

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, 12 February 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
Patricia Roelofsen	Member and FC Activity Kit Lead
Yvonne de Boer	Member
Jacquie Vezeau	HCH Dementia Care Services (Eden)
Arleen Downer-Reid	HCH CQI and Risk Mitigation

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Welcome - Michelle van B
Old Business <ul style="list-style-type: none"> • Approval of previous 8 January 2025 meeting minutes – approved by Patricia and seconded by Yvonne
New Business <ul style="list-style-type: none"> • HCH Dementia Care Services – new role - Jacquie Vezeau <ul style="list-style-type: none"> ○ Justine introduced Jacquie in her new role as the HCH Demetria Care Services Lead. Jacquie is also the HCH Eden Alternative care model educator. Her role includes building a community at HCH that is elder and person-centred and working collabouratively with residents, families and all care partners to support dignity, independence and choice. Her work will focus on creating an atmosphere that is very inclusive for persons with dementia and based on the Eden philosophy of care. In the next few weeks, there will be surveys to residents, families and care partners to determine the best starting point to ensure successful implementation of the Eden Alternative care model. • Update to GM Resident Activity Kits – Patricia R <ul style="list-style-type: none"> ○ The project is progressing, but slowed due to staff attending Eden training. All the storage cabinets and bins are now on-site. By the March Family Council meeting, the activity kits will be sorted and placed into the bins along with labels and pictures identifying each kit within the bin. The goal is to use consistent messaging so that it is uniform across all neighbourhoods and, if necessary, bins can be transferred as resident needs change. ○ Patricia proposed that the naming of these activity kits should recognize Audrey

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Schreuders as a long-time fundraiser, who in part, made this project possible. However Denise pointed out that not everyone would know who Audrey is (... and may wonder “can I borrow her things”!). So the suggestion was to name the kits something like “Family Council Activity Center” and have a separate write-up/plaque recognizing both Audrey and other fundraisers who dedicated energy and funds to make this possible.

- Jacquie suggested that a shorter fun name such as “Creative Zone” is more appropriate for dementia residents.
- Michelle suggested we can achieve both goals by having a short fun name and a separate plaque recognizing family council, volunteers and fundraisers like Audrey.
- Patricia raised a motion to have a short fun name for the activity centre with clear messaging and a separate plaque acknowledging family council, volunteers and other fundraisers like Audrey. The exact wording is TBD. This motion was approved unanimously by the members present.

• **Roving Minstrels – Liz Thayer (new member)**

- Fred provided a report from Liz in her absence. Liz proposed a program to recruit musical volunteers who can pay regular visits to the individual neighbourhoods but also go room to room playing music for interested residents not able to participate in a group setting. She is working with Glenda (HCH Volunteer Coordinator). They met 23 Jan and 6 Feb, with another meeting planned for the end of February.
- Glenda’s requests are posted to internal TV Channel 990 and the February internal newsletter (Ties that Bind). So far, no one has come forward.
- Glenda plans to reach out to secondary schools with a music program to propose this as an opportunity for students to meet their requirement of 40 volunteer hours before graduating. She will also explore other possibilities.
 - Action Item: Liz to meet with Glenda at the end of February for an update.

• **2024 Survey Results and 2025 Acton Plan Committee – Justine D**

- Justine introduced Arleen Downer-Reid as the new HCH CQI (Continuous Quality Improvement) and Risk Mitigation Specialist. Arleen has worked in the healthcare field for 15 years. She holds various degrees and related skills: RPN, gerontology, healthcare information and a doctorate in healthcare administration. She also has some background in review management and finance. Arleen has also worked in dementia care.
 - Justine stated the family and resident survey results and comments are completed and will be shared with council along with the one-page family

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experience response “pie-charts” but the resident pie-chart will follow. The pie-charts provide a quick snapshot on satisfaction/dissatisfaction on various topics/sections, e.g. food, safety, trust, respect, communication, etc.

Arleen will provide the sample size and response/participation rate for eligible families and residents.

