

Minutes of the Shalom Village Family Council (FC)
Thursday, June 20, 2024
Held virtually online via Zoom

1. Meeting called to order at 6:33 pm.
Attending: 7 FC Members
2. Reminder of Confidentiality at FC Meetings.
3. Minutes of Thursday, May 16, 2024 were deferred until completed and sent to FC Members.
 - Vanessa apologized for not being able to finish the Minutes in time due to illness
 - Everyone agreed that Vanessa will email the Minutes once completed, FC Members will review them and then vote to approve them or not → Any amendments made will be noted at July's FC Meeting
4. Agenda for Thursday, June 20, 2024 approved with amendment.
 - Vanessa noted that an item was written twice and should be removed
5. Guest Speaker: Olivia Francis, Shalom Village Resident Relations Coordinator, SSW, & FC Liaison
Olivia's Role & Responsibilities At SV
 - Much of her role entails supporting Residents and families/caregivers and being a resource to them
 - Working with many community partners such as the LHINs and the Office of the Public Guardian and Trustee, and sourcing service providers (Footcare Nurse, Mobile Dentistry)
 - Assisting Residents with applying for various social supports like a Health Card and other social services
 - Maintaining SV's Home Census → Reviewing applications and once accepted, placing them on the Waiting List, monitoring Waiting List, reviewing matches to bed availability, sending offers for beds to suitable applicants matched to vacant beds, arranging admission, and connecting with Residents and families/caregivers from beginning to end
 - Working closely with Coordinator at the LHINs regarding the Waiting List, matches to beds, and accepting offer to beds
 - Helping to navigate any challenges Residents or families/caregivers are having and provide advice
 - Assisting with Resident Care Conferences → 6 weeks, annual or to address a specific concern
 - As a GPA Certified Coach, training Staff to attain their GPA certifications
 - Providing support and grief counselling
 - She assists Katelyn with collecting information for rate reduction applications and Katelyn submits the applications electronically
 - Helping in other ways she did not listApplicants With Dementia & Behavioural Responses
 - When someone decides to come to LTC, after contacting the LHINs and beginning the application, and once the assessments are completed, all of that is uploaded to the system and sent to SV for Olivia to review
 - Olivia assesses people with dementia and behavioural responses to see if SV a good fit for them or not
 - Must look at how people present with responsive behaviours at time of application when assessing if they are a good fit for SV or not → Cannot make decisions on people's risk of responsive behaviours worsening
 - Types of applicants SV seeing now very different than in the past → Many more people presenting with responsive behaviours
 - LTC heavily legislated, so cannot decline an application because the person exhibits responsive behaviours
 - May decline applications if SV cannot support the person's behavioural responses structurally or their care needs cannot be met, because doing so would cause applicant further harm
 - For example, because SV not a secure facility, it cannot prevent exit-seeking behaviour, therefore, if Resident leaves the Home, they could be in danger → SV would not be safe for this person
 - If SV cannot support certain responsive behaviours, Olivia will have to decline application and send letter to applicant with reasons why SV was unable to accept their application

SV & The LTC Homes Crisis

- With a number of LTC Homes closing and people in hospitals now being forced to move into LTC, a crisis situation has developed creating greater demand for placement → Causing many challenges for LTC
- Before COVID-19, LTC Homes could deny applicants who were smokers that wanted to continue smoking because Homes were non-smoking but now cannot deny applicants for this reason
- Olivia informs applicants who smoke that SV is a non-smoking Home, Staff cannot assist them, and they have to be able to ambulate and exit SV by themselves to smoke in designated area
- FC Member asked how many applications/month Olivia received
- Olivia did not keep track of this but disclosed that she had applications daily → At least 3/day
- Waiting list can be approximately 3 years for a bed but different factors impact wait time
- Crisis (in hospital) vs community, in hospital or rehab, and if in community where care needs increase and now lack support, → All factors for needing urgent care and getting bumped up on the waiting list
- SV a religious Home and because of LTC situation, religion no longer taking precedence with placement

