

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, 8 January 2025
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 Kit Lead
Hank Kuntz	Friend
Gwen Veenstra	Friend and FC "Who Am I" Lead
Yvonne de Boer	Member
Agnes Wolf	Member
Lisa Stepanic	Member
Liz Thayer	Member
Lori Middaugh	Member
Ingrid Malmberg	HCH Emergency Management Coord. (part-time)
Amanda Ally	HCH Training and Development Coord. (part-time)

Minutes Items
Welcome
Old Business <ul style="list-style-type: none"> • Approval of previous 13 Nov 2024 meeting minutes – approved by Denise and seconded by Gwen • Family Council Meet and Greet on 23 Nov 2024 - Fred reported another convivial gathering. 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 family members to ask questions who may be overwhelmed when their loved one enters long-term-care.
New Business <ul style="list-style-type: none"> • HCH Telephone Service Disruption – Ingrid M (Emergency Management Coordinator) <ul style="list-style-type: none"> ○ There was a major landline telephone disruption from 26 Nov to early morning 1 Dec. 2024. Internal calls were working but no incoming nor outgoing telephone service. Later it was determined the cause had been a major cable cut somewhere off-site (due to construction) and not a problem with the HCH telephone service provider. The disruption affected not only telephone service but also emergency elevator communication should someone get stuck. The fire alarm system was not impacted due to cell phone connection redundancy. ○ HCH devised some workarounds. Residents with Lifeline alarms were provided with

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alternate cell phone numbers. External stakeholders, such as labs and pharmacies, had alternate cell phone numbers for on-call nursing staff and doctors. Mass messaging was sent to general staff to use their personal cell phones for any emergency calls. Mass messaging was also sent out to families via Clinicinx Connect telephone system. Tower residents were informed of the situation via a memo slipped under the door with info on how to manage essential communication. Additionally, the landing page of the HCH website also had relevant up to date information. Front reception and nursing office were equipped with cell phones. Incoming HCH phone calls to reception had caller display ID and 100% of these calls were returned. Also 100% of the requested resident wellness checks were completed.

- Going forward, lessons learned will be documented and inform updates to policy, educating managers and establishing workarounds. This will ensure a quicker response in any similar future occurrence. Staff training and orientation documents will be updated. In future, staff will be directed to respond to questions by relaying/getting the most current information from the red banner on the HCH website landing page.

- **Eden Alternative Model of Care Overview – Amanda A and Justine D**

- There are various models of “resident-centred” or “emotion-based” care that move away from traditional institutional models of care. Some of the best-known models include Butterfly, Green house, Montessori, etc. Resident-centred/emotion-based care is considered the “gold standard” in long term care and this approach has been implemented in many homes throughout Ontario.
- HCH has selected the Eden Alternative as their care model/philosophy. This model focuses on the well-being of each resident and its goal is to eliminate loneliness, helplessness and boredom. This care model focuses on the resident - their personality, interests, capabilities and what they like to do. The Eden model also involves changes to the physical environment, daily schedules, interactions and activities. See the Appendix A for an overview.
- By early January HCH will have about 119 staff, now called Care Partners, trained as Eden Certified Associates. Training will continue for the 41 remaining staff. Trained Care Partners are expected to immediately use what was learned in their daily work as care providers. An Eden facilitator provides three (3) full days of training to each staff cohort. At the end of the training period, staff are evaluated on what was learned in order to be certified. So far, feedback from staff is positive and they are excited and motivated to use what they have learned. Staff are still getting used to

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the new Eden terminology (care partners, neighbourhoods, etc.) The Eden Journey is a continuous process and has various progression levels. HCH will be required to meet not only staff training certification levels, but other requirements that are audited for Eden compliance. Having spoken with other Eden homes, it typically takes about 2 years to be certified as an Eden Alternative home.

