

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, 12 March 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
(Kristine Nielsen)	Regrets - GM Resident Advocate - Activity Manager
Yvonne de Boer	Member
Jacque Vezeau	HCH Dementia Care and Services (Eden)
Hank Kuntz	Friend
Agnes Wolfe	Member
Gwen Veenstra	Friend

Minutes Items
Welcome - Michelle van B
Old Business <ul style="list-style-type: none"> • Approval of previous 12 February 2025 meeting minutes – approved by Yvonne and seconded by Patricia
New Business <ul style="list-style-type: none"> • Roving Minstrels – Liz T (report by Fred B) <ul style="list-style-type: none"> ○ Fred provided a report from Liz in her absence. Liz contacted Glenda on March 7 for an update. There are no substantial changes - no musical volunteers have been confirmed. <ul style="list-style-type: none"> ▪ Request for roving (mobile) musicians still posted to TV Channel 990 and in the February and March Ties that Bind newsletter. ▪ Glenda did reach out to 6 community secondary schools with a poster on Feb. 27. (see Appendix A) ▪ Liz shared that Glenda has not come up with other recruitment strategies. ○ Fred commented that the poster only contains telephone contact information. It should be tailored to how the students communicate, ie. via text, email and social media. ○ Action Items <ul style="list-style-type: none"> ▪ Liz will contact Glenda again in 2 weeks ▪ Justine/Jacque to contact Glenda re: updating the flyer with a contact method suitable for high school youth.

Minutes Items

- **Family Council Terms of Reference (ToR) - Fred B**
 - Our ToR is reviewed annually every March to confirm if it still reflects how Family Council functions as an independent body. We follow Family Council Ontario (FCO) guidelines. The ToR was distributed with the March Agenda as an appendix
 - No change requests were received by either email or from the members in attendance. Thus the existing ToR remains in-force.

- **Update to GM Resident Activity Kits – Patricia R**
 - The activity team met on March 7 to package the activity kits and build the IKEA bookcases that house the kits and their bins. Each neighbourhood and the atrium will have a bookcase of activity kits tailored to each location.
 - Action Item - Patricia now needs to review the budget and perhaps purchase a few kits so as to equalize the funds spent among the neighbourhoods. Patricia and Kris will then meet again with activity staff and fill any gaps.
 - The activity project is nearing completion. The bookcase will be labeled with a simple name such as *Fun and Games* so the purpose is easy to comprehend. There will also be signage acknowledging the role of Family Council and various volunteers/fundraisers with a specific acknowledgement of Audrey Schreuders.
 - A member requested more detail about how the kits will work. Each neighbourhood will have a bookcase of activities, located mostly in the sunrooms for easy accessibility by all. Each bin will have a photograph of the contents on the exterior. The kits have been organized into various activity types: sensory, tactile, counting, etc.
 - The atrium activity bookcase is slightly larger and will contain general information about dementia and specific activities that can be done at home.

- **Eden Alternative Progress Update – Jacquie V**
 - Eden is progressing well. The pilot neighbourhood will launch soon. More information will be shared at the next Family Council meeting. Appendix B contains all of Jacquie’s presentation slides.
 - Jacquie is leading on educational huddles with the care partners (aka staff). She will create binders for each neighbourhood with information on person-centred care and person-centred language. Jacquie underlined the importance of remembering that persons living with dementia have unique needs and abilities and using the correct language recognizes and reinforces the right of residents to live a good life.
 - The Ten Eden Principles aim to reduce the loneliness, helplessness and boredom frequently seen in long-term-care by creating a vibrant and inclusive community. Next month she will be focusing on Principle #10 – Person directed leadership, as

Minutes Items

change starts from the top. The aim of principle #10 is to breakdown existing barriers and silos within the organization through strong, committed, leadership.

