1. Meeting called to order at 6:34 pm.***Attending****:* 14 FC Members

1. Reminder of Confidentiality at FC Meetings.
2. Minutes of Thursday, March 21, 2024 approved with amendments.

* Vanessa noted that she had made 2 amendments to the Minutes for better clarification

1. Agenda for Thursday, April 18, 2024 approved with amendments.

* Vanessa mentioned she added Laurie to the Agenda to discuss SV’s 50th Anniversary

1. Guest Speaker: Laurie Pringle, Shalom Village Foundation, Director, Communications & Engagement

SV’s 50th Anniversary

* Laurie provided a sneak peak of SV’s 50th Anniversary festivities
* On Sunday, June 16, 2024, from 12:00 pm – 3:00 pm, SV will be hosting a 50th Anniversary celebration with tours in the updated areas, entertainment, BBQ, games, dignitaries, and a Commemorative Book
* Pat Morden, Board Members, FC and Residents’ Council Members will be at event
* Will receive letter in mail from David Horwood, SV’s Honorary Chair of 50th Anniversary event & fundraising

SV 50th Anniversary Commemorative Book

* 20-30 pages
* Photos from over the years, stories, accomplishments
* Mailing going to printer soon → Laurie showed a sneak peak of the mailing
* Laurie would love to include FC in book → up to 2 pages
* Share photos of FC Members and testimonials for why FC Members participate in FC and what they like about FC
* Laurie asked Vanessa to try get quotes from former FC Chairs about FC and SV
* Vanessa suggested putting a list of FC Accomplishments in the book
* Laurie also wanted to highlight how FC Members who have lost loved ones remained on FC, some volunteered at SV, and many stayed connected to SV
* Commemorative Book to be taken to conferences, handed out at tours; be a resource for people

**Action Steps:**

**-** FC Members to provide testimonials for why they participate in FC

- Vanessa to try track down former FC Chairs and ask for quotes about FC

- Vanessa to send FC Members’ quotes, any pictures, and a list of FC Accomplishments to Laurie

1. Guest Speaker: Cindy Sheppard, Shalom Village Administrator

About Cindy Sheppard

* Been in LTC for 30 years
* Accustomed to LTC environment and seen a lot of changes
* First job was a Recreation Therapist, starting in programs and development but later moved into quality
* Did consulting work with Extendicare travelling to LTC Homes in Ontario working on compliance plans, education, recruitment
* Was clinical instructor for PointClickCare Corporation, teaching LTC Homes how to document and do assessments
* Last 12 years worked as LTC Executive Director or Administrator

Cindy’s Role At SV

* She started at SV on Monday, February 12, 2024
* Since then, there were 3 major outbreaks and a Ministry visit
* She plans to spend time with Residents and family members/caregivers to get to know everyone
* Will focus on compliance and quality indicators
* Marianne oversees all of SV, Cindy in charge of all LTC operations at SV, including Nursing, Environmental, Recreation, Budgeting, Quality & Compliance
* She is the go-to person when FC has concerns
* Family members/caregivers welcome to stop by her office to say hello or email her anytime
* She will address any concerns or issues with family members/caregivers, just reach out to her

Cindy’s Vision For SV

* Make SV less institutional and more homey
* Looking at possible redevelopment in future → Starting visioning process
* In collaboration with Residents and FC, want to know what they would like in a Home environment and what could SV do to help them feel more At Home
* Group collaborative approach with Leadership Team, Residents, and FC to understand vision for SV and then proposing that vision to the Board and larger community
* Wants to do environmental scan to discover what is out in the community and then formulate ideas of how SV can be innovative and stand out compared to other LTC Homes → Make it a place people want to live
* Lots of opportunities for SV to grow and expand
* Need to tap into DementiAbility by tapping into different LTC Home models, i.e. Dutch Model, Eden Model, Butterfly Model
* Keep Residents independent as long as possible
* Bring back what Residents used to enjoy in their lives and are familiar with

1. Business Arising from Thursday, March 21, 2024 Minutes:
2. **Making Resident Hallways More “At Home” & Including Items For Dementia Residents – Ongoing**