- The expected tangible changes for residents/ families include: a more home-like environment; on-site pets; more resident involvement in day-to-day activities; flexible schedules for residents based on preferences; less task-centred focus by staff; the formation of community; the elimination of staff silos since all are Care Partners (PSW nursing, leadership, etc.) and all have a responsibility to care for residents. The aim is to be very resident focused and work with the resident (or family) to accommodate all their needs. To help manage family/resident expectations due to a finite number of staff and make the resident schedules adaptable, tasks will need to be spread out so the Care Partners can spend more quality time with the residents. Residents and families should expect to see immediate changes.
- The “Champions of Change” Committee consists of front-line-staff who mentor staff and review /change in order to comply with the Eden philosophy, as necessary. They meet monthly, receive more education and discuss any areas for improvement.
- General and comprehensive planning continues for the Eden journey. Results are evaluated and changes made as necessary to achieve the Eden goals. A pilot implementation is planned for one (1) neighbourhood (formally called a resident home area). There is no timeline yet for the pilot; focusing first on completing staff training.
- Amanda is the HCH Eden lead and contact for Eden implementation. She also coordinates with the GM Administrator (Justine) and Direct of Resident Care (Jenny). This is a transformative cultural shift utilizing our current staffing pattern to implement Eden Philosophy.
- Amanda/Justine will provide a short informative document on what tangible changes residents/families will start to see with the adoption and roll-out of the Eden model of care. This document will also be posted in the various neighbourhoods and around Grace Manor.

- **Update GM Resident Activity Kits – Patricia R and Kris N**

- The initial order for items for the activity kits, for both men and women, placed last month has arrived. Goods were inspected for quality, general adult suitability and IPAC (infection prevention and control). To date about \$1,000 has been spent (about

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- 1/3 of budget).
- A “show and tell” demonstrated a few samples. The kits will be distributed and shared among the “neighbourhoods” to solicit feedback. The purchased activity items support sensory stimulation, motor skills, and matching, sorting, etc. – a variety of activities for all cognitive levels. See Appendix B for Resident Activity Kits Purchased to date.
 - This initiative is coming along well. The next step will be to purchase containers and shelving to organize and house the kits along with some signage. More activity kits will be purchased with the remaining budget based on use and feedback.
- **2024 Family Experience Survey - Justine**
 - Survey report details are not yet available. The results will be shared at the next Family Council Meeting.
 - Justine would like to follow the process used to review last year’s survey and create the resulting action plan. This process included input and recommendations from both resident and family councils.
 - Michelle indicated Family Council would again form a committee and provide our collective feedback on the 2024 Survey and suggestions for the 2025 Action Plan.
 - Justine will set dates for the upcoming joint committee meeting for staff, family council and resident council (as getting large groups together needs advance notice) once results are compiled.
 - **Roving Minstrels – Liz T (new member)**
 - A new member suggested GM should have roving musicians visit not only the various neighbourhoods but also residents in their rooms, or residents where a group setting is not possible, as a way to lift their spirits. She witnessed this working well in hospitals and other nursing homes. Many residents also respond well to visiting pets.
 - Justine indicated that Glenda (HCH volunteer coordinator) is now aware of the suggestion and doing volunteer recruitment to fill this gap.
 - Musical talent recruitment was posted to Ch990 and will be advertised in the next *Ties that Bind* newsletter. To date, no one has come forward. High school recruitment is another possibility – students are required to ~~to~~ complete 40 hours of community volunteer service before they graduate. All new volunteers will need to have completed a vulnerable sector screening process and a mandatory 4 hour training program.
 - Liz will periodically touch base with Glenda and follow-up on getting volunteer musicians for Grace Manor.

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<ul style="list-style-type: none"> • Home Updates – Justine D and Kris N <ul style="list-style-type: none"> ○ As part of the Eden model, Grace Manor will have more on-site pets. HCH has partnered with a contracted ^{an} aviary group to help foster birds until they find them a forever home and they will provide birds for the atrium bird cage. It is a meaningful way for residents to be involved and over time we will have a variety of birds. Residents helped prepare food for the birds which was frozen into packages for later use. Residents will also be engaged in making bird “toys”. In the future there will be more pets such as rabbits, guinea pigs and a fish aquarium. Residents will be able to participate in horticultural activities. As part of Eden, children gave a tap dance and concert recitals; with more are planned in the future. ○ HCH is involved with a Ministry pilot project to prioritize admission to Grace and Faith Manors based on cultural (Dutch), ethnic, religious (Christian) and linguistic care. This should help tenants living in the Towers get priority access to the LTC Manors. ○ Staffing – Judy Kirby (CQI and Risk Management Coordinator) resigned over Christmas. This position managed the surveys, risk management, action plans, CQI (continuous quality improvement) quarterly and annual program days. The HCH vacant position is posted. Additionally, GM is also recruiting for a part-time dietary supervisor. • Closing Remarks <ul style="list-style-type: none"> ○ Michelle asked if anyone was interested in being on the Family Council 2025 Action Plan Committee. This committee reviews the 2024 Family Experience Survey and provides suggestions for the 2025 Action Plan.
<p>FUNDRAISING / PROJECTS - Denise</p> <ul style="list-style-type: none"> ○ Denise reported there is no financial update but that \$3k has been allocated to Resident Activity Kits.
<p>CLOSING REMARKS/REMINDERS</p> <ul style="list-style-type: none"> • Next meeting: Wednesday, 12 Feb 2025 at 2:00PM by Virtual Zoom. • Please send your comments, observations and suggestions to: gracemanorbramptonfc@gmail.com
<p>MEETING ADJOURNMENT</p>

