

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, 12 November 2025
Time:	2-3 pm ET
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Denise Sannella	Regrets - FC Treasurer
Fred Benedikt	FC Secretary
Justine Dudziak	Regrets - GM Administrator
Jacquie Vezeau	HCH Community Builder and Mentor
Kristine Nielsen	Resident Advocate and Programs Manager
Patricia Roelofsen	Member
Lisa Stepanic	Member
Ashima Chhabra	Interim Assistant Director of Resident Care (ADRC)

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<p>Old Business</p> <ul style="list-style-type: none"> ● Approval of previous 8 October 2025 meeting minutes – approved by Patricia and seconded by Lisa. ● Update – Eden Alternative Care Model - Jacquie V. <ul style="list-style-type: none"> ○ Eden implementation and work on the pilot neighbourhood Salty Shores (2N) are progressing. There are a few issues that need attention. ○ This month Jacquie will focus on using Personhood as the lens to determine how choices are made and valued in the neighbourhood. Training will be done through the usual educational huddles. ○ A member raised a recurring concern on Tulip Terrace (1S): the TV is often ON, even when not related to the activity residents are taking part in. At times, residents are huddled together and distancing themselves from the TV so that they can better communicate with each other. The family member understands that this is contrary to the Eden approach as it does not enable the residents to interact with each other or care partners. Jacquie was a witness to one such incident and was able to correct the situation. ○ Jacquie has trained and mentored on this issue and flagged it on her walk arounds. Because she cannot be everywhere, going forward, Jacquie would like family care

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partners to use the formal complaint process so that these kinds of issues can be brought to management's attention. They can either fill out a Concern Form (on the Family and Resident Information bulletin board) or send the concern by email to Jacquie and Justine. See Appendix A (Family Concern form)

- As a reminder, the TV is supposed to be ON only for Purposeful Watching. The TV should be ON only if a resident requests it or it is needed to support the current activity. Otherwise, the TV should be OFF so residents can communicate and form community. This is the resident's home. Does your home constantly have the TV ON for no purpose?
- Another member flagged a recurring problem with hourly rounding. Jacquie confirmed this is also part of personhood and suggests the same formal complaint process if people see that rounding is not happening.
- The Chair asked about Jacquie's successes and challenges over the past few months. Care partners are coming along but need more leadership to guide them. Support of leadership is the key requirement for Eden to be successful. Jacquie's role is to mentor/educate /train, but she is not part of the leadership team with authority to oversee the GM care partners.
- Jacquie will be creating an Action Plan for 2026 and is organizing a reciprocal visit with the Alzheimer Society Peel (ASP) in January. In October, Jacquie and Fred visited ASP (Briarwood) and got a new idea to try at GM – walk around the neighbourhood to stretch, explore, meet others to build community, come across the unexpected, etc.
- The Chair mentioned that another Family Council member has previously offered to lead residents in bread and soup making. Kris mentioned that all the neighbourhoods have bread making machines in their kitchens.
 - Action : Michelle and Jacquie to discuss this idea further
 - Action: Kris to validate if the bread making machine's are being used.

● Update – Chick Hatching Project – Patricia R.

- Patricia began with words of gratitude and appreciation for Jacquie's effort.
- She reported that this round of hatching produced 3 chicks from 10 eggs. This time there were no negative comments about the chicks' care (feeding, watering and bedding). John (a Towers resident) took care of them every evening; other family volunteers cared for them during the day on a rotation.
- Patricia needs more signups for the chick hatching YouTube channel, but hasn't pushed hard since there are problems with accessing the HCH internal channel 990. She will resume efforts to sign up the needed 50 subscribers about 2 months before the next batch of chicks.
 - **Action** – At the appropriate time, Patricia to draft a memo with the link for distribution to FC membership. (Secretary's note – YouTube link is <https://www.youtube.com/shorts/eWnBhPV7XLg>)

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- Patricia and Justine are exploring the feasibility of placement of an outside chicken coop (beside the atrium), including compliance with Brampton city by-laws and consulting with volunteers that look after the gardens.
- For the next batch of chicks, Jacquie will invite a few residents to help care for the chicks as a way to bring more meaning and purpose - great idea!! At the appropriate time, Patricia and Jacquie will establish a rotation. A member suggested the resident could team up with a family volunteer. Patricia also suggested perhaps other volunteers could be assigned to take residents down to see the chicks. These steps would all help build community.

