

Grace Manor Family Council Meeting MINUTES

Date:	Wednesday, 11 March 2026
Time:	2-3 pm ET
Location:	Virtual - ZOOM Meeting

In Attendance	Representing
Michelle van Beusekom	FC Chair
Fred Benedikt	FC Secretary
Justine Dudziak	GM Administrator
Lisa Stepanic	Member
Agnes Wolf	Member
Sanja Shillingford	Member
Patricia Roelofsen	Friend
Heather Homes	Member
Gwen Veenstra	Friend

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<p>Old Business</p> <ul style="list-style-type: none"> • Approval of previous 11 March 2026 meeting minutes – approved by Lisa S. and seconded by Gwen V. • Action Plan Working Group Progress Update - Justine D and Fred B <ul style="list-style-type: none"> ○ FC Acton Plan Working Group provided written feedback on GM Administration’s latest Draft Action Plan (4). Justine and her Action Plan team will follow up with the FC WG by the end of the week responding to questions posed in our email; questions added directly in the draft action plan document using red line; questions about items from last year’s action plan that have not been fully addressed; providing context for FC WG suggestions that have not been adopted and a meeting agenda. ○ Justine reported that 6 survey areas showed improvement over last year and 5 areas were lower (one very slightly). Her group noted a main difference in the medical care section of the survey with 20% of respondents selecting “neither agree nor disagree” or “not applicable”. Perhaps this question needs to be reworded. Justine and team took a deeper dive into the root cause of incidents where residents have been found wearing other people’s clothes. It is a combination of care partners not looking at the label before dressing and delivery into the wrong room. GM has changed back to having laundry care partners delivering clothes instead of the PSW

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care partners.

- The Chair asked which are the 5 areas – administration has noted as areas for improvement. Justine responded – housekeeping/laundry, medical, food and dining, respect and staff responsiveness. Justine explained they are taking a different approach to respecting the Residents Bill of Rights by focusing on how care partners can put this into practice..
- **Reminder – FC Dementia Friendship Support Group – 3rd Monday of the month – Liz T**
 - Meeting next Monday 16 March in the GM Family Room – no RSVP needed
 - This will be the 3rd meeting. So far we have had an average of 4-5 attendees and the meetings have been well received. The atmosphere is casual and friendly and participants expressed they appreciate the sharing of information and experiences.

New Business

- **Chick Hatching Project – Patricia R**
 - Although Patricia's mother passed away, she would like to continue with the chick hatching for at least one more cycle. There are enough supplies to do this at no additional cost. Patricia is shredding paper to create the bedding. The farmer provides the eggs for free and takes the chicks back after 2 weeks.
 - Patricia is in the process of recruiting volunteers to make this sustainable. Glenda recruited 2 new volunteers and 2 previous volunteers re-committed.
 - The next batch of eggs will be incubated starting 13 March with the expectation of them hatching by Good Friday (3 Apr).
 - The Chair thanked Patricia for doing this again as it is very popular with the residents.
- **HCH Annual Program Review Day – GM FC Contribution – Michelle van B**
 - Every year HCH sets aside a day for all the department heads to provide an overview of the past year - their successes and challenges. Family Council was again asked to participate.
 - The Chair attended Annual Program Review Day and provided a high level overview of FC purpose and activities over the past year:
 - FC is an independent volunteer group of family members and friends of residents.
 - While monthly Zoom attendance is small (4-7), we do reach 121 people via email who have an interest and follow what happens at family council meetings.

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- Our overall goal is to constructively help support our loved ones to live their best possible lives.
- FC strongly supports the shift to person-centred-care for staff to better connect and engage with residents. Person-centred care has been the gold standard in LTC for more than a decade and there are lots of different models (Butterfly, Eden, etc.). HCH has been slow to adopt this change. Over the past ten years, many other homes in Ontario have successfully adopted and implemented person-centred care models.
- Last year, HCH adopted and began the process of implementing the Eden Alternative model of care. We are concerned 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 HCH succeed and catchup to the many LTC homes that have already adopted this better care model.
- The Chair also outlined the special projects Family Council has led on over the past year:
 - Gwen V continues with the creation/updating of Who Am I poster for residents who want to have one.
 - Patricia R led with the sourcing and purchasing of activity kits for the residents in each neighbourhood and the atrium. The ideas for the activity kits (including items for both men and women), originated from the Alzheimer Society Peel.
 - Patricia R created and led on the popular chick hatching project (and will again for the third round) located in the atrium
 - Liz T created and leads a monthly dementia friendly support group meeting in the GM Family Room – 3rd Monday of the month.
 - FC holds a bi-annual Meet and Greet (April and November) event in the GM Family Room. This is an opportunity to meet in-person and make family connections. Newer members may find this an invaluable opportunity to connect with others who have gone through the process. Having a loved one in LTC can bring about mixed emotions and one can be overwhelmed with the new administrative procedures/processes.
 - FC reached out to the membership with a survey to get feedback on what is working and useful. Based on survey feedback, we changed our Zoom meeting time to allow more working members to attend our zoom meetings. We also added an in-camera session to permit our membership to speak

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more openly amongst themselves without staff on the line. Although our Zoom attendance is low, many members read our agenda and minutes to remain current with GM events.

