

Grace Manor Family Council Meeting MINUTES

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| Date: | Wednesday, 11 June 2025 |
| Time: | 2-3 pm ET |
| Location: | Virtual - ZOOM Meeting |

| In Attendance | Representing |
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| Michelle van Beusekom | FC Chair - regrets |
| Denise Sannella | FC Treasurer |
| Fred Benedikt | FC Secretary |
| Justine Dudziak | GM Administrator |
| Sue Bland | Member |
| Sanja Shillingford | Member |
| Patricia Roelofsen | Member |
| Lisa Stepanic | Member |
| Jacquie Vezeau | HCH Community Builder and Mentor |
| Kathy Gardner | Member |
| Susan Dullis | Member |
| Teresita Delostrinos | Member |
| Gwen Veenstra | Friend |

| Minutes Items |
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| <p>Welcome - Fred B (regrets from Michelle van B)</p> |
| <p>Old Business</p> <ul style="list-style-type: none"> • Approval of previous 11 June 2025 meeting minutes – approved by Patricia R and seconded by Gwen V. • Update – Roving Minstrels – Liz T <ul style="list-style-type: none"> ○ Fred B reported on behalf of Liz who was in contact with Glenda. Glenda has reached out to a number of High School Music departments. One parent of a 14 year old responded, but the minimum volunteer age is 15. Glenda continues to advertise on Channel 990, with posters and with the newsletter <i>Ties that Bind</i>. Family Council will no longer be reporting on this topic due to no tangible results. • Update – GM Resident Activity Kits – Patricia R <ul style="list-style-type: none"> ○ Patricia reported that the project is essentially complete. She was in contact with the HCH woodworking group to see if they could make some wooden activity parts, but unfortunately this may not be possible. ○ Picture frames were purchased and used to mount basic instructions next to the “Fun and Games Centre”. Another mounted picture frame includes a text explaining that the activity kits were provided by GM Family Council and invaluable fund raising efforts by Audrey Schreuders along with a QR code that provides more FC information. See Appendix A for activity center pictures ○ The Activity kits have been well received and are being used. We all commended Patricia on this successful project implementation – well done!! Patricia suggested there could be improvements over time by new additions, replacements for what |

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goes missing, or more of what works well. Based on Gwen's experience, she commented that to work well a single person is needed to oversee these centers. Fred suggested this should be a GM activity person. Fred commented that there would need to be a discussion among FC membership before fundraising for additional activity components. Fundraising is not a primary goal of FC.

- **Update – Eden Alternative Care Model – Jacquie V**

- Jacquie re-iterated that the residents are having great positive interactions with the activity kits.
- The Eden project is going well and the designated pilot neighbourhood is Salty Shores (2N) and will showcase Eden practices before rolling out to other neighbourhoods.
- All neighbourhoods now have new name designations: Tulip Terrace (1S) ; Salty Shores (2N); Harmony House (2S); Meadow Lane (3N); and Water Lily Way(3S)
- Some timelines now exist:
 - The Salty Shore Pilot started May 2025
 - Salty Shore education on Eden Principles one (1) to five (5) starts 12 June; followed by a session the next week on how to mitigate the 3 plagues of LTC (boredom, loneliness and helplessness). Education will continue throughout the summer and into the autumn due to staff vacations in order to ensure all staff receive the training.
 - Formal expansion to other neighbourhoods is planned for October 2025, however, any small meaningful or purposeful wins will be adopted immediately.
 - Larger pilot action plan items, such as improving the dining experience, will need to wait.
 - At the end of the year there will be a review/evaluation of the pilot implementation. This will include surveys and feedback circles on what went well and what needs improvement.
- Currently, Grace Manor is ahead of schedule for the Eden goal implementation.
- See Appendix B for the Eden Pilot Action Plan