- **GM Family Council Member Feedback Survey Results – Michelle van B**
 - A short survey was sent out to the FC membership asking for feedback on the relevance of family council and to surface ideas on how to better serve the membership. See Appendix B - GM FC Member Feedback Survey Results – for the details.
 - There were 21 respondents, but not everyone responded to every question. Overall members were happy with FC communication and found it useful. Most (76%) say they read the FC meeting agenda and minutes even though they might not attend the meetings. There was an almost equal split between those who have and have not attended a meeting. General meeting quality and relevance is working well for most members. The set meeting time does not work for some members and perhaps, with a time change, there might be an increase in attendance. Some members (40%) said they could be more engaged with FC for a committee or a side project; but most (60%) are content with their existing level of engagement. There were a myriad of concrete suggestions and comments made about family council, their desire to improve the quality of life and care for their loved ones and working to build community. There were no recommendations to stop any current FC activities
 - Informal questioning about changing the meeting time from 2 pm (ET) to 12 pm (noon) ET was agreeable to the members present.
 - **Action** – FC will circulate a memo asking the membership to change the meeting time to 12 pm ET (from 2 pm), and request a vote at the next January meeting (as per our Terms of Reference).
 - Jacquie proposed organizing an informal day of personhood where others can find out what Family and Resident Councils do for the GM community.
 - **Action** – Michelle and Jacquie to setup the event.

- **Follow up – Volunteer Hours for July to September 2025 – Michelle van B**
 - FC received a quarterly volunteer update from Glenda:
 - We had 12 new volunteers join our team.
 - Faith Manor received 874 hours of donated volunteer time.

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- Grace Manor received 982 hours of donated volunteer time.
- Towers received 1,293 hours of donated volunteer time.
- Volunteer Office 1,514 hours of donated volunteer time.
- The Total Volunteer Hours donated to HCH this last quarter was: 4,663 hours.
- AMAZING! Thank you to all our Volunteers!
- The Chair commented that pre-covid there were many more volunteers at GM and this declined post-covid (by about half) and has not returned.
- The Chair asked Jacquie for her thoughts on increasing volunteer participation and a discussion followed:
 - The former volunteers and new tower residents are now older
 - Some fear of getting infections from covid/flu/colds
 - Younger generation may not be aware of volunteer opportunities and benefits
 - Volunteers select where and when they will volunteer
 - Perhaps change what it means to volunteer in order to attract a new type of cohort – focusing more on specific interests such as crafting, knitting, tv sports watching, etc.
 - Volunteers are essential to bring the outside world to the residents
 - Suggestion to reduce the requirements for both high school and adults (interview, training, 60 hour commitment, etc.) Be more selective with the requirements depending upon the volunteer's role. Adults need a police check.
 - Perhaps there needs to be a paradigm/culture shift on how volunteers work to make it more appealing for today – offer more flexibility/interest based work
 - There is always room to improve
- **Action** – Michelle and Jacquie to meet and discuss ways to make it easier to volunteer and share ideas with Glenda. This could be part of the proposed "Personhood Day".