Her Role As FC Liaison

- Acting as the “go to” person for connecting FC and its concerns with other departments
- Maintaining and sharing information provided at FC Meetings with Leadership Team to get the best outcome for Residents and families/caregivers
- SV wants Residents to receive the best care possible and have their needs being met, FC (families/caregivers) wants to have their voices heard, so she acts as the middle person to accomplish this

Designating A POA & Devising A Will

- FC Member mentioned importance of designating POA(s) for Care and Finances and to have a will → Be specific and give clear directives for care when health declines
- People are never too young or too old to designate POAs and devise a will
- Important question was posed: Do not want the Office of the Public Guardian and Trustee to make decisions for you when they do not even know you?
- Olivia agreed noting that when working at another LTC Home, she often saw this happening, including with married couples who did not assign their spouse as their POA
- At time of admission, Olivia tries to ascertain new Residents’ wishes and if Residents are able, have them share their wishes with families/caregivers, in case they had not mentioned them before, or their wishes had since changed

6. Business Arising from Thursday, May 16, 2024 Minutes:

a) Making Resident Hallways More “At Home” & Including Items For Dementia Residents – Ongoing

- Snoezelen Room now open on SVToo 1st Floor (Old Namaste Room) → Quiet room with calming and relaxing optics and sensory lights
- Studies showed Snoezelen Room helps with responsive behaviours
- Families/caregivers can take their loved ones to the room
- Brigitte put a lot of work into creating the room and was very happy about the end result
- FC Member suggested to Brigitte that 2 small tables for cards or snacks be added to the room
- FC Member commented that the room was great and Brigitte did a fantastic job
- Vanessa inquired if Residents’ rooms were still being painted and if so, would all the rooms be painted or only certain rooms, and how were rooms chosen?

Action Step:

- Olivia to ask Angela about painting Residents’ rooms

b) Filling Leadership Team Positions – Ongoing

- John Scali, CFO

- Jessica Wang, Financial Controller

c) Need Concise & Timely Communication: Outbreak Updates, Incident Notifications, Town Hall Recordings, etc.

- Vanessa mentioned that no notices had been sent out about new hires since Katelyn Burns, Office Manager, was hired
- The Visioning Session, VON Education Series and Kiddush Lunch on this Saturday, June 22, 2024 were not emailed to FC, nor families/ caregivers and friends of LTC
- Memos were to be sent out going forward of any new leadership positions → Cindy writing the memo and Olivia sending out to families/caregivers and friends
- Working on encouraging Staff to check their SV work emails where they will be sent a memo about any new Leadership Team hires → Memos will only be sent to SV work emails

Action Step:

- Olivia to look into why notices were not being sent to FC and families/caregivers and friends of LTC

d) FC Section In Next SV Newsletter and 50th Anniversary Commemorative Book
SV Newsletter

- Laurie was always in need of content contributors or article ideas → Contact Laurie if interested
- Next Newsletter will likely be in August → Need Olivia to ask Laurie for deadline submission
- Laurie recommended FC focus on 3-5 interesting topics and presentations at FC Meetings to peak people's interest and curiosity in FC

50th Anniversary Commemorative Book

- Vanessa spoke to Laurie about 50th Anniversary Commemorative Book → Purpose of book changed
- Wanted a more fulsome overview of all programs offered and the different amenities available at SV such as Bubbi's Café, the Corner Store, and the Fitness Club
- Will take it to conferences and can be made available for people to read over at SV
- Comprehensive book with about 30 pages → FC will have over 1 page of content
- Will incorporate testimonials, photos, notable Residents, details about the Foundation and what families can do to help (i.e. sponsor a lunch), LTC information, and the interrelatedness of everything at SV
- Want to show why SV matters, how it makes a difference in the community, and why people should choose to live at and support SV
- Not in a rush to complete because they want to do it right → FC will review all draft versions (likely 3-4)

Action Steps:

- Olivia to ask Laurie when the next SV Newsletter would be coming out and the deadline for submissions
- Vanessa to choose topics and do a write-up and FC Members to send her topic ideas too

e) Guest Speakers For FC Meetings: Leadership Team Members, Frontline Staff, Alzheimer's Society, etc.