Appendix A – Eden Alternative Care Model Overview

Appendix B – Sample Resident Activity Kits Purchased

Appendix A - THE EDEN ALTERNATIVE CARE MODEL

The Eden Alternative is a philosophy of care that aims to enhance the quality of life for elders in nursing homes and other long-term care facilities. Founded by Dr. William Thomas, the Eden Alternative focuses on creating a positive and engaging environment for residents by transforming the way care is provided.

Although it's not a formal accreditation, an Eden nursing home agrees to abide by the Eden Alternative's principles and work to create a better and more comfortable environment for its residents. A nursing home can apply to become an Eden registry member on the [Eden Alternative website](#).

Once approved, the now Eden nursing home receives an "Eden tree plaque," which they can display on their website. This lets others know that they are committed to the Eden Alternative 10 principles as an Eden Alternative member.

These principles are:

1. The elimination of loneliness, helplessness, and boredom, which can negatively affect the health and well-being of residents in long term care.
2. Residents experience a feeling of well-being in a caring, inclusive, and vibrant community.
3. When residents have access to the companionship they desire, they thrive. This is an effective way of combating loneliness.
4. An antidote to helplessness is when residents have purpose and the opportunity to give as well as receive.
5. An antidote to boredom is when residents have variety, spontaneity, and unexpected events in their lives.
6. Having meaning in their lives is essential for residents. Meaning lifts the human spirit and contributes to their overall health and well-being.
7. Medical treatments should support and empower residents to experience a life worth living. This is because residents in long term care facilities are [more than just their medical diagnoses](#).
8. Decision-making should involve the residents who are impacted the most by the decisions. This gives residents a feeling of empowerment, and they don't feel helpless.
9. Keep learning, adapting, and growing. This is because changing a nursing home's culture to create a better one takes time, and it is a never-ending process.
10. Wise leadership is needed for meaningful and lasting change.

The Eden Alternative Domains of Well-Being

The Eden Alternative ® aims to revolutionize the experience of home by bringing well-being to life. “Well-being is a much larger idea than either quality of life or customer satisfaction. It is based on a holistic understanding of human needs and capacities. Well-being is elusive, highly subjective, and the most valuable of all human possessions.” - Dr. William Thomas, *What Are Old People For?*

The Domains of Well-Being are:

Identity: Being well-known, having personhood and individuality; wholeness; having a story.

Growth: Development, enrichment, expanding, self-actualization.

Autonomy: Choice and self-determination; freedom from the arbitrary exercise of authority.








































Security: Freedom from fear, anxiety, and doubt; feeling safe; having privacy, dignity, and respect.

Connectedness: Belonging; feeling engaged and involved; having close, meaningful relationships.




























Meaning: Purpose; activity that speaks to one’s personal values; rituals, recognition, and self-esteem.

Joy: Happiness, enjoyment, pleasure, contentment.