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New Business

- **Semi-annual Meet and Greet Saturday 22 November – No RSVP needed – Liz T (with regrets) and Fred B**
 - FC is holding its semi-annual Meet and Greet on November 22. (Next one will be in April 2026). This is an opportunity to meet in-person. For newer family members, this is a good opportunity to ask questions and meet other families.
 - At the meet and Greet, Liz will ask for an expression of interest in creating an in-person support group for persons living with dementia. The goal is to create a space to share experiences, lift each other up and make the dementia journey feel less lonely. This will be a safe space and open to all who would like to join.
 - **Action:** Liz and Fred to draft a memo to gauge membership interest in a face-to-face support group – meeting location, dates, times, frequency is TBD
- **“In-camera” Open discussion on any Topic without Administration – Some details - Fred B.**
 - The “in-camera”, i.e. closed to administration, part of the meeting is an opportunity for family members to freely discuss any topic. A safe space for curiosity, questions, to raise concerns (i.e. kvetching) or discuss how others have addressed their concerns successfully. Recurring problems will be brought collectively and anonymously to administration’s attention for resolution. This portion of the meeting will not be in the minutes. This need was indirectly mentioned a few times in the recent FC survey.
- **Update - GM Vaccination Rollout – Ashima Chhabra, pro tem ADRC (regrets by Justine D)**
 - Ashima was only recently appointed in her role to replace Manpreet who is going on maternity leave. For some background, Ashima was previously a registered nurse (RN) and when she immigrated to Canada she chose to work in LTC. She worked in Grace Manor as an RN under supervision and ended up as a charge nurse on Tulip Terrance (1S). When a temporary management position opened, she saw an opportunity was the successful candidate. As part of the management leadership team (under the DRC), she would apply the policies and procedures, follow up on family concerns, apply corrective action if necessary, etc.
 - Ashima provided the following detailed report on GM vaccinations on behalf of Luyen:
 - Influenza vaccine
 - Influenza vaccines were delivered on Friday Oct 3, 2025.
 - Flu vaccine clinic for residents was held on Oct 6 and Oct 7. Residents, who

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moved in after these dates or had requested a delay in getting their vaccine, received their vaccines a bit later.

- All residents who gave consent have received their flu shot.
- As of Nov 11, 2025, Influenza vaccine rate is as followed:
 - Vaccinated: 102 residents (86%)
 - Refused: 17 residents (14%)
- Flu clinic for Care Partners is ongoing.

○ RSV vaccine:

- Current guidelines from Public Health indicates that one dose of RSV vaccine provides adequate immunization. Re-vaccination is not required for residents who have received RSV vaccine. The home will provide an update if there are any changes in guidelines.
- RSV vaccine is added to the immunization consent form for new residents.
- Current RSV vaccination rate: 92 residents (77%)

○ Covid-19 vaccine:

- Public Health still encourages high risk groups, including residents in LTCHs, to get a booster dose of Covid-19 vaccine (Typically every 6 months, minimum 3 months from previous dose/infection)
- The home is currently collecting consent and administering the Covid-19 vaccine to residents. As of Nov 11, 2025, 11 residents have received their booster dose for Fall 2025. Most residents are due by the end of November or beginning of December.

● **General Home Information Discussion**

- A member asked why the GM Family room was not available to be booked on holidays when in the past it was available. Normally the family room is booked on a first come first served basis. Kris indicated that the room is not available on special holidays as part of the HCH policies. For any policy changes, Justine needs to be involved.
 - **Action:** Michelle to follow up with Justine re: room availability for special holidays
- The Chair commented that the HCH main dining room is also available to residents. Meal tickets are purchased from HCH main reception at \$19 each. Additionally there are many other events happening at HCH that are not commonly known by families or residents.

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<ul style="list-style-type: none">○ A member mentioned that the HCH <i>Ties that Bind</i> newsletter lists these events. The current HCH newsletter is now available from the HCH home page website under <i>News and Information</i> https://www.hch.ca/news-and-information/
Financial - Denise <ul style="list-style-type: none">○ The current FC balance is about \$500. We have no active fundraising initiatives.
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, 14 January 2026 at 2:00PM by Virtual Zoom.● Please send your comments, observations and suggestions to: gracemanorbramptonfc@gmail.com
MEETING ADJOURNMENT

Appendix A - Family Concern Complaint Form

Appendix B - GM FC Member Feedback Survey Results



Holland Christian Homes

www.hch.ca

Holland Christian Homes Inc.
7900 McLaughlin Road South
Brampton, ON L6Y 5A7

GRACE MANOR ☐

TOWERS ☐

FAITH MANOR ☐

CORPORATE ☐

FAMILY/RESIDENT/STAFF CONCERN OR FEEDBACK FORM

Date:		Time:			
Name of Person Expressing Concern:		Resident <input type="checkbox"/> Room #:	Tenant <input type="checkbox"/> Apt #:	Staff <input type="checkbox"/> Department:	
Phone #:					
Name of person recording/heard concern:		Room # or Department:			

Nature of Concern/Feedback (use back of form if required)

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Who did you give this form to? _____ Date: _____

(NOTE: Depending on which operation this concern is about, please ensure a copy is also given to either the GM/FM Administrator or Director of Tenant Care – at the time the concern is raised)

Investigation Notes/Follow up Action required to be taken (use back of form if required)

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Final Resolution/Outcome (use back of form if required)

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Date Feedback given to the Person Expressing the Concern: _____

Record their response: Satisfied ☐ Dissatisfied ☐ Is more follow-up needed? YES ☐ NO ☐

Form Completed by: _____ Date: _____

Note: Department Heads must sign off together on only one form if the issue involves more than one department. The final signed copy is to be given to the respective Administrator or Director of Tenant Care for tracking purposes.