- We again formed a 6 member working group to review the results of the 2025 resident and family surveys to provide input and feedback on GM's Action Plan. We look for trends and focus on areas needing improvement.

- **Discussion:**

- In the ensuing discussion, a member with a loved one on Salty Shores (the Eden Pilot) shared that they appreciate the care and attention given. Another member pointed out there remain four other neighbourhoods who are not yet benefitting.
- Another member noted that Facebook has lovely posts but wonders if this is a true representation of what happens throughout GM.
- Another member shared that she has seen considerable change on Salty Shores including a pleasant culture during dining; TV not being used as a baby sitter; and more staff engagement with residents, even by a one-on-one caregiver tasked with supporting a single resident (i.e. caregiver engaging with all residents). However there is still a gap between weekdays and weekends.

- **Home Information Update – Justine D**

- **Communication with Families**

- The Chair commented that the current communication with families is fragmented and not everyone gets the same information. Persons subscribed to Cliniconex receive information by telephone or text. Persons subscribed to Evoke/Engage received emails. Not everyone who wants information receives the same information in the same way. FC with no resources created and maintain an email distribution system for anyone who wants to receive information about Family Council , including anyone interested i.e. extended family or persons of interest to a resident
- Justine commented that Cliniconex was setup for Medical POAs and Evoke was setup to reach Financial POAs. During covid, Cliniconex also reached family members (max 4) permitted to visit a resident during lockdown. The expectation is for friends of residents or extended family members to get information from the HCH website, such as outbreak info.

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- The question arises why can't GM Admin create a similar email list so everyone interested gets the same information? Justine responded that she has no clerical staff to do this nor is it a ministry requirement; only need to communicate with POAs. There is also no additional budget. Evoke/Engage has a Mass Email Broadcast feature to reach POAs and general distribution for an additional cost.
 - The Secretary commented FC created a distribution email data base for zero cost, just a little investment in time. The email listing could be done in Microsoft Access or Excel or even create a distribution list in Outlook for free. From the back of the envelop calculation, to setup the email distribution list requires about 10 hours (120 residents x 5 minutes per email entry=600 minutes). These 10 hours could be spread out over a couple of weeks. To maintain the email listing is not time consuming – say you have 3 updates a month – this requires only 15 minutes per month. As FYI, last year GM had a turnover of about 28 residents. Thus once setup, it is not onerous to maintain.
 - Justine again stated that there is no clerical staff to do this work and that this is not a ministry requirement. The requirement is for only POA communication. Any extra time is devoted to resident care.
- **Family Room Bookings**
 - The Chair expressed that there is confusion around the protocols for booking the family room on peak holidays. The Chair was told by the interim CEO that these bookings can be made at the Administrator's discretion.
 - Justine responded that this room is in high demand and available on a first-come basis but not on peak holidays. To ensure fairness and equability, no reservation will be accepted on peak holidays to curtail the same families from booking the room for major holidays (Christmas, Easter, etc.). The HCH policy is under review and will be re-assessed to better meet the needs of residents and families.
 - The Chair responded that it is precisely during the holidays when most families are available to gather and would want to use the room in order to include their loved one in holiday celebrations. Families understand there is only one room. Having the room sit empty when at least one family could benefit does not make sense.
 - A member asked about the possibility of more families booking the room but for shorter time intervals, e.g. an hour or two. Justine responded that on holidays there is skeleton staffing for cleaners needed for IPAC (Infection Prevention And Cleaning) and garbage collection purposes. Another member responded the contract says families need to clean up after themselves (and they do) and this is a home and not an institution needing strict IPAC standards. The dementia support group set a

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precedent and was able to book the room on a peak holiday. Since there were no issues, why can't it continue?

- **Other Updates**

- Dr. Tran resigned and left 28 Feb. Doctors Elahi and Haran will now cover all the GM residents.
- During a recent Ministry visit, GM received 1 Written Notification (WN) about an improper isolation procedure. The previous 3 visits had no findings.
<https://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=2942&tab=1>
- The Chair participated in the Annual Program Day and made a presentation (see Appendix for details).
- GM is making strides to institute Purposeful TV Watching (PTW). PTW is designed to use the TV for a purpose (just like in a home) and not as a generic babysitter.
- Tracy Kamino (HCH CEO) returned from sick leave. Welcome back Tracy!
- The three (3) Hamilton Aviary buggies in the atrium were adopted. GM will be fostering another set of birds. Residents will again help in the preparation of food and making toys for them as part of meaningful engagement.
- St John Ambulance will be providing a companion dog visit for residents every Monday. In addition, there will be a parrot visit monthly.

Financial

- The FC account balance as of 31 Dec 2025 is \$169.79 (subject some verification by Patricia R)

CLOSING REMARKS/REMINDERS

- 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, as an Advisor, 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 and the creation of the activity kits.
- Next meeting: **Wednesday, 8 April 2026** at 12:00PM by Virtual Zoom.
- Please send your comments, observations and suggestions to:
gracemanorbramptonfc@gmail.com

MEETING ADJOURNMENT

Appendix – FC Presentation for GM Annual Program Day

Appendix

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.
- 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.

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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.