Appendix B – Sample Resident Activity Kits Purchased

 Wooden Magnetic Maze Pu... CA\$22.38 Bottle Classification Maze x1 By YOUJIAN ROOM	 [Wooden] Magnetic Intell... CA\$26.53 magnetic puzzle x1 By YOUJIAN ROOM	 22pcs Fun Cutting Food and ... CA\$7.42 22pcs/set Random Fruits x1 By YAZIXI
 Toddler Busy Board - Early ... CA\$43.26 A set of early childhood education ... x1 By Little naughty happy toy	 Educational Rope Play, Thre... CA\$9.27 Animal Models x1 By Zhuomi toys	 Hammer & Nail Stacking Ta... CA\$14.02 Five-color nailing table x1 By Yuangfull
 Wooden Busy Board with L... CA\$31.04 Busy Board Car x1 By MU TOYS	 Wooden Color Sorting Maze... CA\$12.81 Color Classification Maze x1 By SY Toy	 Wooden Color Sorting and S... CA\$4.04 Memory Flake x1 By HANYMAMA
 Education Toys For Childre... CA\$23.59 Hands-on Ability x1 By Grocery Shop Of Toys	 This Wooden Boost to Your ... CA\$19.36 6Pcs Board 24 Color x1 By Lees Sharing	 YIDIEMO Creative Thinking ... CA\$9.13 Pegboard teaching aids x1 By YOUJIAN ROOM
 Education Intellectual Devel... CA\$4.52 1pc x1 By CAMI toys	 Wooden Percussion Instru... CA\$23.68 Log 4-piece Set (send Storage Bag) x1 By LANGKZ	 180pcs Wooden 3D Puzzles ... CA\$9.77 180pcs Puzzle x1 By enyufushi
 1set Manual Flower Knitting ... CA\$8.23 1 Set Manual Flower Knitting M x1 By Lele sewing shop	 Wooden Magnetic Maze Pu... CA\$22.38 Bottle Classification Maze x1 By YOUJIAN ROOM	 Wooden Geoboard For 3 4 5 ... CA\$9.13 Wooden x1 By LovinCode
 60 Reusable Symmetrical D... CA\$15.71 60 Patterns+Pen+Eraser x1 By WXIC	 3pcs Colorful Balls, Water Be... CA\$7.11 3 Pcs x1 By Kim Sharing beauty	 12pcs Multicolor FlexiBuild I... CA\$4.83 12pcs pack (random colors) x1 By Novelty Universe
 Wooden Rope Threading Ga... CA\$9.94 Rope Threading Game x1 By Awesome Selection - CHILD GUAR...	 Articulated Serpent Figurine... CA\$7.38 Blue-purple / 17.72inch x1 By Sando Preference	 Interactive Wooden Magneti... CA\$8.32 1 Set x1 By Mofey Shopping
 Interactive Math Fidget Spi... CA\$16.30 addition and subtraction x1 By LIUCONG	 6Pcs Animal Theme Senso... CA\$24.96 Animal x1 By Home radius	 Magnetic Alphabet and Nu... CA\$16.35 Alphanumeric Fishing Cognitive To... x1 By littlejungle
 Wooden Educational Toys, ... CA\$23.08 New Assortment Matching Box x1 By Kids Homemi	 Concentration Training Gam... CA\$4.99 Beginner x1 By Discount Day	 24/12pcs Elastic Rope Mini ... CA\$3.78 12PCS (random color) x1 By Novelty Villa
 Silicone Touch Throw Shap... CA\$20.26 2pcs/set x1 By Mamimami Home	 TYRY.HU Silicone Stacking ... CA\$12.98 Avocado x1 By TYRY Baby	 For Youngsters 0-3 Years, ... CA\$16.88 Orbital Fun x1 By ANDYBABY SHOP
 Mathematical Educational T... CA\$11.29 clip Bead matching game x1 By YiuJu	 Wooden Cheese Threading ... CA\$4.95 Wooden Cheese Threading Toy x1 By Nature Baby	 6Pcs/12Pcs Soft Rubber Col... CA\$5.71 6pcs random color x1 By HFAvor
 22pcs Fun Cutting Food and ... CA\$7.42	 60 Reusable Symmetrical D... CA\$15.71	 3pcs Colorful Balls, Water Be... CA\$7.11