- The “Domains of Well-Being” honour and recognize the residents’ identity and forefront the need to really get to know them: their history, likes/dislikes, who they are as people and provide growth, joy and engagement. The aim is for every neighbourhood to touch on all 7 Domains of Well-Being.
- The Problem and Solution Statements are a main focus. When you enter the home or neighbourhood with your “Eden” eyes and with all your senses - what do you see, hear and smell? Are you seeing boredom, loneliness and helplessness? What are possible solutions to the problems you see? All care partners and family should be encouraged to make contact with residents, albeit even briefly, person-to-person, as a way to break boredom, loneliness and helplessness.
- The Eden Philosophy of Care provides an opportunity for all care partners to live the Eden care model every day – seeking to shift the aging experience and create a better world for the residents and care partners. The intent is to create a homey atmosphere and to build a community for all. The process will include some fun activities such as naming your neighbourhood, helping decide what the dining experience should look like, deciding on the use of street signs, etc.
- Tracks and Practices is a method used to grow and monitor/control progress along the stages of the Eden journey. When a module is completed, it is sent off to the Eden offices. Each completed module is a new stage in HCH’s progress to becoming a fully Eden-certified home. There are specific action plans that need to be implemented for areas like dining, leadership, person-centred language, etc. In total there are over 40 Tracks and Practices. At the moment Jacquie is working to complete 3 for the next quarter (leadership, language and education). Jacquie explained the goal is to do every step well and complete Eden certification in a fluid two (2) year timeframe. At the moment she feels HCH is making good progress. The Tracks and Practices is a living document that is changed and adapted as needed either for new staff or to re-educate existing staff to assure compliance with Eden. The Tracks and Practices are reviewed periodically, e.g. quarterly or annually depending on the circumstances, to make sure that everyone is aligned and on the same journey.
- Questions posed during Jacquie’s presentation:
 - How long has Eden existed for and where are the Eden-certified homes located? Eden has existed for about 25 years. Across Canada, Eden is broken into zones: Western Canada, the Prairies, Ontario, Eastern Canada and the Maritimes. Jacquie is responsible for Ontario and the Maritimes. Presently Ontario only has 1 fully registered Eden home – i.e. a home that completed all

Minutes Items

Tracks and Practices, went from General Member to Growth Member and is now a fully designated Eden home. Several Ontario homes are in process but have not yet achieved certification. The Maritimes have 5 fully registered Eden homes and 2 more on the path to Growth Membership. Alberta and Saskatoon also have some fully certified homes.

- How do you change the culture from task-based to a more emotionally supportive approach? Jacquie is working on this currently and reinforcing that shift is part of the educational huddles. There will be one designated pilot Eden neighbourhood that practices/models this culture change. Care partners will be invited to tour this pilot neighbourhood and see the progress. The intent is to then spread this model to each neighbourhood using education, education, education and the designated leaders. Jacquie will be guiding and mentoring this process. If something is not right she tries to correct it in the moment.
- What role does education play versus an intuitive understanding of how to connect with residents? Some care partners and leaders may be more reliant on education and will have to work at achieving a connection that comes more naturally to others.
- How do you ensure that culture change carries through to the weekend when there are more temporary/agency staff and there is not the same oversight as during the week? This culture change challenge has already been identified. Jacquie hopes to be able to hire 2 neighbourhood guides (one for each Manor) who will work weekends on rotation to continue building community, leading by example, providing educational huddles, etc. when Jacquie is not present. Another FC member commented that not much happens on the weekend and that this approach may help.
- Family members have noted differences among and between the culture of the various neighbourhoods. The charge nurse, now called the Neighbourhood Leader (NL), plays a pivotal role in establishing how the unit is run and setting its culture. How do you ensure the NL has the right skill set to lead? Jacquie acknowledged that some but not all are natural leaders and she will work to educate and mentor all the NL. However she noted that in this culture change process, it may become apparent that some existing NL are not be well suited for this role. The aim is for the NL not to manage but to lead by example, mentoring and guiding others. All NL across all neighborhoods need to follow shared practices to ensure consistency.

- Jacquie would like your feedback or comments or compliments about the Eden

Minutes Items

Journey or what you observe while at Grace Manor :

Jacque Vezeau – Dementia Care and Services Lead

Jacquie.Vezeau@hch.ca

905-463-7002 ext. 5246

- **2024 Survey Results and 2025 Action Plan Committee – Justine D and Fred B**

- The 2024 Annual Resident Satisfaction and 2024 Family Experience Survey Results and 2025 Action Plan was discussed and shared with the Council.
- Family Council created an Action Plan working group and submitted suggestions to Justine who will consolidate a plan with suggestions from both Family Council and Resident Council and as well as input from care partners.
- From the family perspective, we found that the survey results overall showed a high level of general satisfaction in most categories with negative responses as outliers. In some categories, responses ranged from strongly agree to strongly disagree or comments ranging from “*all is good*” to concerns/issues. This suggests inconsistencies across categories and neighbourhoods that need to be addressed.
- Justine gave a copy of the RC action plan comments to Gus (RC Chair) and requested feedback before the end of the week. When she receives the RC comments, she will integrate all the suggestions. The following week there will be an in-person meeting to finalize the consolidated plan. When completed, the finalized plan will be shared with Family Council.

