1. Meeting called to order at 6:35 pm.***Attending****:* 9 FC Members

1. Reminder of Confidentiality at FC Meetings.
2. Minutes of Thursday, February 15, 2024 approved.
3. Agenda for Thursday, March 21, 2024 approved.
4. Guest Speaker: Andrea Levy, Shalom Village Balabusta

About Andrea Levy

* Family been members of Jewish community in Hamilton since 1889 and she is a true Hamiltonian
* Had many family members at SV over the years
* Family members have roots in all the Hamilton synagogues
* She has lived a spectrum of Jewish observance
* Recently graduated with Practical Nursing Degree (RPN) from Mohawk College
* Has experience in Geriatrics
* Has huge passion for cultural safety and person-centred care
* Been in customer service industry for 40 yrs
* Has own business as Kosher caterer and restauranteur
* Worked as Kosher caterer and Kosher supervisor for COR fairly regularly
* Doing BSc in Nursing at Western University

Balabusta’s Role at SV

* Balabusta is a Yiddish and English term, colloquially meaning “a good homemaker”
* Very excited because it encompasses all of her skills, knowledge and passions → felt role was made for her
* New position to SV and funding available until summer by Hamilton Jewish Federation
* Balabusta at SV to help increase the level of Jewish Life at SV and make it a real Jewish Home
* Definition of “Jewish Home” varies between Jewish people through a wide range of Jewish traditions, observances, experiences, and cultures from all over the world
* At SV to serve everyone, not just Jewish people, but people of all faiths and cultures
* Idea is to make everyone at SV feel “At Home”
* Defined by interactions with Residents, families and Staff at SV and community members outside SV
* Assist Rabbi Selevan with Synagogue stuff
* Consult with Patience about food and procurement to get better deals on higher quality wholesale food items, sharing of recipes and cooking tips
* Goal is to set up sustainable things that can easily continue on in her absence

Accomplishments So Far & Projects That Were In The Works

* Created system for having battery operated candles in every Dining Room on Friday nights for Shabbat
* Have volunteers for lighting candles on Friday nights
* Designed system for keeping track of Kosher status of equipment and working on simplifying it with labels
* Arranging activities in conjunction with Recreation Staff
* Did Challah Baking and Hamantaschen Baking Activities
* Want to arrange more baking activities because everyone really enjoyed them and great for invoking muscle memory
* Started Shabbat Newsletter
* Collecting Jewish content books (non-religious books) to put in Potting Sheds in SVToo → Donations welcome
* Collecting Jewish magazines and discovered that the kids magazines had great content and bright colours → Will be distributing them once Andrea and Breanna receive more
* Connecting with Jewish community groups to increase interaction → Kehila School, Hamilton Hebrew Academy, Temple Anshe Sholom’s Hebrew School, and McMaster Hillel
* Upgraded Kiddush linen to make it look nicer