- Invite Kathleen Thomas, Executive Director of the Foundation, to July's FC Meeting and have Cindy be back-up if Ministry Report available

Action Step:

- FC to invite Kathleen Thomas to July's FC Meeting, Cindy to be back-up if Ministry Report available

f) Frontline Staff Attending Resident Care Conferences

- Deferred

g) Ramps For Balconies & Sliding Doors Attached to Dining Rooms In SVToo

- Angela did not have an update for this FC Meeting but will provide one for the next meeting
- FC Member noticed a ramp at one SVToo 2nd Floor balcony a few days ago but it was now missing
- Breanna sent out a note to Nurses that they had the key to the Dining Room doors, with the expectation that they will print the note and post in Nurse's Station for all Nurses to see

Action Steps:

- Angela to provide Olivia an update about fixing balconies for July's FC Meeting
- Olivia to ask Angela where the ramps for SVToo 2nd Floor balconies are

h) Parking

- Deferred

i) Notice For Synagogue: Open To All Faiths & When Allowed To Use It

- Vanessa advised that a notice had not yet been posted beside Synagogue to inform people that it was "Open to Everyone of All Faiths for Residents, Family Members, Caregivers, Visitors, and Staff to come in and pray, meditate, or contemplate life" and display the hours it was open or if open all the time, that they were allowed to go in and turn on the lights
- Laurie was to help draft a notice to put outside the Synagogue, after speaking with Brigitte, Rabbi Selevan, Tracey and Andrea → Vanessa offered to help draft the notice, as she had essentially already done so

Action Step:

- Olivia to find out about the notice for the Synagogue and Vanessa to draft something up if needed

j) Website: Activity Calendars, Monthly Meal Plan – Ongoing

- Still no news about a dedicated person for website creation, monitoring, and updating

k) Rewriting Welcome Package for New Residents Of LTC – Update

- Deferred

l) Promoting FC

- Space was very limited and would not fit 2 Information Boards on SVO 1st Floor → Residents' Bill of Rights in both English and French take up a lot of space
- Had 1 Board to fit everything, including some required items such as Visitor Policy and Abuse Policy
- Olivia organized Information Board to have ½ FC and ½ Internal information
- After May's FC Meeting, Olivia checked the Information Board and it was clearer and more tidy
- FC Member started working on editing FC pamphlet
- For pamphlet, Vanessa believed some beautiful pictures of SV could be taken once flowers began to bloom

Action Steps:

- Information Board will be reviewed, and all outdated items will be removed
- Continue working on FC pamphlet and take pictures of SV once flowers were in bloom

m) Steps of Service Checklist In Dining Rooms For Shabbat & Jewish Holidays

- Deferred

n) Holding A White Wine Tasting

- Deferred

o) Purchasing Locks For Shekter Memorial Garden To Memorialize Those Who Passed At SV

- Vanessa spoke to Laurie about advertising that anyone who had a loved one pass away at SV may purchase a lock for the Shekter Memorial Garden, not restricted to COVID-19 related deaths → FC interested in locks
- Laurie agreed and said the locks will be advertised in the next Newsletter and in the Commemorative Book
- Vanessa recommended posting it on the website and SV Facebook page too
- Laurie asked that if anyone knew a local business who could provide coloured heart locks and engraving to please contact her → Current manufacturer was not local and quite expensive

Action Step:

- Laurie to advertise purchasing locks for the Shekter Memorial Garden in SV Newsletter, website, SV Facebook page, and in Commemorative Book

p) Staff Morale

- Deferred

q) Access to SVToo Building After Being Screened

- Leadership Team still discussing options for accessing SVToo building after being screened
- Big challenge was maintaining screening process for health and security reasons → Need name tag sticker generated and worn
- FC Members asked about daily codes being generated and printed on screening name tags
- Olivia said Maintenance programmed the doors but offered to bring suggestion back to Team
- FC Member happily noted that Staff were verifying with POAs that non-frequent Visitors had permission to visit Residents
- Olivia advised that if Visitor(s) were not on the list of contacts, information was not provided about the Resident to them in person or over the phone, SV would not confirm if the Resident was living at SV, and would not allow them to visit Resident without checking with POA first
- FC Member mentioned that SVToo 1st Floor exit door took 30 seconds to lock and worried about ambulatory Residents being able to get out → Need to watch out for Residents near by