* Want to have more sensory and tactile items in SV
* Snoezelen Room will be in SVToo 1st Floor soon → Quiet room with calming optic, sensory lights
* Vanessa asked about the 4 Activity Boards that Maintenance had created and were supposed to be hung on the walls for Residents
* Pictures still to be put back on walls once painting completed
* Vanessa mentioned having something similar to Ambient Activity Technologies for Dementia Residents that is less costly
* Created nursery in Snoezelen Room to bring back memories of being a parent
* Also have robotic Companion Pet Cat and Dog in Snoezelen Room
* Vanessa discussed how FC and Kathryn (previous FC Liaison) worked hard to create Montessori activity boxes located in each Dining Room, on both floors, in both buildings, that were easily accessible to Residents, family members/caregivers and visitors
* Since COVID-19, the activity boxes have been hidden for fear of items going missing and keeping them sanitized and have to ask Recreation Staff or Nurse for them, which defeated their purpose → Vanessa wondered if Dollar Store items could be purchased if items got lost
* Cindy agreed that the activity boxes should be accessible again
* FC Member asked if Cindy knew what colours for walls in SVToo meant, especially to Dementia Residents → Cindy not aware but she knew there was a “method to the madness” (Butterfly Model)

**Action Steps:**

- Cindy to discuss Activity Boards with Leadership Team → Want tactile and touch items for Residents to

provide stimulation and give them something to do

- Cindy to discuss making Montessori activity boxes easily accessible once again with Brigitte

- Cindy to find out what colours on SVToo walls mean

1. **Any Leadership Positions Been Filled Yet? – Update**

* Doing a lot of recruiting
* Still recruiting for a part-time Volunteer Coordinator to work 3x/wk
* Nasir Sarfraz, IPAC Lead, started on Monday, April 15, 2024
* Katelyn Burns, Office Manager, will start on Monday, April 22, 2024

1. **Need Concise & Timely Communication: Outbreak Updates, Incident Notifications, Town Hall**

**Recordings, etc.**

* Vanessa realized that a notice to introduce Nasir Sarfraz, the new IPAC Lead, was not sent out
* Vanessa asked how new hires, especially Leadership Team Members, were communicated to Staff because many did not know who she (Cindy) and Andrea (Balabusta) were and what Andrea’s role at SV was
* Cindy agreed that better communication to Staff needed to take place

**Action Step:**

- Cindy to work on communication plan to Residents, Staff, family members/caregivers, stakeholders

1. **FC Section In Next SV Newsletter**

* Laurie believed a short Newsletter would likely go out after the 50th Anniversary Event, to discuss Purim, FC, Shem Tov Awards, and SV’s 50th Anniversary

**Action Step:**

- Vanessa to provide a list of notable FC Meeting Guest Speakers for 2023 and part of 2024

1. **Guest Speakers For FC Meetings: Leadership Team Members, Alzheimer’s Society, etc.**

* Invite Marianne Klein, SV CEO, to May’s FC Meeting to discuss Strategic Planning

**Action Step:**

- Cindy and Vanessa to ask Marianne if she will be available for Strategic Planning at May’s FC Meeting

1. **Frontline Staff Attending Resident Care Conferences**

* Frontline Staff know best how Resident doing because they interact with them on a regular basis and would notice any changes, even if only slight changes
* Vanessa advised that that a Resident may still be participating in activities but knowing that there was a difference in how they participated in activities was extremely important information → behavioural changes
* Reading from notes did not provide entire story nor reassure family members/caregivers of that person’s knowledge of Resident → Frontline Staff had more intel
* Cindy agreed and said that after reading this issue in the FC Minutes, she will be setting up a meeting with Breanna and Olivia to understand what happens at Resident Care Conferences and will also attend some
* Cindy noted that she had never been to a Resident Care Conference where PSW was not present → PSWs were the ones taking care of the Residents
* FC Members informed that PSWs had never attended Resident Care Conferences at SV
* First Resident Care Conference (6 weeks), should be opportunity to build Care Plan → Needs to be unique and very specific, need to know what Resident likes and does not like, must be individualized
* FC Members informed that they had never seen a Care Plan → Would be good to see at least 1x/year
* Cindy agreed stating that a POA may send her a written request to see Care Plan, as it was a legal document
* Annual Resident Care Conferences should go through entire Care Plan
* Resident Care Conferences should support both Residents and family members/caregivers

**Action Step:**

- Cindy to set up meeting with Breanna and Olivia and attend some Resident Care Conferences to work on

making them better, more informative, and more tailored to relaying what was actually going on with

Resident and any noticeable changes

1. **Parking**

* Vanessa asked if new Arena Manager still allowing SV Staff and Visitors to park at Arena
* Cindy had not heard anything new but noticed Staff and Visitors still parking at Arena
* Vanessa suggested that Visitors be told that they can park at Arena, preferably gravel side, and Day Staff be reminded to park at Arena and not at SV
* Vanessa wondered if signs at last 2 SVToo parking spots will be removed, as Darts no longer dropped off/ picked up Goldie’s Program participants there → If cost incurred to remove them then best to leave them
* Vanessa asked if the parking spot lines would be repainted, especially on SVToo side → Cindy to find out
* Finalizing budgets within next couple weeks, so Cindy will see if repaving parking lot an option too