Grace Manor Family Council – Member Feedback Survey Results

EMAIL COMMUNICATION

1. Please rate the quality/relevance of information that Family Council shares by email. TOTAL RESPONSES: 21

- 1 Excellent - 13 (62%)
- 2 Good - 5 (24%)
- 3 Satisfactory - 2 (10%)
- 4 Poor - 0
- 5 Bad - 1 (4%)

2. Comments/suggestions to improve Family Council email communication

- Very informative. Thank you
- Don't have any comments or suggestions
- Good so far. I just joined

FAMILY COUNCIL MEETINGS

Family Council holds monthly meetings at 2pm ET by Zoom the second Wednesday of every month except July, August and December.

3. I generally read the FC meeting agenda and minutes

- Yes - 16 (76%)
- No - 5 (24%)

4. I have attended a FC meeting

- Yes - 10 (48%)
- No - 11 (52%)

5. Quality/relevance of FC meetings you have attended? Responses = 11)

- 1 Excellent - 5 (46%)
- 2 Good - 3 (27%)
- 3 Satisfactory - 3 (27%)
- 2 Poor - 0
- 1 Bad - 0

6. I am interested in attending meetings but the set time does not work for me.

- Yes - 7 (41%)
- No - 10 (59%)

7. I am not interested/available to attend meetings

- Yes - 10 (48%)
- No - 11 (52%)

8. Comments/suggestions for Family Council meeting improvements

- Cadence and quality of content in the meeting is helpful
- Having it in mid afternoon makes it difficult for those of us that are working to attend. Either having it over lunch or toward the end of the work day or evening may make easier.
- My work had become busy and not able to participate on committee
- Thank you for the work you do
- Nothing yet 😊
- I have not attended any meetings

ENGAGEMENT

9. I would like to be better informed about Family Council and opportunities to be involved?

- Yes - 8 (40%)
- No - 12 (60%)

10. I would like to remain at my current level of involvement.

- Yes - 17 (81%)
- No - 4 (19%)

SUGGESTIONS

11. I wish Family Council would....

- Have sessions that would provide information as to how to get the best out of the staff at Grace. What process/steps work best for queries or issues with the Grace staff? How best to escalate issues involving our loved ones?
- Ask for more family experience feedback
- Continue as is
- In the evening

12. For me, the most important aspect of Family Council is...

- The sharing of information and attendance by senior Grace team.
- Being up to date with changes and developments at Grace Manor
- Resident care
- You are the voice of families
- Relevant communication regarding the lives of residents
- Being an advocate for residents, much of what they do.
- Having family aware when they can't be present.
- Improving the level of care for residents by holding Grace Manor administration accountable to its goals and pushing/assisting administration in adopting a more client centred approach
- Unfortunately, I'm unable to participate
- Family Council working together with management of Grace Manor for the same goals
- Understanding changes or upcoming changes, what's happening in the home, how we can advocate or better the support for the residents
- Communication and chance to provide feedback
- Receiving new information and hearing about changes at Grace Manor and having a place to ask questions of other families if there is something new I have not come across before
- What is going on in the home and what we can do to improve quality of life for the residents
- I need more time to comment

13. For me, the least important aspect of Family Council is...

- No comment
- Think most of it is important
- I praise all their efforts/commitment
- NA

14. Other comments/suggestions

- Thank you for all your hard work and dedication
- Good now
- Re #3 - I generally read the minutes of meetings I have been unable to attend.
- None at the time

15. If you are interested in getting more involved with Family Council, please leave us your email and Michelle, Fred or Denise will reach back to you.

- Unable at this time