Action Steps:

- Olivia to discuss possibility of daily generated codes for the SVToo entrance
- Olivia to speak to Team about SVToo 1st Floor exit door taking 30 seconds to lock

r) Offering Masks To Residents On MilliMobile For Outings

- Olivia was not sure if this was happening

Action Step:

- Oliva to look into

s) Saturday Activities

- Recreation Team offered the following programs on Saturdays: Friendly Visits, Montessori, Shabbat Service, Jewish Services, Treat Carts (to reach more people), Walking Club
- All residents were welcome to attend SV services and they did attend them
- Due to Sabbath Programming Guidelines, Recreation Staff unable to do the following activities on Saturdays: Music, Manicures, Crafts
- Note → One Recreation Staff per building for 60 Residents on weekends
- As part of Recreation Staff's day, they also assisted with Breakfast and Lunch Meals
- Brigitte added more Recreation Staff for Services and Special events to provide extra support
- Lack of Recreation Staff and Volunteers on the weekends was part of the problem
- Vanessa offered to try and get clarification on when things changed and why they changed when it came to the permissible Saturday activities like music and trivia

Action Step:

- Vanessa will speak to Rabbi Selevan to clear up the confusion and confirm allowable Saturday Activities

t) Balabusta As Permanent Role

- Vanessa had not looked at FC Member's letter yet but promised to do so very soon
- Vanessa wondered who to send the letter to → FC Members suggested the Board Jewish Life Committee, Marianne, SV Foundation, and the Hamilton Jewish Federation

Action Step:

- Vanessa to review FC Member's letter, edit it, show FC, and then send to the Board Jewish Life Committee, Marianne, SV Foundation, and the Hamilton Jewish Federation

u) Volunteers

- Volunteers in LTC heavily regulated by Ministry
- Intergenerational Programming different than volunteering, as Staff always present
- Vanessa wondered if there was a way to do “Adopt A Grandparent” through Intergenerational Programming, i.e. having high school students come to SV
- Olivia noted that because Volunteers were so regulated by the Ministry, SV had to be mindful with who spent time with Residents

Action Step:

- Olivia will discuss possible options for Intergenerational Programming with Amy

v) Menu Monitors

- Joey from Fully Manage went over the process with Patience that week, showing her how to reset the monitor if the menu went off
- Fixing Menu Monitors could only be done when Patience was on-site during the week, not on weekends
- Katelyn and Patience were discussing if other information like FC Meetings and Activity Calendars could go on Menu Monitors
- FC Member noted that the software was called “Digital Signage Software”; it was scalable and very inexpensive (\$16.95/monitor), and fixes could be done remotely from anywhere → Many different types out there

Action Steps:

- Olivia waiting to hear back from Katelyn and Patience about adding other information to Menu Monitors
- Fully Manage to be contacted to discuss adding other information to Menu Monitors
- FC Member to send Vanessa some “Digital Signage Software” options

w) Change In Policy For Resident Activity

- Program was currently being revised and will be re-introduced in a different manner once completed
- Residents will fold other items not used by Residents

x) Bubbi’s Café: Evening Hours For LTC Residents, Operating Hours & Staff’s Working Hours

- Announced today, hours of operation: Monday – Friday: 9:30 am – 4:00 pm & Sundays: 10:00 am – 2:00 pm
- New hours will take effect on Monday, June 24, 2024
- FC Member relayed how communication was such an issue at SV → Staff were emailed new hours, Staff were then told something different, and what patrons were told was something completely different
- Essentially, no one knew what was going on
- Olivia believed Patience would discuss work start and finish times with Staff

Action Step:

- FC will continue to monitor situation

y) Sharing Ministry Report

- Olivia was not sure if the public Ministry report had been given to Cindy

Action Step:

- Olivia will touch base with Cindy to find out if public Ministry report was available