- **Home Updates – Justine D**

- GM 1South neighborhood is currently in outbreak, the affected residents have cough like symptoms but are stable and doing well. Notification was sent out by clinconex connect (telephone) and the website was updated.
- The Ministry was in the home from January 15-30. GM received two (2) Written Notifications (WN) dealing with incomplete assessment/documentation on skin and wound care and the other is for pain assessment. GM corrected the situation. GM also received a Compliance Order about transfer and positioning techniques. A resident was placed into a shower chair/commode without a tilt/seatbelt option. The resident fell in their room and sustained a hip fracture. The gap in policy, for both Manors, is now corrected and staff has been trained for correct usage of this device. (Update: The home was re-inspected March 3-5 and Order was found to be in compliance)
- A link to the Ministry Public Reports dated 31 January 2025 and 5 March 2025 follows: <https://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=2942&tab=1>
- Leadership Changes – Jenny Stewart resigned her Director of Resident Care (DRC)

Minutes Items
<p>position. Her last day is March 27. Grace Manor is in the process of recruiting a new DRC. As part of the change process, Justine would like to try something a little different and have a family member, resident and care partners to be part of the interviewing process.</p> <ul style="list-style-type: none"> ○ GM information night is 26 March from 6-7pm. This information was distributed via monthly invoice mail-out and 14 February FC email. A few people already RSVP-ed. ○ Residents will be able to select their own customized room door decal. They will have nine (9) choices. Residents of shared rooms will need to choose together. Look for information displays about decal selections in the near future. ○ Families should have noticed a bird cage in the atrium. GM partnered with an aviary group and the birds will be coming shortly. Care partners will be educated in bird care. Within the next few weeks/months, GM will see additional animals and plants - two (2) Guinea pigs, a fish aquarium and additional plants. ○ The Eden Champions of Change met in February and will again meet in March. Justine and others will be attending an all-day Eden Leadership meeting 9 April which coincides with the FC meeting.
<p>FUNDRAISING / PROJECTS - Denise</p> <ul style="list-style-type: none"> ○ Patricia indicated that to date she has spent about \$2k of the \$3k Activity kit budget. She is awaiting reimbursement from HCH finance.
<p>CLOSING REMARKS/REMINDERS</p> <ul style="list-style-type: none"> • FC is organizing a family Meet and Greet for 19 April from 10 am to noon in the GM Family Room. No RSVP required. We will serve light refreshments so bring your loved one along and meet other family members. This is an exceptional opportunity for new family members to Grace Manor to connect with others. • 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
<p>MEETING ADJOURNMENT</p>

Appendix A - Volunteer Poster

Appendix B - Eden Alternative presentation slides

OPPORTUNITY

**Do you play a portable instrument?
Are you looking for a way to give back
to the community?**

**Holland Christian Homes is looking
for musicians to come and play for
the residents in our nursing homes.
This is a wonderful opportunity to
connect with our seniors and share
joy through music and a great way
to get your volunteer hours. If you
are interested please call Glenda at
(905) 463-7002 Ext. 5225. I look
forward to hearing from you.**



This approach empowers our residents to direct their lives, creating a true atmosphere of home. We are a community, we will be introducing neighbourhoods each with their own unique flair and flavour. The personality and character of each neighbourhood will always be evolving, shaped by both residents and care partners. Each of our neighbourhoods is home to our residents, and each neighbourhood will have a name with community and historical significance. This fosters a sense of connectedness and enhances the feeling of home for all members of the Holland Christian home community.

PHILOSOPHY OF CARE

We are empowering all care partners to live the EDEN Alternative philosophy everyday, seeking to remake the experience of ageing and creating a better world for our residents and care partners. There is a commitment to keep residents secure, content and joyous in their home and through person-directed care we strive to combat loneliness, helplessness, and boredom. It is about creating a real home, providing opportunities for building relationships, placing residents first and setting a standard of excellence. The EDEN Alternative enables us to move away from the departmentalized, task-orientated, institutional models. By changing the culture to bring decision making closer to the resident, we support creating a meaningful life for them.



