

# Faith Manor Family Council Meeting Minutes

## July 24, 2024

<b>Date:</b>	WEDNESDAY July 24, 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  4 attendees.

### AGENDA Items

**Welcome and chaired by Lynn Vanlieshout- Opening Statement:** 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

1. Minutes approval June 19/24 (deferred to August meeting)
2. **Ongoing Business -NA**

**3. New Business (45 minutes)**

**Home Update – Sellinor Ogwu-Administrator-(10-15min)-**Home is still at full capacity for approximately 3 weeks! Happy to report that. The Ministry of health was in July 8-12 following up on a critical incident and IPAC measures. She reported they had no findings and that’s where the home wants to be. Training and education continued to be provided to the recruitment of registered staff. Trends are agencies and other organizations are offering competitive packages involving large salaries making it a challenge to keep staff and to hire. Faith manor continues to operate at its peak with care to all floors ensuring resident care is adhered to and to maintain full compliance. Hopefully something will be recognized at the municipal or federal level as this staffing challenge is across the board not unique to HCH but all long-term care. Q: member asked about brief process as it would appear some residents are struggling not having enough in the evenings. S: explained the continence program and ow it is administered. When supplies are ordered for each resident after they are measured by the program lead, they are stored on the floor and the backup supplies are kept in the basement of the old Faith Manor in what’s called the cage. If residents are saying to their loved ones they don’t want the size they have, the stock has been ordered in advance which means if other sizes are being offered they it offsets the supply demand for others. She also told member that the janitor can be called by charge nurse to get supply as needed. Sellinor also said she would take this back to the team lead as residents shouldn’t be adjusting size on their own or with their family involved. Member understood and was satisfied with answer. Q: member also asked why there is only 3 handicapped spots on the premises and a lot of times some vehicles are in the sport longer than they should be. S: its unfortunate when others take advantage of resources made available to others. Yes, parking is a challenge at best and they should be utilizing the spot as needed then leave accordingly. Member also made mention of the lack of variety for meals especially during dinner. S: asked member why does she think this is an issue all of a sudden? Member feels at times it just appears that way or a main meal with sandwiches seems frequent. Her

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husband is puree so it all looks the same and uninviting. She also made mention of how many residents require assistance. S: we are aware of the numbers. Pre covid, this wasn't an issue as we had a robust volunteer team who came and fed, placed aprons on residents, helped feed etc. Now due to covid, a lot of volunteers have returned but are still afraid of the covid rules, disease and impact it has made. However, our volunteer coordinator is always educating and recruiting new volunteers and is always trying to recruit to provide extra help with dining assistance. The home has recreation staff and placement students from both nursing and recreation who also trained and provide help during placement opportunities. S: also mentioned that with geriatrics, they often will eat a good breakfast and fair lunch but come dinner time they may not be all that hungry and their activity level varies during the day as well (member made mention of the food wastage as well). Member satisfied with response. In addition, Sellinor brought FM FC up to date on the following:

#### **Administrator Update**

##### **Financial Fraud Against A Resident**

On July 4, 2024 the home received a call from the Peel Region Police Officer informing us that an ex-employee is a suspect in a case of financial fraud against a resident. A 2<sup>nd</sup> floor resident debit card was used (using the PIN) to make various purchases in late October, November, 2023. Timelines have not been completely shared with the Home by the Police. Various purchases were made at various outlets (details not yet shared with the Home). The POA was alerted to these purchases through the resident's bank statements. The debit card has since been cancelled by the bank. We started our investigation of this issue immediately. We did not find any other incidents that may have been affected other residents on this floor, or any other home area in the home.

We could not establish how this ex-employee accessed the resident card and PIN. The resident was unable to communicate with us what may have happened. We are hoping that through their investigation, the Police will be able to uncover how this may have happened.

Families on the unit were informed and in particular the 8 residents that this particular staff was taking care of. We continue to encourage residents and families not to bring into the home valuable items. We will continue to share this information with families at all care conferences, and during the admission process. Our Family/Resident Handbook (pages 39-40) does provide the same information. During our investigation with the staff: we found out there were no suspicious behavior exhibited by this ex-employee. They were surprised to learn of this incident. They indicated that the individual under investigation was a caring and compassionate team member and a team player. They had no issues working with them. We are not aware of any resident who is in possession of their own credit or debit card. One resident on one unit informed us that they do have cards as they continue to order items online via Amazon.

The individual came into our Home as a personal support worker student, and due to their compassionate and caring exhibited towards the residents, the Home offered them employment at the end of their training. All staff do go through venerable police checks prior to studentship, or employment and there were no red flags on their Police Report.

We would like residents and families know that this was an isolated incident. Residents properties are safe, and we continue to encourage them to keep valuables by the bedside drawers with key location only known to them. The resident impacted in this incident was supported by the care team. They could not really understand what actually this was about. They could not explain to us any remembrance of their interaction with this individual. Since this issue is under Police investigation, the Police informed us that they will be

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dealing with the family directly. This remains an active investigation. Any updates from the Police will be shared with the residents and families.

This incident was reported to the Ministry, and we will continue to update the Ministry with any information that will be provided by the Police.

- **Lynn Updates**-no updates and Lynn didn't provide a CQI report summary for the meeting held in July. Other than the terms of reference that were updated, there wasn't anything to report on.
- **Wishing well program**-Jody (5 min)- Jody updated members on the ballots that came forward on the request of a new TV for a resident on 5<sup>th</sup> floor. This is something that the council can't afford and not really a realistic measurement. Jody indicated the recreation department received a donated roku tv that at we are trying to get installed for 5<sup>th</sup> floor cozy corner but mounting it is posing as issues. If this can be done then we may be able to provide the tv to the requesting family but it's understood they would have to purchase cable (or it can run off the homes WIFI as a smart tv). Jody will follow up with the family and make a progress note.
- **RAPS Program/Env Update**-(10 min) –Jody provided update to the RAPS team program. Slow over the summer due to varying vacation and gaps. She would like to send out another flyer to recruit a few things for the kids' zone to top up supplies. The inventory achievement list is always being updated at each meeting and our resident ambassador program is working well during non covid times as residents can't get to floors during an outbreak.
- **Programs update:** Jody indicated the Johnny cash event for senior's month went over well! Next big event is our 3<sup>rd</sup> annual Elvis day August 29<sup>th</sup> 130-3 at Faith and 3-4pm at Grace Manor! We have Cameron Caton aka Elvis, mobile petty zoo both manors, ice cream truck, vendors, raffle and kids table!
- **Open Discussion**-(15min)- Jody shared the flyer on direct dentistry and the contact information provided by nursing and also made mention of the eye care clinic that had just been at Faith recently and went over so well that another one will be added in. Lynn inquired about the consent form and if she could get her loved one included. Jody indicated she would follow through for her and they would correspond via email and directly to nursing. Laundry seems to be slowly improving, some floors still have some challenges and some don't. Member did send an email to the team and her requests were dealt with. Monitoring will be in effect for a while yet.

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

- **Next meeting: August 21/24 @ 7pm via Teams**

#### 5. Meeting adjournment: 7:58 pm



August 22, 2024