

Faith Manor Family Council Meeting Minutes

March 12, 2025

Date:	WEDNESDAY March 12 2025
Time:	7:00PM to 8:00PM
Location:	Hosted on TEAMS (https://tinyurl.com/FM-FC-online-03-25) and in Education Room
Topic:	Faith Manor Family Council Meeting
Present:	Peter Dykstra, Lynn VanLieshout, Jody Clarke, Sellinor, Terry Shea, Jody Clarke, Rudy Shesha, Louise, Romayne, David Dobell

Welcome and chaired by Peter Dykstra- Opening Statement: :

Family Council is not meant to be a place to vent individuals concerns, complaints or situations that need to be dealt with in a timely and personal way with the residents and staff involved. There are four main functions of the family council. They are:

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.

Agenda:

1. Approval of Minutes for February/25

Moved by Peter Dykstra, seconded by Terry Shea. *Carried*

2. Matters arising from previous minutes

- Review of Family Satisfaction Survey – to be reviewed in Administrator's report
- Use of the Microsoft teams to enhance the role of family members. *"Microsoft Teams is a powerful collaboration tool designed to enhance teamwork and productivity. It brings together chat, video conferencing, file storage, and application integration in one unified platform – At the moment we are only using video conferencing. Using its other features may be used in the future when it will help us be more effective."*
- A draft welcome letter is ready and will be given to management staff for final approval.
- Concern update re: staff attendance boards – still a work in progress
- The issue of electromagnetic hyper-sensitivity was introduced. If this was for more than for our information, then a concern form should be completed by family member(s) concerned.
- Gardening improvements to accommodate residents' involvement. Will keep as agenda item to track any changes or updates
- Dissatisfaction of meals was expressed – we will invite the Dietary Manager to our next meeting

Faith Manor Family Council Meeting Minutes

March 12, 2025

3. Administrator's Report

- 2024 Resident Satisfaction Survey – Some very positive feedback was received. Areas of improvement are: folks are still feeling that the home is short-staffed, even though it is not; had a meeting to understand why there continues to be a perception that Faith Manor is short-staffed; a weekly report will be run on the call bells response.
- Resident raised a concern that alarms can be going for over 15 minutes with no response from staff
- Care conferences have been happening and families need to make time for these sessions so that they are kept informed in regards to their loved one's care and needs
- People raised an issue of not knowing who to contact about any issues, even though it was provided in the package at the time of admission. A new binder will be kept on each floor so that names can be kept updated.
- Checking with staff as to who speaks which languages, so that they can support residents who do not speak English or have reverted to home country languages
- Staff have received more training on the Eden project.
- In process of recruiting a volunteer receptionist. They have officially found someone and have someone sitting at the main entrance reception desk now.
- Ministry came in to do pro-active inspection – they inspected all parts of the home. They were on site for almost two weeks, and spoke staff, family council, family members. The hallway temperatures need to be addressed as folks had been changing temperatures, and the thermostats will need to be locked down to prevent this from happening going forward.

4. Program Director's Report

- Door Decals have been chosen for 3 floors so far. First will start on the Garden Floor and work up to 5th floor Rainbow. Hope to be completed by late spring
- Cocoa on the Rainbow neighbourhood and is adjusting well. Ramp will be made so that it is easier to keep her cage elevated and individuals with wheelchairs can access her. First pedicure done today. 🐾
- Socials happening this month – St. Patrick's Day
- Expanding gardening program and hoping to move outside. Looking at raised garden beds outdoors.
- Jody has been in touch with Peel Region regarding dog visits. Only have one dog currently at FM, would like to increase the number of visits.
- Trying to re-establish programs that stopped due to COVID, and in particular the inter-generational programs.
- One of the birds on the third floor just passed. Staff realized that they needed additional stimulation, so they have moved the remaining budgie out to the main area.
- No ballots issued in the wishing well.

5. New Business

- Information bulletin from Romaine- IPAC lead
 - Have had several outbreaks of COVID on the floors. Seven residents overall were impacted.
- Family Council section of the hch.ca website – will be updated and revised. Peter will review as Grace Manor's is much more expansive, and Faith's should be similar.

Faith Manor Family Council Meeting Minutes

March 12, 2025

➤ Open discussion, comments (time permitting)
6. Closing Remarks/Reminders ➤ Next meeting: April 9, 2025 7PM – on line and in Education Rm.
7. Meeting adjournment: 8:04 pm