7. New Business:**a) Discuss FC Executive Positions**

- FC Board Representative had informed Vanessa that at the Tuesday, June 4, 2024 Board Meeting, they had to tell the Board they were interested in continuing the position but FC had to vote to approve them first
- Vanessa reminded that the FC Chair position should be voted on again too
- FC Members decided to vote on the FC Board Representative and FC Chair positions at this meeting

- FC Board Representative put their name forward to remain in the position, no one else put their name forward, Vote took place, Vote passed, current FC Board Representative was acclaimed to the position
- Vanessa put her name forward to remain as FC Chair, no one else put their name forward, Vote took place, Vote passed, Vanessa was acclaimed to the FC Chair position

b) Updates

- Ontario Caregiver Association's presentation on "What You Need to Know to Be A Successful Caregiver" was great and well-attended → There was no online option for this presentation
- VON Education Series → 3-Part Series: Tuesday, July 9, 16 and 23, 2024 from 6:30 pm – 8:00 pm
- Olivia posted flyer on Family Information Boards
- Power washing of Gardens and cleaning outside windows were completed last week, still working on indoor windows
- FC Member asked if SV would be repairing the patio tiles that had lifted in the courtyard/garden of SVToo → Pilons have now been placed there but it was a health & safety issue

Action Step:

- Olivia will speak to Angela about the patio tiles

c) Work On Terms of Reference

- Deferred

d) Annual Bed Rate Increase Notice & Bed Subsidy Application

- Olivia asked if everyone received new bed rate list with monthly statement → Will increase on July 1, 2024 by 2.5%
- Only 1 FC Member had not received the new bed rate list, nor any mail from SV since they moved
- Vanessa advised that normally the new bed rate list and the application for bed subsidy were mailed together to complete and hand in with Notice of Assessment → This time, no application and instructed to bring in Notice of Assessment to then get an application, thereby adding unnecessary extra steps

Action Steps:

- Olivia will discuss FC Member not receiving SV mail with Katelyn
- Olivia will speak to Katelyn about application forms for bed rate subsidy

8. Permanent Agenda Items

a) Residents With Behavioural Issues: How To Keep Other Residents And Visitors Safe – Ongoing

b) Palliative Hearts

c) Sensory Blankets/Shawls

d) Spa Room Renovations To Make More Inviting To Residents – Alzheimer Society Recommendation

e) Having A SV Cat

f) Future of Shalom Village

- Olivia informed FC that the Visioning Session had been moved to Monday, June 24, 2024
- Vanessa asked for clarification because a notice in the elevators stated that it was to take place on Thursday, July 11, 2024 from 1:00 pm – 4:00 pm in Ruth Sherman Centre
- Vanessa advised that FC and families/caregivers were not notified about the Visioning Session and changing the date 4 days from tonight's FC Meeting without prior notice was unfair

Action Step:

- Olivia to verify when the Visioning Session will take place and email Vanessa

g) Gentle Persuasion Approach (GPA) Is NOT Gentle Nagging

- First GPA training session took place Friday, June 14, 2024
- Olivia and Miranda work as GPA Co-Coaches
- 7 ½ hr session for initial certification, 3 hr refresher session for those already certified
- **ALL** Staff will be GPA certified by the end of the year
- GPA training aimed at providing better care to Residents

9. Business Deferred

a) Heat In Winter & Cooler Months Set to 22°C-23°C Max.

b) Snow & Ice Removal

c) Lights In SVToo Basement Hallway Extremely Bright

d) Food & Dining Room Experience

e) Headshots of Staff With First Names of Those Working On Floor and Designated Wing In Each Building

f) LTC Operational Quality Committee

g) Resident & Family Satisfaction Surveys

h) Change Picture In The FC Website Tab

i) New Call Bell System

j) Showcase Video “A Life Well Loved” – Show Virtually at a FC Meeting?

k) Newcomer’s Tea or Lunch for New Residents’ Family/Friends to Meet FC Members & Discuss What FC Is All About

10. Adjournment

- Meeting adjourned at 8:35 pm

Next FC Meeting will be held virtually on Thursday, July 18, 2024, via Zoom