

# Faith Manor Family Council Meeting

## Minutes

### November 19th, 2025

<b>Date:</b>	WEDNESDAY November 19th, 2025
<b>Time:</b>	7:00PM to 8:00PM
<b>Location:</b>	Hosted on TEAMS <a href="#">LINK TO MEETING</a> and in Education Room
<b>Topic:</b>	Faith Manor Family Council Meeting
<b>Present:</b>	Peter Dykstra, Sellinor Ogwu, Louise Andrews, Alisa Howell, Jody Clarke, Lidia Aguiar and Trish Krale.

**Welcome and chaired by Peter Dykstra- Opening Statement:**

The 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 residents' 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 October for 2025**  
October 15<sup>th</sup>/25 minutes approved.
2. **Matters arising from previous minutes**
  - **Wheelchair cleaning/Housekeeping laundry?** -Sellinor spoke to this. All PSW care staff are assigned a cleaning schedule. for example: PSW north side do 101-105 rooms then Tuesday, finish rooms 106-110. Furthermore, 2 times a year, a cleaning company comes in and deep cleans the walkers and wheelchairs.
  - **Staff Attendance Board Update:** The current attendance boards are outdated and too small to display all staff names, especially with changed staffing ratios. Peter suggested either eliminating or revising the system and proposed using an electronic option using Staff Schedule Care, with a 40 inch monitor, to keep information current. Sellinor agreed to explore this as a potential project for the new year, noting past changes in facility size affected the board's usefulness. Jody mentioned that the Eden philosophy will revise titles and roles as the transition continues.
  - **Report re \$3500 donation for activities:** Jody updated attendees with the supply shopping thus far. To date, 6 plant stands to support our plant donations. Our new neighbours, Tyndall donated 6 ferns which were distributed amongst the neighbourhoods (primarily) to those that don't have a lot of plants. We needed some plant stands so 6 were purchased from amazon to support that! In addition, 5 stands we ordered from IKEA that will hold 8 bins/totes whatever you would like to call it to hold all the supplies, games and self-directed program ideas! Jody

indicated that rainbow is almost complete-just a few more items for table top games and they will be done! Jody did huddles with residents to see what they would like and they listed several things! The bins will still need purchasing but will price out ones in the new year with budget and also ensure items are washable re IPAC etc. The idea behind the bin project is to provide an area in which residents, visitors, and loved ones can come in and possibly get a game going, use supplies to visit with while here visiting. It may also be used by staff to help re-direct a resident during sundowning (to utilize the supplies to help fulfil down time) or if a resident can make use of self-directed programs, to help themselves as recreation care staff aren't here all the time. Jody will continue to update council; keep track of expenditures. The stands will also have a plaque or something signifying that it was a donation from family council. All neighbourhoods will have supplies that match their needs.

- **Terms of Reference:** Peter advises they have been updated and will be reviewed in the new year along with his communication strategy. He shared a family members suggestion at a focus group meeting he was at and they mentioned bringing in food etc. for residents. He explained that there is a process involved when food is brought in and sourced outside of the manor and also residents' diets are also a factor.
- **Family meet and Greet-**Peter talked about how Grace Manor has a meet and greet in person twice a year. He was invited to attend the last one to see how it works and was also extended to family members of faith manor. They serve light refreshments and talk about various things in LTC and what it is like to be a family member. Share resources etc. Peter was thinking it would be good for Faith Manor to also share ideas and perspectives and possibly try holding one in the new year.

### **3. Administrator's Report**

Sellinor updated all on the Eden journey on the pilot neighbourhood. We are working on action plan which includes the pilot on windmill way! They have settled into their new routine and feedback has been stable and positive thus far. Sellinor shared that Eden has been helping us look at the individual with a more person-centered approach! We have a resident who used to work laundry years ago and our housekeeping and laundry staff brought this person to the laundry so they could check it out, allow them to reminisce etc. it was thoroughly enjoyed by the resident! Another example of personhood and person-centered alternative. Sellinor also mentioned the construction that was going to take place December 1-16 just past front reception. A proposal was sent to the Ministry to have double doors installed (mimicking the second-floor layout). We have had numerous complaints during tours about the different codes and buzzers going off, the wonder guard etc. So finally, with approval from the MOH, the work begins December 1<sup>st</sup>! There will be enhanced signage directing the flow of traffic and memo sent out to inform families and visitors. Peter said he would like to see the second floor door open up to include the education room and Sellinor's office as part of Faith Manor. This could be done if access to the old Faith Manor elevators would be blocked to the new Faith Manor. This would make it easier to direct family members to the education room for meetings, etc. Sellinor thanked Peter for his input and explained that Ministry of Health says there is to be one entrance to the nursing home for signage, # of people in the building for safety regulations, who is coming and going. One space for records. Lastly, any modifications need to go through the Ministry of Health. Peter was satisfied with that and said maybe when they are in next, he will provide the idea! Sellinor also mentioned it is flu season. Consents for the vaccine need to be signed by POA's.

- 4. Program Director's Report-**Jody provided her update. Next biggest venue is November 22 at Heritage Hall. This is our annual Christmas Marketplace event! Several vendors come and set up shop-offers people a chance to ship, bring your loved ones down for a visit. We also set up a resident council table from both manors and the residents make crafts to sell for their council account! 10am to 2pm. We are getting ready to start decorating. A little behind but will get there! We have various things planned for the month to enjoy the festive season! Staff have been encouraged to have huddles with residents to see what they

would like to plan as per our Eden model! Last year we had several parties, events, planned socials, carolers etc. as we had extra revenue! This year isn't the same so we have to be mindful of that. However, all neighbourhoods will have programs added to support the season. The big events aren't always the way to go especially in cold and flu season. Eden also supports this as we transition through and keep learning. Jody also shared some staffing updates and informed families of some minor changes in case they don't see the regular recreation staff care partner. We have our Sheridan students until Dec 5/25 returning in the new year and Queens until December 12<sup>th</sup>. Just want to acknowledge their help and support! Q: family member asked about a staff member who was on sunshine springs and if she is returning. Jody replied yes after her maternity leave in mid to late January. Family member shared how great things are there with the current staff member! Jody thanked the family for the positive feedback!

**5. New Business**

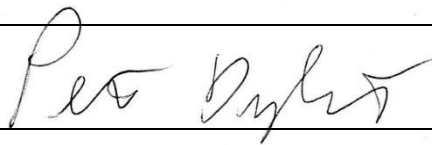
- New communication strategy-Peter is going to try to recruit members using a different approach. A family member from each neighbourhood would help support the council; elect an official executive and secretary. Would add some structure. He is going to use a questionnaire to families asking what time of day is good to meet, location etc. As in this meeting we have 3 attendees out of 160 families. Why is attendance so low? What are expectations of people? Peter says family council is important. It can help bring support to the organization, bring input-help with some old traditional style programs. Trish who spoke about the survey gave Peter a sample copy of what Grace Manor uses but he would like to revise. The current mail list will not be used any longer. The mass messaging through reception will be used as its most up to date. POA will be the recipient and receive the set agendas monthly.

**6. Closing Remarks/Reminders**

- **Next meeting: January 21, 2025 7PM – on line.**

**7. Meeting adjournment:**

Signed: Date: \_\_\_\_\_



January 21, 2026