

# Maxville Manor Family Council - 2022 Annual Report

The Manor's Family Council (FC) is open to all family and friends of the residents of the Maxville Manor long term care residence. Its primary purpose is the enhancement of resident care and well-being. This is accomplished by working cooperatively with families, the Resident's Council leadership and the Manor's management.

The role and responsibility of family councils were first included in the Long-Term Care Homes Act, 2007 to recognize the important contributions Family Councils make to long-term care homes and the sector. The **Fixing Long-Term Care Homes Act brought into force in April 2022** provides homes with additional guidance to ensure the voice of the Family Council is present and heard as part of the Quality Improvement Committee.

The 2022 updated Act outlines several powers of a Family Council, such as;

- providing assistance, information and advice to residents, family members of residents and persons of importance to residents,
  - including when new residents are admitted to the home,
- advising residents, family members of residents and persons of importance to residents about their rights and obligations under the Act,
- attempting to resolve disputes between the licensee and residents;
- sponsoring and planning activities for residents,
- collaborating with community groups and volunteers concerning activities for residents,
- reviewing the following:
  - Ministry inspection reports and summaries received under section 152,
  - a written plan for achieving compliance prepared by the licensee, that the Director may have ordered,
  - the detailed allocation by the licensee of funding under the Act and the Connecting Care Act, 2019 including amounts paid by residents,
- advising the licensee of any concerns or recommendations the Council has about the operation of the home.

As such, the FC Terms of Reference (ToR) went thru several iterations including consultation with the CEO to ensure that we are of the same mindset and in alignment with the Act. It confirms a focus on residents. It clarifies membership, term, and roles. It received final approval by 2022 year-end and is posted on the Manor website.

The FC currently consists of eleven members including the Chair. We would love to improve participation and happily welcomed Gail Seguin as a new member during the year.

The FC is directly supported by Dina Murray-MacDonald, the Activities Director who acts as the FC liaison between this group and senior management. We thank her for coordinating meetings, providing space and equipment, plus posting to the Manor website. In 2022 any interaction with the Residents Council and their leadership was controlled by and flowed through her. A related objective for 2023 is to improve communications with, align our plans and priorities, and create opportunities to collaborate directly with the Residents Council and leadership in support of our mission to improve the lives of residents.

2022 was a busy year for the Family Council notwithstanding the impacts of Covid-19 and restrictions. The **FC saw a change in leadership in February 2022**. Judith Stanway chaired the inaugural meeting of the FC on Feb 10, 2022 and opened the floor to a change of leadership at that time. Rainer Pethke was voted-in as Chair for the next term. Thank you, Judith, for 6 years of dedicated service.

Rainer chaired FC team meetings on:

- April 27, 2022,
- June 14, 2022,
- Aug 23, 2022 and,
- Oct 25, 2022, with the next FC meeting scheduled for January 16, 2023

A general **email address specific to the FC, was established** - [familycouncil@maxvillemanor.ca](mailto:familycouncil@maxvillemanor.ca) - as was **the ability to set-up our own Zoom meetings** supported by the Manor's paid account which allows for longer sessions without interruption.

As covid restrictions placed limits on normal visitor access, the **FC bulletin board was moved to the entry/exit breezeway** to facilitate better access by family visitors. Meeting notices are now posted at the nurses' stations well in advance. **Meeting minutes can be found on the Manor website** at <https://maxvillemanor.ca/family-council/>. \*\* It's important to note that subsequent pages must be accessed via the arrows in the lower left corner of each set of minutes. \*\*

As of June 14<sup>th</sup>, the FC has been experimenting with **dual format meetings either in person or via Zoom**, the goal being to improve attendance by provide a choice for those who have travel and/or time constraints. Some technical issues, mostly having to do with audio, are being sorted out.

The FC **reviewed 2 Ministry of Long Term Care (MLTC) Inspection reports** (dated Jul 8<sup>th</sup> and Oct 6<sup>th</sup>) presented by a representative of the Manor administration. They can be found here:- <http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=C540&tab=1>. Note that all 2022 inspections were Ministry initiated as opposed to being triggered by a complaint. The Family Council and Chair are pleased to report a good working relationship with the Senior Administrator and are generally comfortable that matters brought forward to management's attention are considered appropriately without the need to resort to the formal complaint process with the Ministry LTC Investigations Branch. The relatively low number of incident reports casts the Manor in a favourable light when families are researching placement for their loved ones.

The FC was consulted and supported **visitor policies** designed to manage Covid outbreaks and distinguish outside visitors from caregivers.

The FC and Chair provided a **positive submission to the Ministry** consultation process **for the issuance of a new LTC licence** for Maxville Manor to accommodate its upgrade and expansion.

The Chair **participated in initial working groups for the Manor upgrade and reconstruction** as well as a group to **review and redesign the Manor website**. Both are expected to be more active in 2023.

