

# Faith Manor Family Council Meeting Agenda

## June 19, 2024

<b>Date:</b>	WEDNESDAY June 19, 2024
<b>Time:</b>	7:00PM to 8:00PM
<b>Location:</b>	<b>Topic: Faith Manor Family Council Meeting</b> <b>Time: 7pm-8pm</b> Join Zoom Meeting  7 attendees.

AGENDA Items
<p><b>Welcome and chaired by Lynn Vanlieshout- Opening Statement:</b> The FC Chair welcomed everyone to the Faith Manor Family Council Meeting. She reminded everyone that this meeting is not to focus on individual personal concerns but to engage with families so we can work together with management to build a positive and collaborative relationship in order to make Faith Manor a great place for residents! FC Chair informed families that staff will stay at the end of the meeting should any family member want to address an individual or personal issue with them</p> <ol style="list-style-type: none"> <li>1. Minutes approval April 10/24</li> <li>2. <b>Ongoing Business -NA</b></li> </ol>
<p><b>3. New Business (45 minutes)</b></p> <ul style="list-style-type: none"> <li>● <b>Home Update</b> – Sellinor Ogwu-Administrator-(10-15min)-Home is at full capacity for approximately 3 weeks; suspect outbreak x1 resident with covid-staff did a great job at maintaining IPAC measures. What’s been noticed is staff aren’t getting the virus. No staff were reported unwell during this time frame. Sellinor spoke the the heat risk and the current temperatures are very hot so residents are to stay inside under heat risk assessment and policies/procedures to adhere to. Once heat risk lifts, residents will be brought out for fresh air. Some of our extra psw students will assist as well as the placement students in addition to recreation. Sellinor also shared about the extra psw coverage that FM will have and the ratio of staff to resident. A job fair was held and now the process begins of bumping and waiting for paperwork to be completed or hire which takes time. Comment: family member indicated there doesn’t seem to be extra psw on the home areas. Sellinor said they are currently in the middle of all this and waiting on the police check does pose a delay. She also some staff have been part time for over 3 years and deserve to get a full-time line. She also indicated that if there were more full-time lines it might offer increases stability. Sellinor understood-shared the offer for staff to do the 12 hr shifts and 4 days.../week but it was declined and often times once a hire is initiated, time HCH gets to them during the process they have already left and found another job at the hospital etc. so competition is also a factor in the hiring process.</li> <li>● <b>Mebratu Gebru-Spiritual Care Coordinator-Introduction</b>/Mebratu was introduced to team. Hired and commenced April 10/24He spoke a little on himself and Jody chimed in with the new role and how we will continue to build on it-some will be trail and error and still a lot of learning to do! So far, he is at</li> </ul>

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FM Mon, Tues and Thursdays and Wednesday and Friday at Grace Manor. He is doing bible study and reflection with a differently weekly theme along with chapel service Wednesday afternoons at GM and 1:1 Visits on his scheduled days. He meets and greets all new admissions within reason and attends care conferences accordingly. He will also chair the end of life committee once more enhanced training is in place. We will also work with existing pastors to enhance the overall spiritual are in HCH.

- Intro to **Afnan El-Bogi**-Dietary Manager-Afnan was welcomed to the meeting. She talked about her new role and how she did the food services supervisor role prior to this for approximately 3 years therefore very familiar with the home. She talked about the new summer menu (bit behind due to transition of roles etc.). she attends food committee meetings -new menu is rolled out every 6 months and the menu has a 3 week rotation. New things are added regularly. She considers residents likes and dislikes and the menu is tailored alongside the dietician and food guide. Some regular times stay on but variety is always considered too. Q: member asked why the menu was late into the season? Afnan stated they were a little behind with the changes with positions and the fall and winter was late as well so put hem behind a little
- **Lynn-updates** (10 min) -no updates to provide.
- **Wishing well program**-Jody (5 min)-Jody indicted there was 2 ballots indicating an increase n pet therapy and music therapy from same individual. Jody explained to group that we have music daily, have entertainment indie and out, music on the patio, scheduled entertainers, hymn sings, tv music, nature etc. as for pet therapy, we have 2 therapy dogs from St john's ambulance that come based on times good for the volunteer so may be hit and miss for family to see. They are loved by all the residents. We also offer various programs where we have hands on exotics, critter visits inside and out and we are adding bird visits for august name Delray! We have to be careful of fear, allergies of residents and staff. Jody will contact person and make a progress note. All member satisfied.
- **RAPS Program/Env Update**-(10 min) – our inventory of achievement gets updates annually. Some changes and upgrade to the spa rooms at GM have been noted. They also purchased an owl to help keep the geese away we didn't do that on time for FM.
- **Open Discussion**-(15min)- Jody discussed the MOH report on critical incidents and the tools used on the pro inspection. Zero findings of non-compliance. Information is kept on the family board and is always made public. Q: family asked what is going on with the new laundry service-why does it take so long to get items back? Jody did say it was discussed at am report and that it is a new system which will have some trial and error. There was also mention of the gentleman that come to visit his wife and his inappropriate ways which are currently being addr3ess but Jody will mention it again- Basia our resident advocate had already brought this forward so I won't address it with concern form as the administrator is already aware as they action this moving forward. Some of the balconies still have old plants hanging etc.- should've been removed in the spring-Jody will mention it to housekeeping and look herself.

#### 4. Closing Remarks/Reminders (1 Minute)

- **Next meeting: July 24<sup>th</sup>/24 @ 7pm via Teams**

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AGENDA Items
5. Meeting adjournment: 8:13 pm

*A. Confrickout*

August 22, 2024