New Business

- **Chick Hatching Project – Patricia R**

- As background, Family Council members received an email dated June 6th that outlines this project. Family Council agreed to fund and run this project for one (1) year. In summary - *With this program, residents can monitor the hatching of 6-12 chicks, from fertilized eggs, in an incubator approximately every 2 months. The incubator will be located in the atrium. The purpose of the program is to bring life, excitement and anticipation into the lives of the residents. We believe that it will also bring more residents into the atrium creating a warmer community environment.* The estimated initial cost is about \$225.
- Patricia provided a few more details: the chicks need about 3 weeks to hatch and

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after they grow for about 2 weeks, they will be returned to the farm and then the cycle will repeat. Patricia will also post information signage showing the various stages of chick development.

- This chick project will be done in conjunction with a bird-watching program located nearby.
- Patricia also plans to work with HCH IT to install a webcam and broadcast the chick's progress (before and after hatching) on the internet and also on the in-house HCH TV channel 990. The aim is to bring some life and excitement to the GM home by watching/holding these cute chicks. Hopefully this will aid in community building by including Faith Manor and the Towers.
- Fred commented that no negative emails were received regarding this proposal and one positive email. After no further discussion, Fred motioned that FC would run and fund this chick hatching project for one year (1) on a trial basis. The motion was adopted unanimously.

• **Update - GM Home Information – Justine Dudziak**

- Door Decals – almost all the resident selections are completed and the order will be place this week. The planned installation is mid-to-late August. New neighbourhood entrance door decals (selected by the residents) will also be installed.
- Ministry Inspection – Ministry was in the home and preliminary reports indicate GM passed with “flying colours”. They look at many criteria:- IPAC, dining, snack time, care partners, etc.
- RSV Outbreak – There are 3 confirmed RSV cases on Tulip Terrace (1S). The residents are isolating. Care Partners were vigilant in identifying symptoms. Current outbreak information is available on the main HCH website (www.hch.ca). If there are no more cases, public health may declare the outbreak over on 17 June.
- Eden Alternative – As mentioned, Jacquie will share the pilot plans for Salty Shores (2N) - see Appendix B. Eden implementation is progressing, both daily and weekly, and is well underway at GM.

• **Member Questions**

- A members' mother was confused about the request to pick a new door. Justine clarified that the resident is to pick a decal that will be applied to the surface of the door to make it more personal. Justine commented that residents have been invited to choose from some preselected designs. Most residents have already made their choice. The decals will be applied by summer's end.
- A member who regularly visits Salty Shores for prolonged periods of time proposed

| Minutes Items |
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| <p>that care partners (a.k.a. staff) need to respectfully communicate with the resident by introducing themselves and their function. This would help the care partners determine the resident's mood. Also the resident's blood pressure (BP) should be taken monthly and not just when the resident is not feeling well. Justine and Jacquie commented that BP is taken monthly for stable residents and recorded for the doctor. This member noticed that the rounding is happening only at shift change and not hourly as mandated. Fred commented that hourly rounding as part of the GM Action Plan, this RNAO (registered Nursing Association Ontario) Rounding is to happen hourly and recorded each time it is completed.</p> <ul style="list-style-type: none"> ▪ Action: Justine will follow up and report at the next meeting. <ul style="list-style-type: none"> • Requests <ul style="list-style-type: none"> ○ Patricia requested that members be on the lookout for items including paintings from thrift stores, personal downsizing, garage sales, etc., and donate to GM. This would help make GM look more like a home. Paintings help create a warmer atmosphere than bare walls. ○ Justine also requested house plant donations |
| <p>Financial - Denise</p> <ul style="list-style-type: none"> ○ The current FC balance as of 7May2025 is \$709. ○ Activity Kit Project - Patricia has completed most of her cost recovery claims, but has an additional \$200 for picture frames and signage. She is still under budget. ○ Chick Hatching Project - Still on budget for \$225. |
| <p>CLOSING REMARKS/REMINDERS</p> <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, 10 September 2025 at 2:00PM by Virtual Zoom. • Please send your comments, observations and suggestions to: gracemanorbramptonfc@gmail.com |
| <p>MEETING ADJOURNMENT</p> |

