

Maxville Manor Family Council – virtual meeting
November 16, 2021

Family Council members	Judith Stanway (Chair), Liane Green, Heather Ross
Guest	Amy Porteous, Kristie McDonald
Regrets	Rainer Pethke, Muriel Aitken, Lynn Stevenson

1. Welcome and opening remarks

2. Business arising from previous minutes

- The Council discussed posting Family Council Minutes on Facebook and Instagram and decided it was not necessary at this time. Family Council Minutes will continue to be posted to the [Maxville Manor website](#).
- The Council was informed that the Activity Director will make sure the Resident Council will receive copies of the Family Council Minutes for review.
- Further information about the Maxville Manor Physio program will be sought and presented at a later suitable date.

3. Presentation by CEO Amy Porteous

[Maxville Manor Strategic Plan](#)

Amy presented a power point (Appendix A) of the new Strategic Plan for 2021-2024. This plan was approved by the Maxville Manor Board of Directors in March 2021.

The Council members and CEO discussed in detail the new Vision, Mission and Core Values the Manor is committed to implement. The Council also provided input on each value statement and how these values could be implemented. Amy encouraged everyone to send additional feedback to her directly.

After the Manor has done a review and analysis of information received from all stakeholders engaged, a summary of this information will be presented. Amy anticipates this to be available by end of December.

Amy is going to return to the Family Council with Director of Care, Kelly Keeler, to find out what and how the Maxville Manor can help support the Family Council and family members of residents who live at the Manor.

Manor redevelopment

Amy discussed the most recent developments of the Manor redevelopment project including:

- 8 concepts were developed for the new project and it has been narrowed down to 4 options for consideration (2 options for single story and 2 options for two stories).
- The next step is to get a costing expert to review all 4 options.
- The Manor has contracted [Bourgon construction](#) and anticipates to receive a costing report next Friday.
- Once costing is confirmed, the Manor will require to raise \$4 million to complete the project.
- Construction will begin spring of 2023 and construction could last approx. 45 months+.
- The Project Manager for this project is from Colliers in Ottawa. When the project begins, they will be on site but for now they collaborate virtually.
- All below standard rooms at the Manor must be updated by 2025 as per the Ministry.
- The Manor has consulted the Arnprior and Dundas Manor for lessons learned as they too have a similar scope and size of establishment. The Manor is also in close contact with Winchester CEO as they have recent experience with models and architecture.

Q/ When do you think you will be able to choose the final design?

A/ The final design needs to be a mix between building for the future but also building within the parameter of what we can afford. We won't know what we can afford until we see what we can afford.

4. Champlain Region Family Council Network

Upcoming Champlain Region Family Council Network Zoom meeting is December 6th. They are going to have a guest speaker on personal centered care. A topic of discussion the Committee put forward is: Help and guidance on how to recruit members for the Family Council.

5. Other

Q/ When can we go back to having face to face meetings?

A/ We can go back into the Manor anytime now with the new protocols in place.

Activity Director, Dina, is seeking a member to sit on the Person Centered Care Working Group options.

6. Next meeting is to be scheduled for Thursday February 10th @ 7:00pm.



MAXVILLE MANOR STRATEGIC PLAN

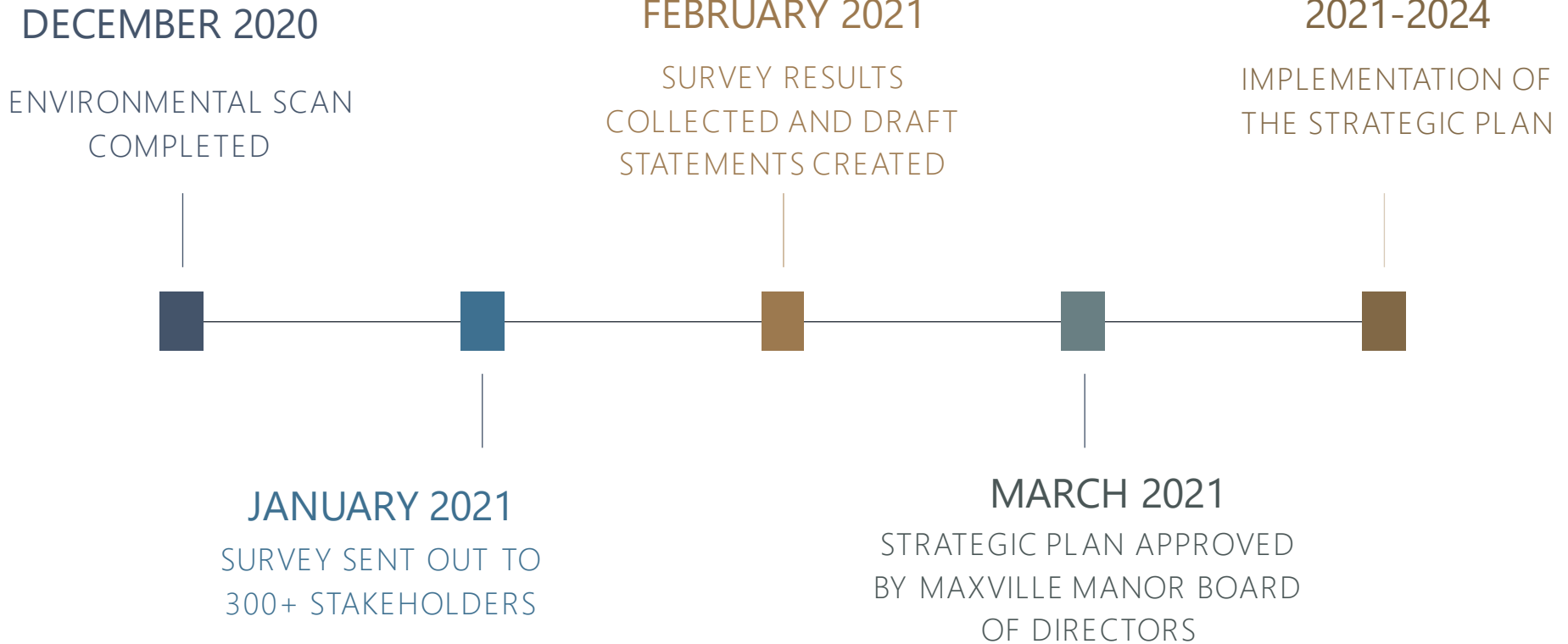
Amy Porteous
Chief Executive Officer
Maxville Manor