Jewish Life At SV

* Even before COVID-19, Jewish Life was starting to diminish and suffer at SV
* Staff did not seem to know Steps of Service and importance of Shabbat dinner, Passover, Rosh Hashanah and other Jewish Holidays
* For Passover, salt water and egg constantly forgotten and its purpose trivialized, food often got missed such as Kosher for Passover Horseradish, and important parts of Haggadah were overlooked, i.e. *The 4 Questions*
* Idea of creating standardized Haggadah was borne out of the problems that arose at Passover Seders
* FC Member took over Haggadah project, which thanks to help from Andrea’s husband, was almost finished
* Would like Staff to have knowledge of Jewish Holidays, traditions, food, and importance of Steps of Service
* Andrea encouraging Staff to ask her questions about Jewish Life and felt a desire to understand was there
* FC Member surprised by lack of Jewish Life at SV
* FC Member explained that lighting the candles was not being done until their mother and them took on the responsibility, Rosh Hashanah and Passover were held in 2 different Dining Rooms, and blessing for challah not being recited in both Dining Rooms
* Vanessa noted that Brigitte was working on holding a combined 1st night Seder in Goldie’s with everyone who wanted to celebrate and their guests
* For Rosh Hashanah, if Goldie’s unavailable or would be too much work, it would be great, if room will allow, to have it held in 1 Dining Room on each floor instead of 2 Dining Rooms to allow for a community feel
* Andrea liked idea of holding Seder in Goldie’s for those who want to celebrate
* For Jewish Holidays and events, would like a sustainable program that those who want to celebrate could go to Goldie’s and those who did not could remain in Dining Rooms that still had Jewish Holiday feel
* Vanessa would love to have people singing Grace After Meal like the Apartments had → Singing and music do wonders for people, especially Residents
* Andrea thought high school Student Volunteers and a Volunteer Coordinator would help
* FC Member mentioned a group of male singers that came to SV and sang in Dining Rooms and Residents’ rooms on both floors and in both buildings for Simchat Torah → Was magical and emotional in a good way
* Andrea suggested finding out who the singers were and have them back
* Andrea noted that she and Brigitte discussed having McMaster Hillel volunteer at SV but wondered if they should come in to sing at meals or at Jewish Holidays

**Action Steps:**

- Andrea to discuss with Leadership Team and Rabbi Selevan about holding Seder in Goldie’s and possibly

Rosh Hashanah

- Andrea to find out who the Simchat Torah singers were

- Andrea to ask Brigitte about McMaster Hillel coming to SV to sing at meals or at Jewish Holidays

1. Business Arising from Thursday, February 15, 2024 Minutes:
2. **Making Resident Hallways More “At Home” & Including Items For Dementia Residents – Ongoing**

* Deferred

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

* Kristie Wiedenfeld, Food Services Supervisor left
* Loretta Banares, IPAC Lead left
* New IPAC Lead hired and will start in April

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

**Recordings, etc.**

* Olivia mentioned that during last outbreak, communication was sent on a very regular basis → Received feedback on consistency of communication and asked FC Members for their thoughts
* FC Members had differing opinions, but consensus was to have communication everyday → More was better to help arrange visits to SV
* FC Member proposed putting “No new cases”, or the exact number of new cases and where they were located, or if there was a new type of outbreak, in a summary sentence at beginning of email so, people could decide whether to open the attachment and read it in its entirety
* FC Members advised that wording in attachment was confusing → total number of new and existing cases
* Vanessa suggested writing the word “one” first, with the number written in brackets “(1)” and should state, for example, “There is one (1) new case of COVID-19 in SVToo Mayfair for a total of five (5) cases in SVToo Mayfair and a total of eight (8) cases in SVToo 2nd Floor.”
* FC Member suggested being more specific in subject line of emails, i.e. writing “Significant Change” or “Daily Update”

**Action Step:**

- Olivia will take ideas back to Leadership Team

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

* Vanessa missed deadline for SV Newsletter but believed that her nomination for the Shem Tov Award would provide an opportunity for FC to be highlighted in the next SV Newsletter (see 8. e) for explanation)

**Action Step:**

- Olivia to confirm next deadline submission date for SV Newsletter

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

* Invite Cindy Sheppard, SV Administrator, to April’s FC Meeting and have Sarah Klink, Music Therapist, as back-up

**Action Step:**

- Olivia to invite Cindy Sheppard to April’s FC Meeting, if she is not available, ask Sarah Klink to attend