Appendix A - Activity Centre Pictures

Appendix B - Eden Pilot Action Plan

Appendix A - Activity Centre Kits





Salty Shores - Grace Manor

2025 Pilot Neighborhood Action Plan

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|--|---|------------------------------|--------------|---|------------|
| Pilot neighborhood Identify and Name | <ul style="list-style-type: none">Facilitate a learning circle with residents and care partners to discuss and pick a pilot neighborhood. | Community Builder and Mentor | June 30 2025 | <ul style="list-style-type: none">Pilot Neighborhood Identified. <i>Salty Shores</i> | April 2025 |
|--|---|------------------------------|--------------|---|------------|

Goals:

1. To remove and/or minimize institutional trappings.
2. Implement consistent person-directed approaches to language and culture to be used by all care partners within the pilot neighborhood.
3. Develop the HCH Leadership to be mentors and role models in the day to day practice as we embark on the changes required to fully implement EDEN.

(Note: "Care Partner" unless specifically identified refers to all persons who lives, works, visits or enters the neighborhood at anytime)

| Action Item for the Pilot Neighborhood only | Method(s) | Care Partner(s) Responsible | Date to be Completed | Outcome of Action | Date Completed |
|--|--|--|----------------------|---|----------------|
| 1. To remove and/or minimize institutional trappings. Ensure that all care partners are knowledgeable about the required paradigm shift as we work away from institutional care to person-directed care. | | | | | |
| Create unique names and signage for the entrance to each neighborhood. | <ul style="list-style-type: none"> Facilitate learning circles with all care partners in the neighborhood to create unique names for the neighborhoods. Purchase signage to post at the entrance of each neighborhood based on the chosen names. | Community Builder and Mentor and care partners | August 30, 2025 | <ul style="list-style-type: none"> Neighborhood entrance doors will have appropriate signage identifying the neighborhood by chosen name . | |
| Signage and Posters | <ul style="list-style-type: none"> Facilitate a walk around and learning circles with all care partners in the neighborhood, and remove all institutional signs and replace if required with signage in appropriate frames to create home. | Community Builder and Mentor and care partners | September 30, 2025 | <ul style="list-style-type: none"> Neighborhood will feel more like home and there will be no institutional type signage on the walls. | |
| Identify Institutional trappings in the neighborhood environment (including dining areas) | <ul style="list-style-type: none"> Facilitate a walk around and learning circles with all care partners in the neighborhood, and identify and list all institutional trappings. | Community Builder and Mentor and care partners | September 30, 2025 | <ul style="list-style-type: none"> Institutional trappings will be identified. | |

| Action Item for the Pilot Neighborhood only | Method(s) | Care Partner(s) Responsible | Date to be Completed | Outcome of Action | Date Completed |
|--|---|--|----------------------|--|----------------|
| Remove or minimize the identified Institutional trappings in the neighborhood | <ul style="list-style-type: none"> Facilitate a learning circle with all care partners in the neighborhood to develop an action plan for the removal or minimization of identified institutional trappings (include timelines and accountabilities for sustainability) | Community Builder and Mentor and care partners | November 30, 2025 | <ul style="list-style-type: none"> Action plan is in place for the removal or minimization of the identified Institutional trappings in the neighborhood Action plan for sustainability Identified areas where Institutional trappings are not able to be removed altogether. | |
| Carry out the action plan for the removal or minimization of identified institutional trappings as per established timelines and action items | <ul style="list-style-type: none"> Implement the plan | Community Builder and Mentor and care partners | December 30, 2025 | <ul style="list-style-type: none"> Removed and/or minimized the identified Institutional trappings in the neighborhood | |
| Remove institutional trappings in regards to staff care partners specifically - look at job titles / classifications, identify / name tags, employee care partners uniforms/dress code | <ul style="list-style-type: none"> Facilitate a learning circle with all care partners in the neighborhood to discuss how to shift from institutional to personhood for employee care partners – use of Eden names, discuss how to identify employee care partners (name tags – what do these look like), what dress code should staff | Community Builder and Mentor and care partners | November 30, 2025 | <ul style="list-style-type: none"> Community Builder and Mentor Community Leader (Administrator) Community Guide (DOC ADRC) Life Enrichment Lead (Activities Manager) Neighborhood Leaders (Registered Staff) Neighborhood Mentors | |

