace items back to the tables on a continual basis.
 - Grooming assistance was another area of concern and was discussed as two family members were unsure if residents are hurried. Justine shared that residents should never feel rushed when being assisted with daily living tasks like getting dressed, toileting, showering, brushing teeth/hair, etc. The home continues to provide staff education to be less task oriented and more person-centred by slowing down and continuing to provide opportunities for residents to participate as much as they can in their own care.

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- Justine shared that HCH has invested significantly in the Eden approach to care and we will be having Eden training roll out in December 2024 and early 2025. GM will meet the Ministry requirement of providing 4 direct hours of care per resident on March 2025.
- Justine was asked to outline the status of the commitment to an increase in informal interaction/engagement between staff and residents. A family member commented that they have not observed increased interaction among and between the staff and residents and that the residents are missing human-to-human contact which can bring them joy (and reduce loneliness). Justine shared that this is part of the Eden training taking place in December and in early 2025. This is a big culture shift and the Eden Philosophy will be a journey that we are committed to working towards.
- Two family members inquired why there are periods of time when no staff are around to supervise residents in the common TV room. Justine shared that there is always a staff member available to respond to call bells and some policies require 2 persons to perform certain tasks like using the Hoyer lift. Staff are supposed to stagger their break and circulate around neighborhoods completing hourly rounding. (Note: GM recently invested in the purchase of portable tablets for nursing staff to be able to complete documentation while in TV lounges so as to enhance interactions with residents and provide care in a more hands on accessible manor.)
- Two family members commented on not seeing much of a difference with recurring issues with misplaced/lost hearing aids and questioned if perhaps staff are rushing and not taking the necessary time. Misplaced hearing aids get reported but this keeps re-occurring - a family member wondered why the root cause is not addressed. Justine explained that each individual scenario needs to be reviewed on an individual basis and explained that a hearing aid clip may be beneficial for the residents who fiddle with and remove their hearing aids independently to avoid being misplaced or lost. The clip hooks on the hearing aid and can be clipped to resident clothing. Justine offered to share a sample to Michelle from Amazon website to share with families. Grace Manor is not responsible for lost/ misplaced hearing aids as outlined in our Admission Package and reviewed last meeting with council.
- Music system has been enhanced in all of the resident dining rooms and replaced the CD players. The new system uses WIFI connection, Bluetooth tablets with Spotify connected to sound systems with overhead speakers throughout the room. Activity staff have created extensive playlists for breakfast, lunch, dinner and special events/holidays for all neighborhoods. The new system offers greater flexibility to play a wider range of music that residents enjoy. We had a glitch upon set up related to the charging ports but IT staff were able to get them all working expect one

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- neighborhood but this will be fixed this week.
- Justine shared that some residents continue to participate in mealtime preparation activities and that a few residents lead the meal time devotions or fold clothing covers and making seasonal decorations. Staff continues to encourage and support residents through our Eden Alternative Philosophy Approach and meaningful engagement opportunities.
 - Michelle thanked everyone for their feedback and engagement in trying to address gaps or queries identified by the mid-year Family Council Audit for the benefit of all residents.
 - One member requested an update on the men's group and king/queen for the day. Kristine indicated that king/queen events are listed in the activity calendar. Calendars are posted on each neighborhood, in each resident room (if residents wish to have it posted) and it is also posted on the website. Activities are geared to the interest of the chosen resident, their cultural background, etc. to mark their special day. The resident spot-light is a quarterly program for about 45-60 minutes to showcase that individual's life events using the "Who Am I" and "All About Me" posters. The men's group gathers regularly. The men's group evolved from small gatherings on individual neighborhoods to a larger group with participants from several neighborhoods in the atrium. There is a different theme every week, e.g. bowling, skeet-ball, poetry reading and it is geared to resident cognitive abilities.
 - One family member asked about how to request an update to the Who Am I poster. Just contact Gwen via email (veenstrahg"at"hotmail"dot"com) and she would make the adjustment and then forward to Kristine for printing and mounting.
- **Home Updates – Justine D**
 - The Family Experience Survey will be sent out next week to the designated POA for care on the Point-Click-Care computer system – only one survey per family.
 - Grace Manor had a flood in November on 2 north neighborhood, atrium and office areas. Memos, Clinic Conex messaging and website was updated to keep residents and family care partners aware. No residents were injured nor loss of any personal items and most all residents slept through. We will be having some repair to the dry wall in the atrium, this will not impact resident activities. Thank you to Family Council for sharing our communications with members.
 - Holland Christian Homes has significantly invested in the Eden approach to care. The first wave of Eden Alternative staff training is scheduled for December 2024 and January 2025 as discussed and we are very excited to start this journey.
 - IPAC Lead has sent out information about fall vaccines (flu/Covid 19/RSV) using Clinic

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<p>Connex messaging to the POA contact listed in on the Point-Click-Care computer system.</p> <ul style="list-style-type: none">○ We are pleased to announce that Jenny Steward will be staying in her role of Director of Care for Grace Manor.
FUNDRAISING / PROJECTS - Denise <ul style="list-style-type: none">○ No updates. – current balance is \$3 k (allocated to Resident Activity Kits)
CLOSING REMARKS/REMINDERS <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 Council or as an Advisor.• Next meeting: Wednesday, 8 Jan 2025 at 2:00PM by Virtual Zoom.• Please send your comments, observations and suggestions to: gracemanorbramptonfc@gmail.com
MEETING ADJOURNMENT