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

* Deferred

1. **Snow & Ice Removal**

* Deferred

1. **Parking**

* Deferred

1. **Having Challah Available More Often**

* Cost of challah was prohibitive at approximately $9.00 per loaf
* Andrea explained that many Jewish homes only eat challah for Shabbat and not every day
* Vanessa stated that Fortinos sold Hermes challah ($3.49) at a 20¢ difference than for other Hermes bread
* Andrea advised Patience to have someone with a truck periodically go to Lenchner’s Bakery in Concord or order from Montreal Kosher → Baking from frozen would require more work and Staff
* Could buy from Fortinos in bulk, if cost effective
* Vanessa noted, and Oliva confirmed, that the Ministry provided a food budget of $12.00/Resident per day for all 3 meals & snacks, with no added money to offset the extra cost of Kosher food
* Andrea wondered if the 4 Jewish LTC Homes in Ontario should come together and share information to discuss ways to help with cost of food and advocate for Jewish LTC Homes and Residents

**Action Step:**

- Andrea and Patience to continue working on ways to procure challah bread more often and at a lower

price

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

* Vanessa asserted that a notice needed to be posted outside the Synagogue stating that it was accessible to Staff, Residents, and Visitors of all faiths for prayer, meditation, or quiet contemplation, and should state if it was open all the time or exactly when it was open, i.e. it was OK to enter despite lights being off
* Creating a notice was discussed with Rabbi Selevan at October’s FC Meeting and Laurie had offered to help with the wording
* Vanessa had not heard anything back from anyone and had not yet seen a notice → She offered to help with wording, if needed

**Action Step:**

- Andrea will speak to Rabbi Selevan and Laurie about posting a notice outside the Synagogue

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

* Deferred

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

* Deferred

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

* Deferred

1. **Promoting FC**

* Family Information Boards had been put up on the 2nd Floor of both SVO and SVToo
* Olivia will reorganize the current board on 1st Floor of SVO and create a Family Information section

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

* Vanessa mentioned idea of creating a Steps of Service Checklist to post on all Dining Room walls for Shabbat and Jewish Holidays → A way to help Staff and make life easier with less to remember
* Can have checklists laminated to allow for dry erase markers to be used
* Patience had given the green light to do it but wanted to wait for Andrea to start for input and help
* Andrea liked idea and would like to see that happen

**Action Step:**

**-** CreateSteps of Service Checklists

1. **Holding A White Wine Tasting**

* FC Member had proposed holding a White Wine Tasting because Residents were complaining that the

white wine tasted awful

* When Rabbi Selevan attended October’s FC Meeting, he suggested adding cheese to the tasting to

make it more of an event with Residents and Staff

* Vanessa explained that no one knew where money to host event and purchase the cheese and white wine

would come from

* Andrea said that she needed to know where SV purchased their wine and if the wine was included in the

Recreation or the food budget

* Andrea suggested having a premium Wine and Cheese event that included musicians, at a cost to attendees
* Vanessa mentioned that Samuel’s Bistro was supposed to be coming back but had not yet heard when
* FC Members stressed the need for more Volunteers at SV and a Volunteer Coordinator to help with events

**Action Steps:**

- Andrea to discuss with Leadership Team and Foundation about holding a Wine and Cheese event

- Olivia to find out if Samuel’s Bistro will be returning and when

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

* Deferred

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

* Deferred

1. **Staff Morale**

* Deferred

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

* Deferred

1. TopicsDiscussed at the FC Network 4 Regional Meetings

* Deferred

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

* Deferred

1. **Updates**

* Cindy had been supporting Staff by going through Inspection Protocols and ensuring files were in order in event of Ministry Inspection
* IPAC Inspection Protocols → Olivia will keep FC informed of when they have completed it to keep FC in loop
* In process of doing overview of changes to Fixing Long-Term Care Act and will share with FC and families/ caregivers of LTC

1. **Strategic Planning Date**

* Marianne gave dates of Wednesday, April 24 or Monday, April 29 → Will ask Marianne for more dates