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Receipt	Receipt
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<div>  <div> 3D Cylindrical Cube Toys, Ro... CAS\$3.19 </div> <div> Blue <div>x1</div> </div> <div>By ZhenDuo</div> </div>	<div>  <div> Glass Dynamic Quicksand ... CAS\$10.76 </div> <div> Blue <div>x1</div> </div> <div>By happinessGirl</div> </div>
<div>  <div> For Kids, Wooden Pattern B... CAS\$12.48 </div> <div> Wooden Block Board <div>x1</div> </div> <div>By JoyPlus</div> </div>	<div>  <div> Room Decor 3D Pin Art Boar... CAS\$8.90 </div> <div> Blue <div>x1</div> </div> <div>By cozylic</div> </div>
<div>  <div> Nine Pieces of Beech Wood... CAS\$17.38 </div> <div> Nine Pieces <div>x1</div> </div> <div>By Hongke Toyshop</div> </div>	<div>  <div> 1 Fun Food Decision Dice - S... CAS\$1.91 </div> <div> A piece of food <div>x1</div> </div> <div>By Hengmu toys</div> </div>
<div>  <div> 20 Sheets/Book Creative Wa... CAS\$4.39 </div> <div> Dream Ocean <div>x1</div> </div> <div>By Transocean Selection</div> </div>	<div>  <div> 2pcs Spiral Flower Rod Hold... CAS\$3.06 </div> <div> 2pcs (L+S) <div>x1</div> </div> <div>By jmwyllyjl</div> </div>
<div>  <div> 20 Sheets/Book Creative Wa... CAS\$4.39 </div> <div> Animal Forest <div>x1</div> </div> <div>By Transocean Selection</div> </div>	<div>  <div> Versatile Spiral Flower Arran... CAS\$2.68 </div> <div> Yellow / 1pc <div>x1</div> </div> <div>By YoRainbow</div> </div>
<div>  <div> Colorful Wooden for CATERP... CAS\$4.14 </div> <div> Caterpillar eating fruit rope game <div>x1</div> </div> <div>By Awesome Selection - Space block ...</div> </div>	<div>  <div> 6-Pack Wet Floral Foam Bou... CAS\$8.61 </div> <div> 6Pcs <div>x1</div> </div> <div>By Chateau</div> </div>
<div>  <div> 12pcs Multicolor FlexiBuild I... CAS\$4.83 </div> </div>	
Receipt	Receipt
All data is encrypted >	All data is encrypted >
<div>  <div> [Ideal Stocking Stuffers] S... CAS\$7.00 </div> <div> 1pc <div>x1</div> </div> <div>By Doublone</div> </div>	<div>  <div> Charming Pink Flower Baske... CAS\$7.68 </div> <div> white <div>x1</div> </div> <div>By HO Bottle</div> </div>
<div>  <div> 3pcs Liquid Motion Bubbler... CAS\$13.49 </div> <div> 3 <div>x1</div> </div> <div>By AotBicer</div> </div>	<div>  <div> Silicone Spiral Stem Holder ... CAS\$2.45 </div> <div> 1pc <div>x1</div> </div> <div>By AKFIREshop</div> </div>
<div>  <div> Wooden Geometry Creative ... CAS\$9.13 </div> <div> 330 Grams / Wooden <div>x1</div> </div> <div>By Capobi toys for children</div> </div>	<div>  <div> Multifunctional, Elegant Wo... CAS\$3.83 </div> <div> Style1 <div>x1</div> </div> <div>By Dreams set sail shop</div> </div>
<div>  <div> Wooden Rain Sound Tube In... CAS\$4.32 </div> <div> size-L <div>x1</div> </div> <div>By Four Seasons Life Hall</div> </div>	<div>  <div> Multifunctional, Elegant Wo... CAS\$3.83 </div> <div> Style2 <div>x1</div> </div> <div>By Dreams set sail shop</div> </div>
<div>  <div> Three-dimensional Gear Ma... CAS\$11.38 </div> <div> Orange <div>x1</div> </div> <div>By Little Mifeng Dollhouse</div> </div>	<div>  <div> 5-Pack Leak-Proof Double-L... CAS\$8.27 </div> <div> 5pcs color random <div>x1</div> </div> <div>By dadai H</div> </div>
<div>  <div> Quick-Think Wooden Puzzl... CAS\$10.85 </div> <div> 1pc <div>x1</div> </div> <div>By CAMI toys</div> </div>	<div>  <div> 12pcs Fun Sensory Fidget ... CAS\$18.45 </div> <div> 12pcs <div>x1</div> </div> <div>By Black Iron Times</div> </div>
<div>  <div> 0-3 Years Non-Toxic Woode... CAS\$8.74 </div> </div>	<div>  <div> [Ideal Stocking Stuffers] S... CAS\$7.00 </div> </div>

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	0-3 Years Non-Toxic Woode... CA\$8.74	
	Whale	x1
By lets make		
	71pcs Vibrant Garden Const... CA\$9.33	
	71pcs	x1
By TOY STORAGE		
	Variety Twisting Rope, Twist... CA\$7.56	
	Blue*2+Yellow*2	x1
By ZWYC		
	1pc White Paper Alphabet L... CA\$5.93	
	Object	x1
By ZD Library		
	Intelligence Breakthrough M... CA\$8.08	
	marble track toy	x1
By Little Mifeng Dollhouse		
	Oceanic Wave Drum: Ocean... CA\$18.19	
	10 Inches	x1
By Aoqimiao		
	3D Cylindrical Cube Toys, Ro... CA\$3.19	
	R1111	x1