Ten Principles

1. Loneliness, helplessness, and boredom are painful and destructive to our health and well-being.
2. A caring, inclusive and vibrant community enables all of us, regardless of age or ability, to experience well-being.
3. We thrive when we have easy access to the companionship we desire. This is the antidote to loneliness.
4. We thrive when we have purpose and the opportunity to give, as well as receive. This is the antidote to helplessness.
5. We thrive when we have variety, spontaneity, and unexpected happenings in our lives. This is the antidote to boredom.
6. Meaningless activity corrodes the human spirit. Meaning is unique to each of us and is essential to health and well-being.
7. We are more than our medical diagnoses. Medical treatment should support and empower us to experience a life worth living.
8. Decision-making must involve those most impacted by the decision. Empowerment activates choice, autonomy, and influence.
9. Building a collaborative and resilient culture is a never-ending process. We need to keep learning, developing and adapting.
10. Wise leadership is the key to meaningful and lasting change. For it, there can be no substitute.



The Eden Alternative Domains of Well-Being®

well-be·ing (wĕl' bē' īng)

n. A contented state of being.

Well-being is the path to a life worth living. It is what we all desire. It is the ultimate outcome of a human life. Well-being is the measure of success when embracing the Eden Alternative Ten Principles. What are the components of well-being? What do we need to experience contentment? A task force of culture change leaders and change agents, convened by The Eden Alternative identified seven Domains of Well-Being:

Identity: being well-known; having personhood; individuality; wholeness; having a history

Connectedness: state of being connected; alive; belonging; engaged; involved; not detached; connected to the past, present and future; connected to personal possessions; connected to place; connected to nature

Security: freedom from doubt, anxiety, or fear; safe, certain, assured; having privacy, dignity, and respect

Autonomy: liberty; self-governance; self-determination; immunity from the arbitrary exercise of authority; choice; freedom

Meaning: significance; heart; hope; import; value; purpose; reflection; sacred

Growth: development; enrichment; unfolding; expanding; evolving

Joy: happiness; pleasure; delight; contentment; enjoyment

PERSON-CENTRED LANGUAGE

Using Person-Centred Language can change attitudes, beliefs and behaviors that will support person-directed care.

INSTITUTIONAL

- Demented/senile/dementia sufferer
- Patient
- Loved one/caregiver
- Staff
- Administrator
- Charge Nurse
- Team Leads
- Activation aid/recreation team
- LTC facility/Nursing Home
- Unit/floor
- secured Dementia Unit
- Activity Room
- Tub Room
- Departments
- Dining area
- Gift Shop
- Semi-private Room
- Difficult Behaviors/challenging
- Violent Behaviors
- Exit Seeking/ wandering
- Triggers
- allow, delegate, “get to”
- Diapers
- Bibs
- Feeders
- Admission
- Discharge
- Call bell
- Care Plan
- Performance Review
- Group Discussion/meeting
- Daily Report/education blasts

PERSON-CENTRED

- *Person living with Dementia*
- *Resident/Elder*
- *Family Care Partner*
- *Employee Care Partner*
- *Community Mentor*
- *Neighborhood Leader*
- *Neighborhood Guides*
- *Life Enrichment/Community development guide*
- *LTC Community*
- *Neighborhoods*
- *Neighborhood for people living with Dementia*
- *Art Studio/Gathering room/Creative Arts Room*
- *Spa*
- *Support Teams*
- *Dining room/Bistro/Kitchen*
- *Market/Boutique/Community Store*
- *Shared accommodations / shared room*
- *Personal Expressions*
- *Physical Expressions*
- *Exploring/ searching*
- *Unmet need/contributing factors*
- *empowered/enable/choice/support*
- *Incontinence product/brief/underwear*
- *Assisted Dining*
- *Moving In/ Joining our community*
- *Moving out*
- *lifeline/ assistance alert*
- *Growth Plan*
- *Personal Growth Plan*
- *Learning Circle*
- *Daily Huddle/education Huddle*



Changing language on the culture change journey is a critical piece to begin reshaping people's thinking, attitudes and actions. Words do indeed make worlds. Not only does the spoken word need to change, but so does the written word.

Education Track: Principles One, Three, Four, and Five

Community/Organization Name:

Holland Christian Homes

Practice:

Employees, Elders/residents, and family members have been educated loneliness, helplessness, and boredom, and their antidotes, and are comfortable talking about them when appropriate.

Effort	Impact	Visibility
Medium	High	High

Why?