BACKGROUND

- Engaged 300+ participants
- Unit Tours
- Completed an Environmental Scan
- Survey of all stakeholders
- Draft statements with feedback

TIMELINE





NEW VISION, MISSION AND VALUES

Our Vision:

An exemplary campus of care, Maxville Manor leads the way in care and services.

Our Mission:

A caring community providing a continuum of long-term care, residential and community services designed to meet the evolving needs of the people we serve and those dedicated to them. We serve with our hearts.

Our Core Values:

Dignity and Respect People Centered Compassion Excellence
Accountability Collaboration Bring Joy

STRATEGIC DIRECTIONS AND GOALS



PRIORITY PROJECTS

- Living our Values project
- Residents plan e.g. Models of care
- Outreach plan
- Glen Garden Village plan
- Quality program
- Policies and procedures
- Orientation program update
- IT plan including PointClickCare implementation
- Fundraising plan
- Attendance management program
- Retention and recruitment plan
- Facilities and equipment 3-year plan
- Staff engagement plan
- Family/Caregiver engagement plan
- Volunteer engagement plan
- Ontario Health Team involvement
- Marketing/Communications plan
- LTC redevelopment and expansion plan

OTHER STEPS TAKEN...

- Updated posters and banners throughout the Manor
- Updated Maxville Manor website
- Holding open sessions with staff, family and resident councils and volunteers
- External meetings with key partners

VALUES SESSION



WHAT ARE VALUES?

- Values are intended to remind everyone what to focus on
- Must be clear what specific behaviors and attitudes the employee/volunteer is supposed to do at work to live the Value
- Members of the organization should have a clear understanding of how to put each value into action
- Values are the soul of a culture
- They reflect the character of an organization and establish expectations of how people should treat each other

ETHICS

core
values

principles



WHY ARE WE
DOING THIS?

- Part of the Strategic Plan
- Need a commitment by members to live by Values and to make them come to life through behaviors and attitudes
- Must address our culture at the Manor

**QUESTION #1: DO YOU AGREE WITH THE DRAFT
VALUE STATEMENTS? ANYTHING THAT SHOULD
BE REMOVED? ANYTHING MISSING?**

Dignity and Respect: We believe in the inherent worth of all people. We welcome diversity and are respectful of the dignity and autonomy of each person.

People-centered: We put people and their families at the center of decisions, working alongside our employees/volunteers to get the best outcome.

Compassion: We are sympathetic and conscious of the needs of others and have a deep desire to respond.

QUESTION #1: DO YOU AGREE WITH THE DRAFT VALUE STATEMENTS? ANYTHING THAT SHOULD BE REMOVED? ANYTHING MISSING?

Excellence: We achieve excellence through learning and continuous improvement. This challenges us to be innovative in the care and services we provide.

Accountability: We have high standards and we help each other achieve them. We are ethical, transparent and responsible for our actions and results.

Collaboration: We value working together to promote a caring and supportive environment. We value all partnerships which further the care and services we provide according to the needs of our community.

Bring Joy: We want to bring happiness to those we serve and to each other.

QUESTION #2: HOW SHOULD EMPLOYEES/ VOLUNTEERS DEMONSTRATE EACH VALUE?

Dignity and Respect: How can employees/volunteers show dignity and respect to people we serve, loved ones and other staff?

People-centered: How would you like employees/volunteers to represent as people-centered?

Compassion: How can employees/volunteers show compassion to the people we serve and other staff?

Excellence: What actions can employees/volunteers do to demonstrate excellence in care?

QUESTION #2: HOW SHOULD EMPLOYEES/ VOLUNTEERS DEMONSTRATE EACH VALUE?

Accountability: Can you give examples of how employees/volunteers can be made accountable for their behaviours and attitudes?

Collaboration: Can you give me examples of how employees/volunteers can work collaboratively to achieve daily work?

Bring Joy: How should employees/volunteers bring joy to people we serve, loved ones and other staff members?

QUESTIONS?

