

Family Matters

A bi-monthly Family Council
newsletter

Quote of the month

"You must be the change you wish to see in the world." - **Mahatma Gandhi**

A letter from your chairperson

Hello and welcome to the very first edition of *Family Matters* Newsletter.

My intent is to prepare a newsletter every second month to be forwarded to all families by email and to have print copies available in the home. Depending on the 'new normal' once the pandemic subsides, we may move to virtual meetings, using zoom, with the newsletter as a means of communication regarding discussions and decisions made.

The Family Council is comprised of family members and significant others identified by the residents. You are a vital link in the chain that fosters dignified and respectful care to your loved one. Your advocacy role on behalf of all residents is critical in the provision of quality care and quality of life. In addition, through Family Council you participate in the ultimate partnership with the management team led by Judith Gilchrist, Director of Care, to improve the quality of care and service on an ongoing basis. Currently, the focus of all staff is on the *Person-centred Care model* (see *details below*) and it is critical that families understand this social model of care so that we can support staff as well as apply the model in our own interactions with our loved ones.

My communication with you is through your email if you wish to share it. Otherwise, Audrey Leblond, Business Office Coordinator, will forward all communiques to your email address.

Sincerely,

Family Council Week

Family Councils Ontario (FCO) is the provincial body that oversees all family councils within the province and is funded by the Ministry of LTC. The executive director, Samantha Peck, reports to a Board of Directors and manages a small staff. Their mission is to lead and support families in improving quality of life within long term care. FCO has designated June 6-12/2020 as Family Council week and this year the theme is “*Family Councils: Inspiring Hope, Resiliency and Change.*” A special FC week webinar event on June 9, 2:00-3:00 pm is “Patient Ombudsman and LTCH Complaints: Before, during and after Covid-19”. Additional webinars are listed on the last page of this newsletter.

To enhance an awareness of our Family Council among our residents, I have prepared a True/False quiz, intended to be a fun exercise, which the Recreation staff will use with as many residents as possible. At the conclusion of the exercise, the resident with the most positive answers will draw a family name and this family will receive a prize!!

A note to all staff as they work through this pandemic

On behalf of all family members, I wish to express our sincere appreciation to all staff who continue to support our loved ones during this trying time. We recognize that you are working diligently and with special precautions to prevent infection as you care for and serve all residents with love, warmth and compassion. The effectiveness of our LTC system in terms of quality processes and outcomes as well as the quality of life that our loved one's experience depends on you and your unrelenting commitment to your role both under normal circumstances and, in particular, during these trying times. We understand that you also have families at home, and are unable to practice the degree of social isolation which, those workers whose services are not so essential, are able to practice. Please know that our thoughts are not only with our fellow family members but also very much with you and your families during this pandemic.

Greetings from Judith Gilchrist, Director of Care

We are fortunate at the Grove to have engaged and supportive families who are an integral part of our community. I am thrilled that the Family Council has launched an updated and more frequent newsletter to facilitate connection and communication between families.

The Family Council is part of our team and provides a formal voice on behalf of the residents and their loved ones as we collaborate on new initiatives and processes. The new model of care work is an excellent example of how instrumental the consultative process has been with the Family Council. Together, we are designing a new person-centred approach to care that shifts us away from the traditional way of delivering long-term care to tailoring care and support to the personalized needs of each resident.

The Grove is the residents' home – a home where we provide necessary care and support that allows each person to live a rich and meaningful life. I am excited for what is on the horizon for the Grove community – the new building is starting to come to life and it will be the right facility to fully realize our new culture of empowering residents to make day-to-day decisions based on their preferences and interests.

Thank you to Marilyn Colton and the whole Family Council for your continued dedication to the Grove and our invaluable partnership as we make exciting changes that will transform the residents' lives.

Stay well,
Judith

New staff at the Home

Please join us in welcoming the new Grove staff:

- Kim Tolley, PSW
- Sydney Phillips, PSW
- Morgan Eady, PSW
- Andrew Stanley, PSW
- Avery Jessup, PSW
- Kelly O'Rourke, PSW

Person-centred model of care approved by Board of Directors

The transformation of our medical model of care to a social model will mean a culture change, that is, a transformation in philosophy and practice to de-institutionalize care and create a resident-directed approach to all aspects of life within the residents' home.