- Michelle stated that Family Council has formed our work group to review these documents and provide input into the draft action plan. Our family council Action Plan Working Group (WG) members are: - Michelle van Beusekom, Michelle Nash, Yvonne DeBoer, Marc van Beusekom, Lori Middaugh and Fred Benedikt. The WG is working towards the previously agreed to schedule.
- The survey results are not only an indicator of where GM is doing well, but also identifies areas needing improvement and/or change for the benefit of our loved ones.
- Action item:
 - Justine will send the available survey documents to family council WG (Secretary’s note – documents provided)

• **Eden Alternative Progress Update – Jacquie V and Justine D**

- By the end of January, the majority of the selected staff members (total 160) had completed Eden Associate Certificate training. These *Associates* will form the *Champions of Change* cohort whose role is to disseminate the Eden culture throughout HCH. Jacquie is familiarizing herself with the various neighbourhoods. Implementing the Eden model of care is a process that involves Tracks and Practices (total 21). She will start with three (3) Tracks and Practices that are aimed at breaking down any hierarchy. These initial Tracks and Practices cover leadership; appropriate language; mentoring care partners in building horizontal relationships between staff, families and residents. The process also involves goal setting for the residents and families. Over the next two weeks surveys will be initiated to assess the best starting point and get a sense of any gaps to be addressed as HCH’s Eden Journey gets underway.
- Instead of creating a checklist for families to follow Eden Journey implementation, Jacquie will initially share a suitable Track and Practices that, along with any associated decision tree, can form a guide for families. The aim is to inform families about what practical changes are expected at GM resulting from the adoption of the Eden model of care.
- Jacquie will share other Tracks and Practices and related decision trees as we progress. Additionally there will be an Eden Activities calendar indicating where to

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find Jacquie in a particular neighbourhood and also outlining undertakings related to completing the Eden journey. Learning Circles is another way to involve residents, family and care partners in providing input to make GM a better place to live.

- Tracks and Practices provide a list of requirements GM needs to complete in order to get full Eden certification. Some Tracks and Practices are mandatory; others can be just for fun. Tracks and Practices also help keep GM on the right course. Within the typical two (2) year implementation window there are periodic milestone targets. Progress updates will be published to keep families and residents informed. Exact communication method is TBD.

- **Home Updates – Justine D**

- For the upcoming provincial elections, GM atrium will have a mobile polling booth for those residents who wish to vote. More information to follow from Elections Ontario will be posted once provided.
- The Annual CQI meeting is on 25 Feb from 8:00am to 4:00 pm in Horizon Hall. This is a requirement for the Ministry. Michelle requested that a specific timeslot be allotted for family council to outline activities for the past year.
- Grace Manor will hold Quarterly Resident and Family Education Evenings starting Wednesday 26 March at 6 – 7 pm in the Chapel. There will be staff talks and guest speakers on topics such as Dementia Care. Light refreshments will be served. See Appendix A for Education Meeting Poster.
- Justine provided Family Council with information about the presence of overnight private security at HCH. See Appendix B for the Security Memo.
- A family member posed a question about why at times scheduled activities don't happen. This member wanted to participate with her mother and was disappointed that the sing-along did not happen.

- Action Item: Justine will relay the concern to Kristine who will follow up. (Secretary's Note - Concern was followed up immediately with satisfaction on steps taken for resolution. The activity staff working from 4 – 8 pm did not put TV on for the sing along. Re-education steps were provided and additional audits will be done periodically to ensure activity schedule is followed)

The monthly activity calendars are created through resident input at monthly Resident Council meetings, resident satisfaction survey results and talking to residents by activity staff with Activity Manager oversight. Family Care Partners are encouraged to join in and participate. Activity Calendars are posted in the common area, resident rooms and on the HCH website <https://www.hch.ca/grace-manor-activity-calendars/>

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FUNDRAISING / PROJECTS - Denise <ul style="list-style-type: none">○ Denise reported there is no financial update but that \$3k has been 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, 9 April 2025 at 2:00PM by Virtual Zoom.• Please send your comments, observations and suggestions to: gracemanorbramptonfc@gmail.com
MEETING ADJOURNMENT

Appendix A - Education Meeting Poster.