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| | have (uniform or street clothes etc). <ul style="list-style-type: none"> Implement name tags and titles and dress code as per the results from the learning circles. Trial and test and evaluate. | | | (Program Leads) <ul style="list-style-type: none"> Life Enrichment (Activities/Rec) Employee Care Partner Family Care Partner Support Team (Department) | |
| Residents, family and employee care partners will be educated on the “Paradigm Shift” that is required to move towards person-directed care | <ul style="list-style-type: none"> Create and post a one-page educational document that introduces and explains the Paradigm Shift and how this benefits our residents, and how we must use our Eden Eyes to get there. Hold huddles discussing the paradigm shift from” institutional model of care” to “creating home” | Community Builder and Mentor | December 30, 2025 | All care partners will understand the paradigm shift from institutional model of care to creating home, and the importance of person-directed care. | |
| 2. Implement consistent person-directed approaches to language and culture to be used by all care partners within the pilot neighborhood. | | | | | |

| Action Item for the Pilot Neighborhood only | Method(s) | Care Partner(s) Responsible | Date to be Completed | Outcome of Action | Date Completed |
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| Establish a consistent understanding of the 7 domains of well-being. | <ul style="list-style-type: none"> Educate all care partners on the 7 domains of well being through learning circles and huddles – to take place on all shifts. Develop a poster identifying the 7 domains of well-being and post it within the neighborhood in highly visible locations for all care partners to see in appropriate frames. | Community Builder and Mentor | November 30, 2025 | <ul style="list-style-type: none"> All care partners will use the 7 domains of well-being to enhance their practice. | |
| Explore ways to enhance the Pleasurable Dining Experience | <ul style="list-style-type: none"> Facilitate learning circles with residents to talk about the food and dining experience. Develop an action plan for enhancing the dining experience based on the results of the learning circles (include timelines and accountabilities for sustainability) | Community Builder and Mentor | November 30, 2025 | <ul style="list-style-type: none"> An action plan is in place for how we can enhance the dining experience Action plan for sustainability Identified areas where enhancing the dining experience may not be possible. | |
| Carry out the action plan for enhancing the Pleasurable Dining Experience as per established timelines and action items | <ul style="list-style-type: none"> Implement the plan | Community Builder and Mentor and care partners | December 30, 2025 | <ul style="list-style-type: none"> The Pleasurable Dining Experience has been enhanced for our residents. | |

| Action Item for the Pilot Neighborhood only | Method(s) | Care Partner(s) Responsible | Date to be Completed | Outcome of Action | Date Completed |
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| Establish a consistent understanding of person-directed care and person-centered language. | <ul style="list-style-type: none"> Educate all care partners on person-centred language and person-directed care through learning circles and huddles – to take place on all shifts. Develop a poster on person-centred language and post it within the neighborhood in highly visible locations for all care partners to see in appropriate frames. Update onboarding and annual mandatory training to reflect person-directed care and person-centred language. | Community Builder and Mentor | December 30, 2025 | <ul style="list-style-type: none"> Care partners will use person-centred language. Care partners will understand the difference between person-directed care and person-centered language. | |
| Building connectedness and Becoming Well Known. | <ul style="list-style-type: none"> Facilitate learning circles to determine how best to create the neighborhood family tree. Create the neighborhood family tree. | Community Builder and Mentor and Champions of Change and all care partners | December 30, 2025 | <ul style="list-style-type: none"> Family tree will be on the neighborhood, and will foster deeper connections with residents and care partners. | |
| Building connectedness and Becoming Well Known. | <ul style="list-style-type: none"> Audit the success of the “Who am I” poster. Review the “Who Am I” with the resident (family or employee care partner when | Community Builder and Mentor and Champions of Change and all | December 30, 2025 | <ul style="list-style-type: none"> Residents will be well-known Care partners will be more connected with the residents for whom they care for. | |