**Action Steps:**

- Cindy to find out about Arena parking, informing Visitors about Arena parking, and notifying Day Staff that

they must park at Arena

- Cindy to look into removing signs at last 2 SVToo parking spots

- Cindy to ask Angela about possibly repainting parking spots

- Cindy to get back to FC about possibly repaving parking lot if budget allowed

1. **Having Challah Available More Often**

* Deferred

1. **Notice For Synagogue: Open To All Faiths & When Allowed To Use It**

* Deferred

1. **Instruction Sheet Specific To Each Resident’s Lift & Transfer Needs In Resident’s Rooms For New Staff**

* Vanessa inquired about an instruction sheet placed at foot of Residents’ bed for lift & transfer needs and requirements
* Cindy explained problem of who would be in charge of replacing instructions when there was a transfer change because Care Plan automatically updated itself and prompts Staff about a change in transfer status through progress note
* RN first person to notice any changes in Care Plan and then communicate it to RPNs and PSWs
* PSWs accountable for checking Kardex and following Care Plan → More education needed
* PSWs need to know exactly what to do before entering Residents’ rooms, how to mitigate any risk for themselves and Residents, and the true needs of each Resident

1. **Website: Activity Calendars, Monthly Meal Plan – Ongoing**

* Deferred

1. **Rewriting Welcome Package for New Residents Of LTC – Update**

* FC Member inquired about status of Welcome Package
* Cindy relayed that the Welcome Package was close to being finished, just needed a few revisions, and will then send back to legal team to review
* FC Member suggested taking Jewish Life section out of Welcome Package and let it be its own living document, so everyone able to have a copy of it, not just new Residents
* FC Member wanted to ensure something about FC and its important role at SV was included → FC was included
* Vanessa believed FC may be responsible for creating a pamphlet to put with Welcome Package → Discussed with Olivia and will be working on (Part of Agenda item 7. m))

1. **Promoting FC**

* Promising Practices for FC presented at FCN-4 Regional Meeting on Wednesday, April 3, 2024 → See 9. b)
* Vanessa advised that before COVID-19, FC met in person and created name badges denoting “Family

Council Representative”, with SV lanyards to wear when visiting → Marianne agreed to allow FC Members

to wear this instead of screening stickers (Vanessa procured 5 SV lanyards and could easily get more)

* Vanessa hoped Shem Tov Award write-up will include everything she wrote about what FC does and all the accomplishments so far, as a way to further promote FC

1. **Steps of Service Checklist In Dining Rooms For Shabbat & Jewish Holidays**

* Deferred

1. **Holding A White Wine Tasting**

* Deferred

1. **Heat In Winter & Cooler Months Set to** **22°C-****23****°C Max. – Ongoing**

* Vanessa mentioned how heat in both buildings had been a long-standing issue for Residents, Staff, family members/caregivers, and visitors
* Boiler system takes time to respond to temperature changes
* Vanessa relayed how Maintenance commonly cranked up the heat to 25°C before a pending storm and this often occurred on a Friday, leaving Residents, Staff and visitors to suffer and swelter for the entire weekend, as no one had a key to the Maintenance Room
* FC Member suggested lowering blinds, especially in summer, to help with heat from the sun
* Cindy offered that Housekeepers could possibly lower blinds
* Looking at getting HVAC units serviced soon
* Vanessa asked how Residents could get portable A/C installed because her mother’s room, like some other rooms close to hers, had always been hot with even Staff commenting on how hot her room was, and a portable A/C had never been suggested to help with heat
* Cindy indicated that when heat risk assessments done, could identify Residents at higher risk of heat stroke, record temperatures of their rooms to ensure between 72°F-74°F (22°C-23°C) in comfortable range, and those rooms at higher temperatures could possibly have a portable A/C installed
* Cindy will look into but also needed to check windows to ensure portable A/C unit would fit

**Action Step:**

- Cindy to take back to Leadership Team to discuss

1. **Purchasing Locks For Shekter Memorial Garden To Memorialize Those Who Passed At SV**

* Deferred

1. **Staff Morale**

* Staff Appreciation Week will start on Monday, May 6, 2024

1. **Offering Masks To Residents On MilliMobile For Outings**

* Cindy was not made aware of this

**Action Step:**

- Vanessa to ask Oliva at next FC Meeting

1. TopicsDiscussed at the FC Network 4 Regional Meetings

* Deferred

1. New Business:
2. **Work On Terms of Reference**

* Deferred

1. **Updates**

* June is Seniors Month
* SV received report from Ministry regarding their recent visit and Cindy will share results with FC soon