The FC Chair and Manor CEO communicated and met as needed. This included **in-person reviews at the beginning and end of the 2022 term**. It **included feedback/opinions** on books or video including "Now What" intended for family members of loved ones admitted to LTC as well as Moira Welch's "Happily Ever Older" which looks at models for improved person-centered care.

The **FC hosted key presenters at each regular meeting**. Included were:

- CEO Amy Porteous to discuss the proposed Manor reconstruction and her Draft Caregiver Support Strategy.
- The Director of Care (DOC), Kelly Keeler, attended with a focus on medication dispensing and physio after several matters were brought to her attention.
- Carolyn Cameron was introduced as the new Assistant Director of Care (ADOC) and,
- Melanie Levesque spoke to her role as Infection Prevention and Control (IPAC) lead coordinator.

Several activities identified in the CEO's Caregiver Support Strategy were taken forward by Family Council. Specifically:

- **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. This program did not proceed as planned in 2022 due to Covid restrictions limiting visits to essential caregivers.
- **Family Liaisons** - It was announced in the Manor's Staff newsletter that there may be Family Council members sporting new yellow name tags that identify them as a Family Liaison for new admissions. Thanks to Judith Stanway, Liane Green, Lynn Stevenson, Carol Hambleton, and Beverly Herscovici for stepping up as either a primary or alternate on certain hallways. Rainer is a floating alternate for any unit, as and when needed.  
  
Family Council suggested that this service be added to the resident handbook as well as have a list of the individuals names listed within the nurse's station. It was added to the new resident intake process but there has been little uptake. It will be an area to review in 2023, if this in fact of value or if it might be better communicated.
- FC members reviewed and provided feedback on the **Annual Satisfaction Survey** templates and expect to be apprised of the results analysis in early 2023.
- The FC supported a review of the **Residents Handbook**.
- **Quality Care Teams** – The DoC was provided with a list of candidates from FC to attend her quality team meetings. Carol – Falls and Restraints committee, Judith – Responsive Behaviours Committee. Rainer as Chair will attend the Over-Arching Quality Committee. This central role in quality processes for the FC Chair is also prescribed in legislation.

Other activities undertaken by the FC include:

- **Alzheimer's Information Sessions** have been organized by FC member Liane Greene for caregivers and families through the Alzheimer's Society. Three in-person sessions were presented by Josee Desrochers-Leduc <josee.desrochersleduc@alzheimer-cornwall.ca> in 2022. Six more are scheduled for 2023. 11 participants registered including two from FC. Thanks to Dina for coordinating meeting space and for communications on the schedule.
- The groundwork has been laid and a lead established for **Parkinson's Information Sessions** which will commence once the Alzheimer's sessions have completed.

- The FC has been in contact with the MS Society and the Manor's training coordinator. Preparations are underway for **MS Awareness Sessions** geared towards staff, in the new year.
- The Manor FC continues to be an active member of **Family Councils Ontario (FCO)**, **The Champlain Regional Family Council Network (CRFCN)** as well as the **Ontario Caregiver Organization (OCO)**.
- The Chair attended the Manor's **annual general meeting (AGM)** with the Board.
- The FC reviewed results of the **Family Communications Survey** included in the 2022/05/20 newsletter. This survey was sent to all email addresses on file. 24 Responses were received with the majority preferring to get information via email/newsletters. With little more than a 20% response rate, informing families and gaining FC participation continues to be an area of focus going forward.
- Family Council benefitted from a private presentation and lessons learned from a member's account of their very personal experience with **MAID (Medical Assistance in Dying)**. This was understood to be a first experience for the Manor, as well.
- The Chair is participating in a multi-year research program focused on identifying and improving **Palliative Care** supports in retirement facilities and LTC. This is sponsored by the University of Ottawa and Bruyere Research Institute.
- The Manor experienced **disruption from a chimney fire at the FG hallway as well as multiple covid outbreaks**. Priorities for 2023 include building on the learned experience(s) and to take a closer look at the related quality processes involved in resident safety.
- The Chair participated in a **University of Toronto focus group on virtual vs physical attendance at medical appointments**.
- The Chair is an **active advocate in the Ontario Health Coalition**, and a member in the Cornwall and Ottawa chapters. The Chair participated in virtual townhalls as well as a public demonstration outside of CHEO/TOH supporting **adequate funding, staffing and fair wages for Nurses, PSW's and health care workers in the public system**.
- Three members of the **Residents Council leadership** were invited to attend our October meeting. We are looking forward to **improved interaction between the two Manor councils** as well as other family councils within the Champlain Region Family Council Network (CFRCN) in 2023. All residents are invited to our January FC meeting when the CEO will be our guest speaker to present her plans and priorities for 2023.

We hope the reader will agree that our little group added value and had a productive year despite Covid limitations. We are proud of what we accomplished in 2022 and look forward to building upon those successes in 2023.

Regards,

Rainer Pethke

Chair, Maxville Manor Family Council.