

## GRACE MANOR FAMILY COUNCIL MEETING NOTICE & AGENDA

<b>Date:</b>	<b>Wednesday, 11 March 2026</b>
<b>Time:</b>	<b>** Note new start time ** 12:00PM (noon) to 1:00PM</b>
<b>Location:</b>	<b>Topic: Grace Manor Family Council Meeting Zoom Meeting</b> <b>Join Zoom Meeting</b> <a href="https://zoom.us/j/99211292179?pwd=0asY6eSAi7vPaAQDOtV9hIPzu0U8Gc.1">https://zoom.us/j/99211292179?pwd=0asY6eSAi7vPaAQDOtV9hIPzu0U8Gc.1</a> <b>Meeting ID: 992 1129 2179</b> <b>Passcode: 1234</b>

### AGENDA Items

**Welcome - Michelle van B**

**Old Business**

- **Approval of previous 11 February 2026 meeting minutes - (1 min)**
- **FC Action Plan Working Group Progress Update – Fred B ( 3 min)**
- **Reminder - FC Dementia Friendship Support Group – 3<sup>rd</sup> Monday of every month – Liz T (1 min)**
  - Next meeting 16 March at 1 pm in the Grace Manor Family Room – no RSVP needed.

**New Business**

- **Annual Review - FC Terms of Reference (ToR) - Michelle van B (5 min)**
  - The ToR outlines how we function as a Family Council within Family Council Ontario (FCO) guidelines and Ministry legislation. We are an independent, self-organized, self-led, self-determining, democratic group composed of the family members and friends of residents.
  - We recently updated our ToR to change the meeting time to noon. Anything else needing a revision to make Family Council work better for us?
  - Click [here](#) to read the ToR document.
- **New Batch - Chick Hatching Project – Patricia R. ( 3 min)**
  - Estimated to hatch at Easter
- **FC Summary Report for HCH Annual Program Day - Michelle van B ( 5 min )**
  - See the appendix – FC Presentation for GM Annual Program Day
- **Home information – Justine D (25 min)**
  - Improving email communication – Evoke email, Cliniconex (robocalls), paper mail, etc .
  - Booking the Family Room on statutory holidays
- **“In camera” open discussion on any topic (without administration) – All (5 min)**

**Fundraising / Projects**

- **Current Financial Statement - Current FC balance is \$170.**

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### AGENDA Items

#### Closing Remarks/Reminders

- **Next meeting:** **Wednesday, 8 April 2026** at **12:00PM (noon)** by Virtual Zoom.
- **HCH newsletter:** The *Tie that Binds* is available from <https://www.hch.ca/news-and-information/>
- **Help Wanted:** 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 our Executive Committee (i.e. the group that organizes these meetings), or to lead a new initiative. In the past, family members have initiated and implemented projects like the Who Am I Posters; the chick hatching program; the creation of the activity kits; and the creation of an informal support group for members with a loved one in GM living with dementia.
- **Growth Plan (a.k.a. Resident Care Plan):** Essential document outlining the care provided to your loved one. To get a copy, contact Justine (905-463-7002 ext.5255 or [Justine.Dudziak@hch.ca](mailto:Justine.Dudziak@hch.ca)) and sign a release form.
- **GM Family Room:** Available to book for family events. Contact Kristine (905-463-7002 ext.5331 or [Kristine.Nielsen@HCH.ca](mailto:Kristine.Nielsen@HCH.ca)) to reserve a date and time. You will need to fill-in a form.
- Please send your comments and suggestions to: [gracemanorbramptonfc@gmail.com](mailto:gracemanorbramptonfc@gmail.com)

#### Meeting adjournment

## Appendix - FC Presentation for GM Annual Program Day

### Grace Manor FC presentation for GM Annual Program Review Day (Feb. 24, 2026)

Grace Manor Family Council is an independent, volunteer led council made up of family members and friends of residents. We hold nine formal meetings a year via zoom to share practical information, plan initiatives, and discuss shared issues of concern about our loved ones. We also host informal in-person gatherings twice a year. We currently have 121 members who we communicate with regularly by email. Typically, 4-7 members will attend our mostly monthly zoom meetings.

A core goal for us is to promote the well-being and quality of life for residents and make tangible contributions to seeing a culture and practice of emotion-based care take root at Grace Manor. We also strive to promote a feeling of community between family, staff and residents. We want to contribute to an environment in which residents are seen for who they are and, as a result, can experience a little bit of joy in their lives every day.

Highlights from the past year:

- FC volunteer Gwen Veenstra continued with the creation/updating of “Who Am I” posters. The “Who Am I” posters are a Family Council initiative introduced in 2022 as a way of providing staff with key information about who residents are as people including some of their essential needs and references in order to support relationship building and meaningful interaction.

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- Patricia Roelofsen led on the project management of researching and sourcing items for the creation of activity kits tailored to the interest and abilities of the resident population based on a framework provided by the Peel Alzheimer Society. Patricia worked closely with the Activities Team on this project. The purchase of items for the kits was funded by Family Council.
- Patricia Roelofson created and led on a chick hatching program. Patricia initiated a relationship with a local farmer, and set up a hatchery in the atrium. So far two groups of chicks have been born, and the program has been very popular with residents. Once the chicks are two weeks old they are returned to the local farm.
- Volunteer member Liz Thayer created and led on a support group for family members of residents in Grace Manor who are living with dementia. The in-person support group meets on a monthly basis.
- We organized two informal Meet and Greet opportunities for family members to get to know each other better, exchange ideas and share experiences. Newer family members find this helpful to feel less overwhelmed when their loved one first enters Grace Manor.
- We surveyed our members in November to gauge how Family Council was serving their needs. Those who responded are generally satisfied with FC. In response to the survey, we have changed our meeting time to noon to better accommodate those who work. Also in response to the survey, we have added an in-camera section to our monthly meetings where members can more openly speak about shared areas of concern.
- In early 2025, we again formed a working group to review the results of the annual resident and family satisfaction surveys and provide input and feedback on Grace Manor's annual Action Plan. Year over year, our comments have focused on ensuring consistency in assisted daily living, strengthening resident-care partner interaction, improving the dining experience, providing a diverse range of activities and improving communication with families.

We are grateful for the work that all of you do in caring for our fragile and vulnerable loved ones. They, like all human beings, deserve to live their best lives with dignity, to be seen for who they are and to feel cared for.

We are sensitive to the challenging regulatory environment and limited funding you work with and want to continue to work in partnership with you to improve the quality of life and community at Grace Manor.

For more than a decade, resident centered care has been the gold standard for quality care in Long Term Care in Ontario and across Canada. Holland Christian Homes was very late to commit to making a shift away from an institutional model of care. We are very supportive of the decision to implement the Eden Alternative model of emotion-based care at Grace Manor. We are concerned, however, that funding initially earmarked for two dedicated Eden staffers to help with the transition was suddenly cut last year. Culture change requires resources, careful planning and the full support of leadership and senior management. We are counting on you to succeed and catchup to the many LTC homes that have already adopted this better care model. Residents deserve to live in an environment that supports them to live their best lives and organizes daily life in a way that reduces loneliness, helplessness and boredom,

Thank you.