

Maxville Manor Family Council – virtual meeting
June 14, 2022 at 7pm

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| Family Council Members | Rainer Pethke (Chair), Judith Stanway, Carol Hambleton, Beverley Hersovici, Lynn Stevenson, Muriel Aitken, Heather Ross, Gail Seguin, |
| Guest(s) | Amy Porteous |
| Regrets | Diana Kemp, Liane Green, Keith Penny, Dina Murray-MacDonald |

1. Welcome and opening remarks

Thanks to Amy P. for attending in person on short notice and setting up Zoom access with her laptop.

As we're a small group this meeting is informal – questions and comments were welcomed throughout.

June 15th is World Elder Abuse Day. There are new regulations for homecare.

There were many good things to say about Carolyn Cameron as the new Assistant Director of Care supporting Kelly Keller.

The Family Council is felt to be making positive changes.

Steve LaFleche - RPN for hallway F/G evening shift has resigned. The Manor is looking at new techniques for recruitment including the 'Indeed' platform.

Amy's focus on 'Care from the Heart' is driving culture change but change takes time. Staff have been seen wearing T-shirts that say "We Serve with our hearts".

This and future meetings will be supported in-person or via Zoom to meet personal preference. The Chair encourages that at least 2 meetings per year be primarily in-person as it helps with team building. The next time we would try to get everyone together is anticipated to be for our December meeting.

2. Draft Maxville Manor Caregiver Support Strategy reviewed by CEO Amy Porteous

The initial draft was presented at the April 27th FC meeting. Amy reviewed the current status. Each activity was discussed, most are in process. Some, such as integrating the values of the Manor into performance evaluations and interviewing, are already completed as are the newsletters promoting the family council.

A few of these activities were previously assigned to the Family Council for next steps and some need action and/or support from Manor staff to move them forward.

- **Caregiver ID.** - <https://ontariocaregiver.ca/caregiver-id-formal-recognition-of-the-caregiving-role/>. Judith Stanway has prior experience with Caregiver badges at the Manor and volunteered to work with a designate from Amy's team to define 'essential caregivers' and put the program in place. This would include

awareness between residents, staff and caregivers of the significance of someone wearing a Caregiver ID in future.

- **Family Liaisons** – This will not only ease the way for new families to find their way during the stress of integrating into a new environment but was seen as a key to recruiting new members to the FC.

On May 2nd Dina was provided the list of current FC members willing to act as liaisons for new families. FC is waiting for Dina to establish the in-house processes that will allow us to contact new families or vice versa, as appropriate. – Next steps: Amy will take the action to encourage this process to be established, ideally before the next FC meeting at the end of August.

- **Review of the Annual satisfaction surveys and resident handbook** are expected by September. The handbook and survey template will be distributed to the FC for comment before then.
- **Quality Care Teams** - Kelly has been provided with candidates from FC to attend her quality team meetings. Carol – Falls and Restraints committee, Judith – Responsive Behaviours Committee. Rainer – Over-Arching Committee. The list of committees can be reissued upon request to Rainer as additional participants are welcome.
- **Alzheimers and Parkinsons Information Sessions** for caregivers and families through the Alzheimer's Society, Parkinson's support groups and the Ontario Caregiver Organization.
 - Carol will work directly with Dina or her designate to establish a session at the Manor at a mutually convenient time. The contact at Parkinson Canada is Jeanette Trottier. She is willing to come to Maxville Manor in person or via zoom. Dates and times can be discussed with her. She can be reached at 1-800-565-3000. The session can be advertised thru Kristie's newsletters once the details are confirmed. At least 20 people can easily be accommodated in the Chapel and many could attend via Zoom.
 - Josee from the Alzheimer Society 613-936-3042 is willing to provide info and/or support a group at Maxville Manor. Note: - Note: - Rainer to reaffirm with Liane that she will lead this information session, similarly to Parkinson's.

3. Update on the Manor reconstruction

Amy noted that plans are proceeding and that she has met with the Stephane Sarrazin, the new MPP for Glengarry Prescott Russell. He has indicated his support.

The new designs will include family meeting rooms in each 16-bed pod.

Amy will look into the possibility of opening up the current town square for families and residents to gather or eat meals together again in the meantime.

Amy asked that FC members help identify candidates for a new paid position for a Campaign Coordinator for the expansion project. Ideally this would be a candidate with fundraising experience from the area.

4. Update on Food Services

Director David Rhodes will be taking retirement soon and Amy hopes to be able to announce his replacement within a week.

There was discussion on food quality and meal portion sizes. Clearly this is dependent on the individual's perspective, but note that regulations are very prescriptive.

Concerns were identified that the food could be cold when presented at the table. There are prior known issues with a steam tray not functioning, which has since been fixed. It was suggested that the new Director could connect with the Prescott Russell Residence to investigate why the food quality there was described by a former resident as superior yet they have the same budget and suppliers. It was also mentioned that the new Director of FS consider the timing of menu changes (Spring/Summer and Fall/Winter).

There was feedback that some residents feel they were brought to the table too soon or experiencing boredom while waiting for their meal. Not all residents are conversant. Amy's team is looking at solutions such as having favorite music played during mealtimes.

5. Website redesign

A contractor has been hired and the redesign is underway. The FC Chair has participated in the initial layout.

6. FC Facebook Page

A suggestion was made for the FC to have their own FB page to expedite communications between members and possibly families. We now have our own email account familycouncil@maxvillemanor.ca which is also in the FC brochure. The possibility of making a FC subgroup within the Manor's FB page is something that can be considered for the future. The Manor has a responsibility to protect their public image.

7. Liaison with Residents Council

The FC brochure identifies a responsibility of the FC as "To Liaise with representatives of Residents Council". Discussion was held on how to make it happen as they are independently led. Resident's Council currently has 4 'leaders' but the actual meetings are run by Dina and the minutes are produced by her as well. It's understood that requests have been made to clarify the hierarchy and structure of Resident's Council and once complete, the FC chair will work with Dina will establish a meeting between Council Chairs. It was requested that Amy review/oversee progress.

8. Roundtable

Note the prior comment re: Campaign Coordinator for the building expansion project.

<https://ca.indeed.com/jobs?q=all&l=Maxville%2C%20ON&start=70&vjk=23f79b7c1e3dbf49>

Discussion was held on smoking by residents and visitors, mosquito control and use of Themacells, parking, the new speed bumps, misuse of handicapped parking. Many of these will continue to present a challenge until the reconstruction but misuse of handicapped parking will not be tolerated and should be reported to front entrance staff.

Masking Policy remains a legislated requirement when entering any LTC facility however requirement has been dropped outside. The Family Council discussed the continued importance of all visitors wearing a mask when visiting a resident within the facility and continuing screening and rapid testing including outside for visits. The consensus was that it was an undue burden on staff to try to enforce outside masking for all visitors when the societal norm no longer requires it. That recommendation was made to the Manor to remove the masking requirement.

9. Next meeting

Date Tuesday Aug 23rd 7PM - at the Manor and via Zoom

Topics. – Status updates on the Caregiver Support Strategy and related activities

- Input on the family and resident satisfaction survey template and format and the resident handbook
- Results of the family communications survey issued in the 2022/05/20 newsletter
- Kelly and Carolyn will be invited to attend the next meeting to introduce Carolyn to the group as ADOC.
- Others as requested.