

**Maxville Manor Family Council – virtual meeting**  
**April 15, 2021**

Family Council members	Judith Stanway (Chair), Liane Green, Muriel Aitken, Lynn Stevenson, Heather Ross
Guest	Amy Porteous
Regrets	Claire Bellefeuille

1. Welcome and opening remarks
2. Presentation by CEO Amy Porteous

Manor redevelopment

Amy presented a power point with information that has been sent to the Ministry.

The Ministry approved the proposed layout submitted by the Manor however the project team will need to confirm if it is feasible.

The redevelopment project will:

- a) increase the capacity of 38 new long term care beds over the next 3 ½ years
- b) upgrade all classified B and C beds (total of 122 beds) to A standards by 2025
- c) create 30 – 40 additional jobs

Next steps: hiring a project manager (currently underway), procuring for architect/prime consultant (procuring through MERX), informing the resident council, conduct community information sessions and launch a fundraising campaign (\$3 million needs to be raised in order to complete the project).

Satisfaction survey results

Response rate was very low: 35/111 residents and 30/111 families responded.

Q / How did residents answer the questions given the survey was online?

A / Staff went to all resident rooms and asked them if they wished to participate and read them the questions in person.

The overall care, services, staff friendliness and cleanliness of the home were positively agreed upon throughout the survey.

Residents are impressed with staff being so friendly and caring as well as the cleanliness of building grounds and their rooms. Residents recommended improving the short-staffed issues and creating more activities and music engagements.

Family members are impressed with the caring of staff and the steps taken during the Covid pandemic especially pertaining to the communication and transparency.

### 3. Q & As

- Q/ The proposed layout still has long hallways throughout the building. We thought the Manor was going to make them more into a group setting type of layout versus long hallways?

A/ The newest trend is towards smaller resident home areas and getting away from the hallways. The project team and architect will be consulted about the proposed layout.

- Q/ How will you get new staff if you can't get new staff in now?

A/ Additional staff will only be required once the redevelopment wings have been built.

The next few years will be spent on continuing the positive reputation of the Manor while it works on making sure staff is happy. The Manor will need to build an innovated model to acquire staff.

Suggestion: inform the local high schools about the future employment opportunities.

- Q/ When are you going to be able to start occupying beds again given all of the COVID protocols and restrictions?

A/ The Manor cannot admit new residents during an outbreak, which the Manor is in right now. Once the outbreak has finished, they will be allowed to admit 3 residents per week while adhering to the Ministry directives. There will be one bed available, per area, of the Manor to account as an isolation area.

- Q/ If we are going to have more staff and residents, there will be a big need for parking.

A/ The Manor will reinstate the old parking lot, which is located west of the Manor. This area is currently not being used and it's owned by the Manor.

- Q/ How have you involved the Union with the staffing changes and the issues with staff and their sick time?

A/ When Amy started at the Manor, there were 8 outstanding grievances. She has worked extremely hard since beginning at the Manor and can happily report there is only 1 outstanding to date.

A new staffing schedule is being implemented in May to create stability, which in turn should keep sick time at bay.

- Comment: the cigarette butts in front of the Manor need to be cleaned.  
A/ Management has recently discussed this and putting an action plan in place to have it cleaned quickly and how to keep it clean.
- Comment: members expressed some frustration with the prolonged Outbreak Status, especially since recent Ministry directions state that Outbreak status should only be declared when there are 2 or more lab-confirmed cases, which are epidemiologically linked, within a 14 day period. Amy advised that Manor management was working with the Eastern Ontario Health Unit to clear up this issue.  
Suggestion: That Family Council and /or individual members write to the EOHU with their concerns
- Comment: Amy recommended a book for the council to read called "Happily Ever Older" by Moira Welsh - a book that she also has provided to all members of the Board of Directors

4. Next Meeting will be scheduled in two months.