Appendix B - Security Memo.

Please join us for our 1st quarterly

Resident/Family Education Evening

In response to requests for information and support in navigating Dementia Care and Long-Term Care we have decided to hold quarterly Resident and Family Information Nights in the Grace Manor Chapel.

Dementia and Person-Centered Approach's to Care

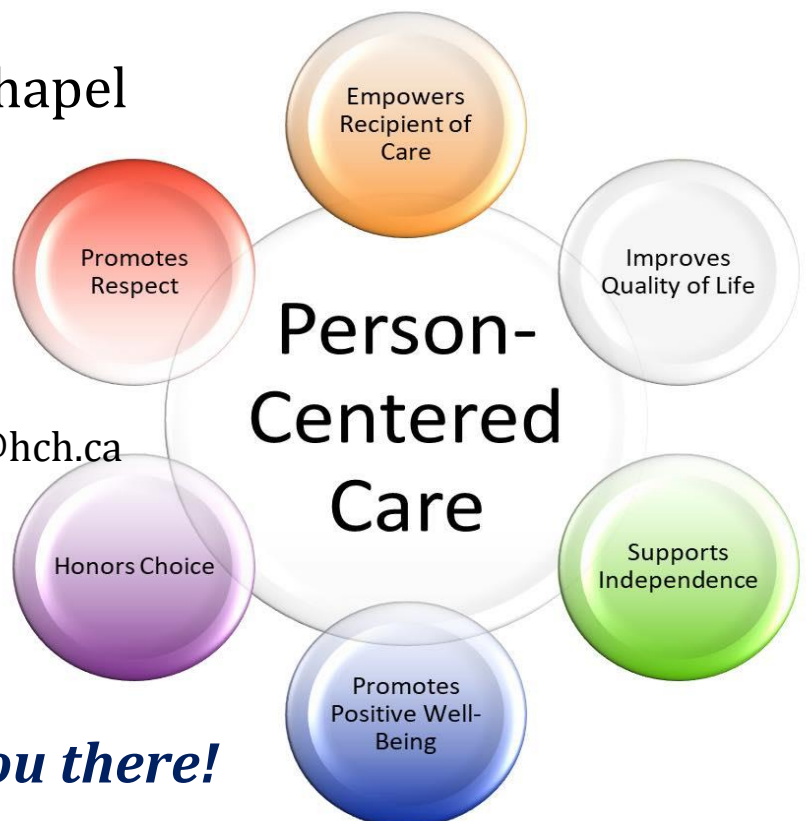


Date: Wednesday March 26, 2025

Time: 6pm to 7pm

Location: Grace Manor Chapel

Please RSVP by Friday, March 21st and/or if you have any questions, feel free to reach out to Justine at ext. 5255 justine.dudziak@hch.ca for further information.



Look forward to seeing you there!



MEMO

TO: Residents and Family Care Partners
FROM: Justine Dudziak, Grace Manor Administrator
DATE: February 27, 2025
RE: **Security Guard at Night**

Dear Residents and Family Care Partners,

We are pleased to inform you that we have selected a security company called "Tactical Guard Force Security" to provide Holland Christian Homes with Night Guard Services effective February 3, 2025. Night Guard work hours will be from 9:00pm to 7:00am on weekdays and from 7:00pm to 7:00am on weekends.

Last year we did have an individual loitering in the parking area and trying to gain entry to our community as the weather became cold, so as a proactive measure for everyone's safety, this uniformed security guard will be present outside in the parking areas and will patrol general areas including checking all exits and entrance doors, and underground parking areas multiple times per night. At other times, this guard will be staged at the main reception observing activities via CCTV cameras. This security service will complement existing safety protocols already in place. When at Grace Manor please speak with the registered staff and if outside of the home please contact main reception should you need to contact security.

Holland Christian Homes remains committed to providing a safe and healthy community!

Warm regards,

Justine Dudziak
Administrator, Grace Manor
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justine.dudziak@hch.ca