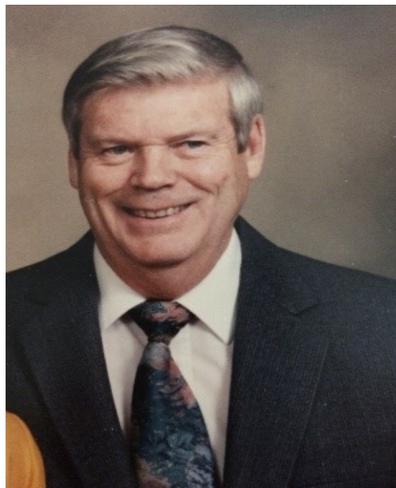
As family members we will experience a change in the routines of our loved ones, such as, their choice to wake up and go to bed at a time they choose or the choice not to eat breakfast but rather to just have a cup of coffee as per one's usual routine. On move-in to their home, the new resident will have a welcoming assessment process with the goal of really getting to know the person, their interests, preferences, hobbies, personal history, etc. Residents will be involved in their home, for example, delivering the mail, participating in the hiring of staff as well as the orientation of new staff to be able to share the residents' perspective on quality of life. Residents will be part of learning circles with staff to share ideas regarding improvements to this social model of care and culture change initiatives. Residents Council members will participate in tours for prospective residents and have a key role as a 'welcome committee' for new residents and their families. Family Council will participate with staff in the Home's culture change team to learn about the model of care, to share ideas and to support the staff and residents through this transformation. The dining experience will be enhanced and potentially include buffet-style dining, ladies afternoon tea, men's breakfast club, menus, and expanded dining hours.

As part of the social model of care, community will be better defined and a real

sense of 'home' will be created and maintained for residents. The residents will be able to identify what activities are meaningful for them so that these activities can be incorporated into their routine. As well, there may be activities outside their home, such as making a craft for a local art fair, in which they wish to participate. In relation to activities of daily living, your loved one will, for example, identify how their bathing experience can be improved and how they need to select and don their attire independently to the degree possible.

Please know that I will be representing families on the Home Advisory Team (HAT) for the implementation of PCC. The meetings are scheduled the first Thurs. of each month, 1-2 pm, starting in June. I ask that you contact me regarding information you would like to have discussed at those meetings. I will provide feedback on discussions and decisions made through this medium.

Up close and personal: Don Mair (with explicit permission from Barbara Mair)



Don Mair, born in Edmonton Alberta, December 1931, joined the RCAF as a jet pilot and flew both Sabres and CF100s. Highlights of his 7 year career were:

- Flew the first Sabres to Europe.
- During an air show, ejected successfully from CF100, lowest bailout recorded at that time.
- Chased a UFO which was verified.
- Tested the air regulator for the Avro Arrow.

In 1959 he became an Air Traffic Controller and retired as the International Coordination Representative in 1987.

Personal note: Married Barbara Smith in 1958. Father of infant daughter (d.1959) and 4 sons, grandfather of 5.

Family Councils: Inspiring Hope, Resiliency, and Change

There is no better time than now to recognize the many families across the province who have creatively and resiliently navigated the current climate. The onset of COVID-19 has brought about many changes to our everyday routines, which has been challenging to say the least. To celebrate Family Council Week this year, we are hosting a virtual conference which will include webinar sessions throughout the month of June.

*FCO & OARC (June 8) Courageously Living Through COVID-19 Together: Residents and Families

*Patient Ombudsman (June 9) Patient Ombudsman and Long-term Care Home Complaints: Before, during and after COVID-19

*Claudia Aronowitz, MSc, PCC. (June 11) Change Starts From Within: Live a Life That Matters

*Jacqueline A. Choiniere, RN, PhD. (June 17) Reimagining Long-Term Residential Care Team: International Research and Findings Relevant to Covid-19 Pandemic

*Tech Coaches (June 18) Telephone Scams & Internet Trickery

Everyone is invited to register for all or multiple sessions. Check out our daily ebulletin and website (<https://www.fco.ngo/updates-events/virtual-family-council-week>) for full session details, registration links, and updates to the conference program.

For questions, contact FCO Client Services Manager Tiffany Fearon by email or by phone at 647 427 5551 ext.21 or tfearon@fco.ngo

Do you have any suggestions or feedback for future newsletters?

Please contact Marilyn Colton at mcolton@xplornet.com or 613-839-5735.