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| | relevant) <ul style="list-style-type: none"> Update the ‘Who Am I’ poster to reflect the resident’s current rhythm of life regardless of age or ability | care partners | | | |
| Life Enrichment - residents to drive the development of the daily, weekly and monthly activities. | <ul style="list-style-type: none"> Mentor life enrichment care partners through learning circles on empowering residents to create their own activity calendar. Hold education huddles on Principle Six “Simple daily pleasures”. Create a vision board with residents to capture residents’ ideas from learning circles. | Community Builder and Mentor and life enrichment care partners | December 30 2025 | <ul style="list-style-type: none"> Residents will be empowered to create and lead activities Activity calendar will have resident led events, and have enough space to be spontaneous. Simple daily pleasures will enhance resident’s daily life. Vision board will be utilized to create moments and memories that are meaningful to the residents. | |
| <p>3. Develop all care partners including leadership to be mentors and role models in the day to day practice as we embark on the changes required to fully implement EDEN.</p> | | | | | |
| The Ten Principles - | <ul style="list-style-type: none"> Education huddles will be held on | Community | October 30, | <ul style="list-style-type: none"> All care partners will have been | |

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| All care partners will be educated on the Ten Principles of Eden. | the neighborhoods (all not only the pilot neighborhood) <ul style="list-style-type: none"> Create a poster identifying the Ten Principles. Post on the neighborhoods in appropriate frames. | Builder and Mentor | 2025 | educated and comfortable using these principles as a guiding framework for their daily practice. <ul style="list-style-type: none"> The Ten Principles of Eden poster will be posted on the neighborhood. | |
| 4. Other. | | | | | |
| Prepare for Ontario Health requirements in regards to dementia care | <ul style="list-style-type: none"> Complete the Ontario Health dementia care initiative preparedness profile. Develop an action plan to address the areas identified as “opportunities” and where the benchmarking scores fall below the average peer home or sector score (include timelines and accountabilities for sustainability). | Community Builder and Mentor and Community Leader | October 30, 2025 | <ul style="list-style-type: none"> Completed the Ontario Health dementia care initiative preparedness profile. An action plan in place to address the areas identified as “opportunities” and where the benchmarking scores fall below the average peer home or sector score. | |
| Carry out the action plan as per the completed Ontario Health dementia | <ul style="list-style-type: none"> Carry out the action plan as per as per established timelines and accountabilities for | Community Builder and Mentor and | December 30, 2025 | <ul style="list-style-type: none"> Manor is prepared for meeting Ontario Health requirements for dementia | |

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| care initiative preparedness profile | sustainability. | Community Leader and care partners | | care. | |
| Feedback - Obtaining valuable insight on all actions taken. | <ul style="list-style-type: none"> Host learning circles in the neighborhood, empowering residents and care partners to have a voice and to get feedback on the 2025 action plan. Install a community mailbox for suggestions and ideas. Create newsletters, share stories, updates on all accomplishments, successes and opportunities for growth. | Community Builder and Mentor | December 30, 2025 | <ul style="list-style-type: none"> Feedback will help ensure changes are beneficial and create meaning for all. Empowering all involved to have a voice. | |
| Well Being Warriors - Change Champions – leading and supporting the change | <ul style="list-style-type: none"> Support and lead the implementation changes as identified in the action plans. Audit with Eden eyes the changes once action items are completed. | Community Builder and Mentor and Change Champions | November 20, 2025 | <ul style="list-style-type: none"> Help to maintain the sustainability through their audits | |

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