

Maxville Manor Family Council Minutes

Mar 20th, 2023

This was a dual Format Meeting conducted in person and via Zoom

Family Council Members	Rainer Pethke (Chair), Heather Ross (V), Gail Seguin, Carol Hambleton, Keith Penny (V) with Byron Trekfski (V) (from Australia) * (V) = virtual
Guest (s)	Dina Murray-MacDonald, Eleanor Ryan (V) and Shelly Sheedy (V)
Regrets	Liane Green, Diana Kemp, Beverley Hersovici, Muriel Aitken, Lynn Stevenson, Judith Stanway

1. Welcome and opening remarks

Between our meeting date and the issue of these minutes one of our Family Council members, Liane Greene, lost her Dad. He was a resident of the Manor as was her mother who passed in April 2022. We offer Liane and her family our deepest condolences and hope that we will continue to see her at the Manor and family council.

The Chair welcomed Eleanor Ryan and Shelly Sheedy from the Champlain Regional Family Council Network (CRFCN). They joined us via Zoom this evening.

Alzheimer's information sessions are going well and will continue monthly thru June.

MS training for staff was held on March 1st. It was well received, so much so that another session maybe conducted.

The 2022 Family Council annual report and the previous minutes from January 2023 can be found here: <https://maxvillemanor.ca/family-council/>

Previous minutes are considered approved as they are typically circulated for comment and approval after the last meeting.

2. CRFCN Presentation

Eleanor Ryan explained that the CRFCN is a volunteer organization supporting 5 districts which include Hawkesbury, Cornwall, Maxville, Ottawa and Renfrew. It has 60 long term care homes within this district. The Champlain Region extends from Deep River in the west to Hawkesbury in the east and includes the City of Ottawa. More information can be found at their website <https://www.champlainfamilycouncils.ca/>

CRFCN works closely with Family Councils Ontario (FCO) which is a government funded organization out of Toronto. Family Councils of Ontario (FCO) has a website <https://fco.ngo/> and contacts with good resources.

If you contact eleanor.cm.ryan@gmail.com and provide your email address she would gladly add you to the CRFCN email distribution list with information, upcoming events and even bulletins from FCO.

Eleanor is familiar with the Manor and has worked directly with Dina in the past to establish and support family councils. She likes the “Person Centered Care” approach. Person-centered care is a philosophy that recognizes that individuals have unique values, personal history and personality and that each person has an equal right to dignity, respect, and to participate fully in their environment including decisions on health needs and care.

She stressed the importance of The Family Council having a good rapport with the Administration and staff assistants.

Recommendations are to have the Family Council invite guest speakers from different aspects of The Maxville Manor such as maintenance, director of care, cleaning, etc. to give an overview of their role and to better understand their impact on the residence and resident care.

Eleanor would like to coordinate an open session to bring all districts together to share ideas, key issues, round table, guest speaker. Possibly a Saturday morning in May or June.

Shelly Sheedy – is a welcome recent addition to the CRFCN executive. She spoke to the importance of interactions between the group of 3: Residents, Families and Staff. Shelly also spoke to care models including Butterfly Model, Person Centered Care and support for families and staff.

The chair spoke to upcoming actions by the Ontario Health Coalition (OHC) <https://www.ontariohealthcoalition.ca/> to defend public healthcare and the erosion of resources to private for profit models. There is a local chapter based in Cornwall (CHC) that active on Facebook <https://www.ontariohealthcoalition.ca/> that can use everyone’s support in organizing, fundraising and support for gathering signatures. The goal is to gather over a million signatures on a petition and present it to Queens Park at the end of May.

Alignment with the Manor’s Operational Priority Projects

An updated document (Draft V9 update to that presented by Amy Porteous in our Jan FC) was discussed for alignment with FC activities. In 2023 the FC will focus will be on:

- The quality program for improving resident care.
- Review and input to any updates to policy and procedures impacting families and residents.
- New resident and family orientation.
- Sponsor educational events including another MS awareness training session for staff. Parkinson’s information sessions for general audiences are planned after the current Alzheimer’s sessions complete in June.
- Support for the revamp of the Manor website and the information therein.

- The resident satisfaction survey and related initiatives
- Facility redevelopment efforts and a possible specialized unit for youth
- Growth of the Family Council with a focus on supporting families of residents.
- Closer ties with the Residents Council
- There was some discussion on fund raising. As a non-profit the Manor has to raise a certain amount before the government kicks in money for reconstruction.
In the past the Residents council provided a welcome basket or flowers to welcome new residents. It was well received. The Family council currently holds no funds or means of fundraising.

Resident Satisfaction Survey results.

- Dina gave a quick (as we were into overtime) overview of the survey result and action plan.

64 questions- 59 Multiple Choice- 5 Word Responses
89 Respondents- 12 Residents- 77 on Behalf of a Resident
Consistently approx. 16-20 respondents skipped each question.
Less participation for questions that required Word Responses

Duration of time living at Maxville Manor

Less than 6 months- 11.94%
6-12 months- 17.91%
1-2 years- 23.88%
3-5 years- 34.33%
6+ years- 11.94

Satisfaction of overall care and services

Strongly agree- 54.93%
Agree- 42.25%
Somewhat agree- 2.82%

Recommends Maxville Manor

Strongly agree- 61.97%
Agree- 36.62%
Somewhat agree- 1.41%

Highlights:

- optometry and dental care is provided at the Manor but was not well known.
- there will be more weekend programming for residence
- a better process to address missing clothing

- Ensure that staff know about tools they can use to keep “unwanted visitors” from entering a resident’s room E.g. yellow magnetic strips
- Dina applied for funding and was able to obtain a new interactive portable projector for residents.

Copies of the survey results and action plan were forwarded to all FC members after the meeting. Unfortunately, they cannot be found on the Manor website but could be obtained directly from Dina upon request. It was also noted that the Residents Council section of the website has not been updated since Sept 2022.

Roundtable – final comments, feedback, schedule next meeting

The next Family Council meeting is scheduled for **Monday May 29th at 6:30pm**. This is after the Victoria Day long weekend.

Emergency evacuation plans were previously suggested as a potential topic for the next meeting but will be deferred pending the development of a mandatory Emerg. Preparedness Policy and Procedures Manual by the Manor in Q2. Another is revisiting the resident intake process. Your ideas and input are welcome.