Principle One is the call to action for The Eden Alternative: Loneliness, helplessness and boredom are painful and destructive to our health and well-being. It can be difficult to talk about loneliness, helplessness and boredom, and the antidotes, when only a few people in the home/community have knowledge about them. It is impossible to alleviate something you are not even aware exists. Now, not everyone needs to become a Certified Eden Associate, but everyone does need to have a basic understanding of what The Eden Alternative is about so they can effectively engage in conversations and decision-making. It begins with a heightened awareness of loneliness, helplessness and boredom and grows from there.

Assumptions

Check off each item as it is completed:

- ☒ 1. Executive and operational leaders, and operational managers are committed to The Eden Alternative (person-directed care) approach.
- ☒ 2. There are Certified Eden Associates within the organization that can teach others about the Ten Principles of The Eden Alternative.
- ☐ 3. Operational leaders and managers are committed to ensuring that everyone in the home/community is aware of loneliness, helplessness and boredom and the antidotes.

Collect Baseline Data

Person-directed care is performance improvement. What data do you want to collect before you start implementing change? Here are some suggestions for baseline data to track for this Practice. You can choose to use data you are already tracking as well.

	Response	Date
1. How many Certified Eden Associates are a part of the home/community?	180	January 2025
2. What other educational offerings are being used that include information about loneliness, helplessness, and boredom?	Huddles Posting of the principles	
3. Other Measures:		
4. Other Measures:		

Implementation Process

Check off each item as it is completed:

- ☐ 1. Operational leaders and managers collaborate with Certified Eden Associates in the home/community to identify different methods for educating everyone (leaders, managers, employees, Elders/residents, family members, volunteers, etc.) about Principles One, Three, Four and Five, e.g., Learning Circles, inservices, at Resident or Family Council, in newsletters, etc.
- ☐ 2. The Certified Eden Associates develop a long-range plan to teach everyone (including those who join the home/community) about Principles One, Three, Four and Five using the different methods identified AND refresh that learning throughout each year.
- ☐ 3. The education plan is implemented in a manner that plays to the strengths of each Eden Associate.
- ☐ 4. The Eden Associates collaborate with operational leaders and managers to create an assessment process, including how and how often, to determine if the education is increases people's comfort level in talking about loneliness, helplessness, boredom and the antidotes.
- ☐ 5. The assessment process is implemented and based on the results, the education plan is modified.

Implementation story:

Describe how you implemented this practice:

Upload a document related to this Practice

Upload an image related to this Practice



Submitting this Practice for Review

This Practice will be ready for review when the implementation story is written and initial data showing impact has been recorded. Click the link below to submit your workbook for review and comments by the Membership Team.

Growth and Certified Members need to submit at least 2 completed Practice workbooks per Membership year. General Members shall submit 6 Practice workbooks when they are ready to apply for Growth Membership.

[🔗 Click Here to Submit Practice for Review](#)

Measuring Outcomes

What data do you want to collect during and after implementing change? Here are some suggestions for data to track for this Practice. You can choose to use data you are already tracking as well.

	Results/ Date	Results/ Date	Results/ Date
1. Education about Principles One, Three, Four and Five happened ____[number] times in the past quarter.			

2. ____[number] Certified Eden Associates were involved in education on Principles One, Three, Four and Five that happened this past quarter.			
3. The assessment process shows the following positive impacts from the trainings on Principles One, Three, Four and Five within the home/community: _____.			
4. Other Measures:			
5. Other Measures:			

Resources:

🔗 [Certified Eden Associate Training](#)

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Contributors:

Include the names of those that have worked on this practice together.

Notes

Feel free to add any notes below:



THE PROBLEM & SOLUTION STATEMENTS

THE TEN PRINCIPLES OF
THE EDEN ALTERNATIVE®

PRINCIPLE ONE The Problem Statement

Loneliness, helplessness, and boredom are painful and destructive to our health and well-being.

PRINCIPLE TWO The Solution Statement

A caring, inclusive and vibrant community enables all of us, regardless of age or ability, to experience well-being.

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THE ANTIDOTE PRINCIPLES

THE TEN PRINCIPLES OF
THE EDEN ALTERNATIVE®

PRINCIPLE THREE

We thrive when we have easy access to the companionship we desire. This is the antidote to loneliness.

PRINCIPLE FOUR

We thrive when we have purpose and the opportunity to give, as well as receive. This is the antidote to helplessness.

PRINCIPLE FIVE

We thrive when we have variety, spontaneity, and unexpected happenings in our lives. This is the antidote to boredom.

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