

**Maxville Manor Family Council**  
**January 16<sup>th</sup>, 2023**

Meeting conducted via Zoom

Family Council members	Rainer Pethke (Chair), Liane Green, Judith Stanway, Heather Ross, Gail Seguin, Carol Hambleton
Guest (S)	Amy Porteous
Regrets	Keith Penny, Diana Kemp, Beverley Hersovici, Muriel Aitken, Lynn Stevenson

1. Welcome and opening remarks

Condolences were expressed to one of our Family Council members, Lynn Stevenson, for the loss of her mother in December 2022. We send her and her family our deepest condolences and hope that we will continue to see her at the Manor.

The 2022 Family Council annual report and the previous minutes from October 2022 can be found here: <https://maxvillemannor.ca/family-council/>

2. 2023 Priority Projects

CEO Amy Porteous presented, in some detail, the most recent draft version 4 of her 2023 Priority Projects. The Priority project deliverables derive from the 2021-24 Strategic Plan.

A few topics of discussion were had concerning the:

- A Phase 2 of the Fixing Long Term Care Homes Act (FLTCHA) is expected imminently but there is little further information so far.
- Maxville Manor's re-design of their website in the coming year
- A desire to add a virtual tour video of the Maxville Manor to the website\
- Implementation of a dining music program starting with F/G followed by a table rotation program in Q2
- A new physio therapist company (TIA) officially starting February 1<sup>st</sup>, 2023
- Seeking funds for new technology through a Local Priority Fund application. A virtual reality set is expected to be purchased and possibly a robot.
- The FLTCHA calls for achievement of 4 hours of direct personal care/per day, per resident. Amy confirmed that this does not include management and others not providing direct care. The Manor is currently at 3.5 while the current average is closer to 3 hrs/per day
- Commencing, in June, a pilot project will be initiated to hire international PSWs
  - A call for donations to help these individuals will be sent out in the coming weeks to help house and support them during their tenure.
  - The PSWs will be with the Manor for a 2 year term in a staff position.

- A new corporate video is being made for the Maxville Manor.
- The LTC Ministry requires the development of a cyber security program.
- Commencing in June a Tenera Care pilot project for a new call bell system will be implemented in the specialty care unit.
- A company started work today to rebuild the Pipers lounge (area that was affected by the fire by F/G hallway). This construction is expected to be done mid-February.
- The re-development construction will begin spring of 2024 pending fundraising.
- A campaign manager was hired and started a month ago.
- Amy is working with Ministry staff to investigate the development of a specialized unit for the needs of younger residents under 65.
- The leadership team is developing a “Maxville Model of Care” by selecting the best elements of existing models such as the Butterfly model etc. The hope is to engage residents and family council by the end of this year for implementation by Sept of 2024.
- ActivityPro is being integrated with PointClickCare. PointClickCare replaced MediCare in 2022 and is used to manage and track the daily services to residents. ActivityPro is Web-Based Software for Activity and Recreation Professionals in Long Term Care, Retirement Residences, Rehab Centers, and Day Programs.
- Frontline staff to get 7.5 paid hours per year to do on-line training including the documentation for PointClickCare.
- The Manor is currently interviewing for a Social Services Worker
- A key part of the 2023 Plans and Priorities is to develop the over-arching Quality Committee to guide the quality program and set priorities and review/update policies and procedures

### 3. Roundtable – final comments, feedback, schedule next meeting

- A status of open beds and ALC transfers (transfers from hospitals)  
Currently the Manor has 4 empty beds incl. 2 empty respite beds. The Manor is in contact with placement services every day. Respite beds are empty because of our current outbreaks. Placements are primarily from applicants on the LTC Ministry Crisis List. Alternative Level of Care (ALC) patients coming from hospitals have priority.
- Helping other residents at mealtime  
Amy will send out an update in the next Newsletter for those who want to

help feed other residents at mealtime can reach out to our Volunteer coordinator, Phyllis. These volunteers will have to take specific training which in turn can then become a designated volunteer to help at mealtime.

- Smoking area

A discussion was had about how residents must travel through the residents smoking area to get to the gardens. Amy will investigate the option of having a sign for visitors to smoke in the designated visitors smoking area, located outside, down the stairs near the staff lounge.

This concern has been identified and considered in the re-development project.

- Revisiting the intake process as the Family Council has not received interest from any new members or requests for liaisons. Members suggested adding Family Liaison's names on Facebook as a reminder for other family members who they can contact.

4. The next Family Council meeting is scheduled for March 20 at 6:30pm

- Emergency evacuation plans were suggested as topic for the next meeting but will probably be deferred pending the development of a mandatory Emerg. Preparedness Policy and Procedures Manual in Q2. Another is revisiting the resident intake process.