**Action Step:**

- Cindy to share Ministry report with FC

1. **Strategic Planning Date**

* See 7. e)

1. **FCN-4 Regional Meeting**

* Took place on Wednesday, April 3, 2024
* FCN-4 represented largest region in Ontario
* 86 LTC Homes in FCN-4 with 11,000 Residents
* Wellness Conference – Evergreen Vitality Summit on Thursday, June 13, 2024, at Royal Botanical Gardens
* Topics include managing frailty, dementia, dealing with grief and mental illness, financial wellness, frauds and scams, and much more
* Register on Eventbrite before Tuesday, April 30, 2024 - $50, after $70
* Majority of LTC Homes normally had 5-6 FC Members
* Ideas to Promote FC & Get More People to Join:
* Establish FC Ambassadors for each floor in both buildings → Be a mentor and resource, especially with family members/caregivers of new Residents (with permission of family members/caregivers)
* FC pamphlet with more images and pictures than words → Put with monthly statements

**Action Step:**

- Vanessa to send FC Members copy of presentation slides from FCN-4 Regional Meeting

- Discuss having FC Ambassadors at next FC Meeting

1. **Access to SVToo Building After Being Screened**

* FC Member asked about accessing SVToo building after being screened → Having to go through Main Entrance again, using 1 busy elevator to get to basement and walk all the way around to SVToo was a pain for many family members/caregivers and Residents
* Keypad deactivated since COVID-19
* FC Member inquired if Concierge could give a family member/caregiver, once screened, key to unlock SVToo building and they could sign it out or return immediately → Could have more than 1 key available

**Action Step:**

- Cindy will take back to Leadership Team to discuss

1. **Permanent Agenda Items**
2. **Residents With Behavioural Issues: How To Keep Other Residents And Visitors Safe** **– Ongoing**
3. **Palliative Hearts**

* Belinda explained Palliative Hearts Project where she makes 2 soft, squishy hearts per Palliative Resident

with 1 heart given to Resident and 1 heart given to family member/caregiver, so no one feels alone

**Action Steps:**

- Vanessa to email Olivia and Belinda to e-introduce them and explain Palliative Hearts Project

- Olivia to email Belinda when there were Palliative Residents and tell her how many

1. **Sensory Blankets/Shawls**

* Belinda described how Sensory Blankets/Shawls were originally for Dementia Residents and now

handed out to new Residents at time of admission, now use specific patterns from alicesembrace.org that

are different coloured and patterned with texture; and that they used to be personalized but now only in

specific colours

1. **Spa Room Renovations To Make More Inviting To Residents – Alzheimer Society Recommendation**

* Alzheimer Society recommended Spa Rooms be renovated and to stop using them as Storage Rooms

**Action Step:**

- Cindy to speak to Brigitte

1. **Having A SV Cat**
2. **Future of Shalom Village**
3. **Gentle Persuasion Approach (GPA) Is NOT Gentle Nagging – Ongoing**

* Olivia and Miranda (ADOC) have now both completed GPA Certified Coach Training Workshop
* When Olivia returns from vacation, she and Miranda will plan a schedule of how they will get **all** Staff

trained within 1 year and training will then be on an annual basis

1. **Business Deferred**
2. **Ramps For Balconies & Sliding Doors Attached to Dining Rooms In SVToo**
3. **Snow & Ice Removal**
4. **Lights In SVToo Basement Hallway Extremely Bright**
5. **Food & Dining Room Experience**
6. **Headshots of Staff With First Names of Those Working On Floor and Designated Wing In Each Building**
7. **Evening Hours At Bubbi’s** **Caf****é For LTC Residents**
8. **LTC Operational Quality Committee**
9. **Resident & Family Satisfaction Surveys**

* Vanessa advised that no one had come to FC to present the findings of both the Resident & Family

Satisfaction Surveys that were conducted last year and unsure if they were presented to Residents’ Council

* Cindy believed satisfaction rate was high

**Action Steps:**

- Cindy to find out who will present results of both surveys to FC and Residents’ Council

- Vanessa to make changes to Resident & Family Satisfaction Surveys and send to Cindy and Olivia

1. **Change Picture In The FC Website Tab**
2. **New Call Bell System**
3. **Showcase Video “A Life Well Loved” – Show Virtually at a FC Meeting?**
4. **Newcomer’s Tea or Lunch for New Residents’ Family/Friends to Meet FC Members & Discuss What FC Is**

**All About**

1. **Adjournment**

* Meeting adjourned at 8:43 pm

**\***Next FC Meeting will be held virtually on Thursday, May 16, 2024, via Zoom**\***