1. **Next FCN-4 Regional Meeting**

* Will be held on Wednesday, April 3, 2024 from 9:30 am – 11:30 am via Zoom

**Action Step:**

- Olivia to email FCN-4 Regional Meeting notice to all families of LTC tomorrow

1. **Shem Tov Awards – SV’s Nomination**

* Marianne phoned Vanessa last Thursday, surprising her with the news that the Leadership Team had nominated her for the 2024 Shem Tov Award
* Vanessa graciously accepted the nomination believing that it would be a perfect opportunity to promote FC

and everything that it does

* Vanessa asked FC Members if they were OK with her accepting nomination → Everyone was happy for Vanessa and agreed that it was a great way to promote FC
* Shem Tov Awards Ceremony will take place on Tuesday, May 28, 2024 from 7:00 pm – 9:00 pm

**Action Step:**

**-** Vanessa to email FC Members Shem Tov Awards Ceremony details in case anyone wanted to attend

1. **Need For Saturday Activities & More Volunteers**

* Want activities on Saturdays but not enough Recreation Staff to run them
* FC Member who used to work at SV as Recreation Staff, explained that they ran lots of Saturday activities, having a list of authorized activities that included exercises, music, trivia and Torah reading
* Vanessa believed it was unfair for Residents to not have the same activities available on Saturdays that used to take place before COVID-19 → Residents should not dread Saturdays
* Olivia noted that Volunteers go through a rigorous screening and onboarding regimen that not many people want to commit to → Ministry legislation requirements for LTC Volunteers
* Vanessa advised that there were only 5 Volunteers at SV
* FC Member wondered about having Student Volunteers from the high schools close by → Adopt a Grandparent program or help with activities
* Olivia loved idea of having high school Student Volunteers but thought a partnership would have to be struck between SV and high schools to allow a co-op type program
* FC Members noted importance and benefits of Residents having intergenerational interactions
* Vanessa inquired if there were different types of Volunteers because other LTC Homes had high school Student Volunteers
* Andrea believed there was a difference between repetitive volunteers and one-off volunteers

**Action Step:**

- Olivia will take back to Brigitte and Leadership Team to find out if SV could have high school Student

Volunteers

1. **Permanent Agenda Items**
2. **Residents With Behavioural Issues: How To Keep Other Residents And Visitors Safe** **– Ongoing**
3. **Palliative Hearts**
4. **Sensory Blankets/Shawls**
5. **Spa Room Renovations To Make More Inviting To Residents – Alzheimer’s Society Recommendation**
6. **Having A SV Cat**
7. **Future of Shalom Village**
8. **Gentle Persuasion Approach (GPA) Is NOT Gentle Nagging – Ongoing**

* Olivia completed the GPA Certified Coach Training Workshop and Miranda will be doing the workshop in

April

* Once Miranda completes the GPA Certified Coach Training Workshop, GPA training sessions for Staff will

commence

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

* Held meeting on Friday, March 15, 2024
* Meetings held quarterly and legislated by Fixing Long-Term Care Act, 2021
* Cindy is the LTC Operational Committee Chair, and she is joined by various Leadership Team Members,

a Residents’ Council Representative and a FC Representative

* Vanessa asked FC Representative if the Quality Indicators should be emailed to FC Members → FC

Representative thought good idea

* Leadership Team committed to meeting or exceeding standards of care and improvement targets
* Quality Improvement Plan discussed briefly but will likely be an Agenda item at future meetings
* For Resident Satisfaction, looking at smaller group activities and measure how it was working through

Residents’ Council Meetings → Will be a permanent Agenda item for them to discuss

* Next LTC Operational Quality Committee meeting will be on Friday, June 14, 2024
* On the Agenda: share Quality Improvement Plan and update progress; discus Quality Indicators; review

Terms of Reference; review Complaints & Critical Incidents; and discuss “Home Quality” and what it

means to commitment of “At Home” philosophy

**Action Step:**

- Vanessa to email FC Members Quality Indicators that Olivia sent her

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

**All About**

1. **Adjournment**

* Meeting adjourned at 8:56 pm

**\***Next FC Meeting will be held virtually on Thursday, April 18, 2024, via Zoom**\***