

Family Matters

A bi-monthly Family Council
newsletter

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Quote of the month

"In each loss there is a gain,
As in every gain there is a loss,
And with each ending comes a new beginning."

– **Shao Lin**

Thank you from your Family Council Chairperson

Firstly, I would like to thank all residents, family members and staff for their exemplary care and friendship with my brother-in-law, Leo Colton. On March 31, Leo went to Heaven where he was welcomed by his parents and two brothers, Jim and Burns. The



personable approach demonstrated by all in the Grove, made Leo's days enjoyable and fulfilling.

Secondly, as Chair of the Family Council, I will remain in this role until September given my close relationship with the Jim Robertson family. As Chair, I thank you for your collaboration and support and urge you to maintain a Family Council beyond September. I will be happy to provide guidance to the new Chair, if desired.

Sincerely,

Marilyn Colton
Grove Family Council Chair
Editor of Family Matters

Person-centred care model within LTC

What is Person-centred care (PCC)?

This approach to the care of our residents is one which is personalized, coordinated, and enables each resident so their independence is fostered. As well, decisions about care and services are made by the resident and family as **partners in care**. The decisions are based on the resident's right of choice, dignity, respect and self-determination.

How would you recognize this approach to care?

Firstly, in relation to **Activities of Daily Living**, you will see that residents are involved in the operation of the Grove. Perhaps, the meaningful occupation of residents will include delivering the mail or peeling vegetables for dinner, or setting and clearing the tables, calling bingo or participating in the hiring of staff.

Secondly, in terms of **choices**, continental breakfast is provided to allow for residents' differing waking times. Or, in the case of cognitive decline, staff facilitate residents dressing themselves in order to promote the residents' independence and self-esteem.

Thirdly, in relation to **community**, the local community is utilized as a resource for addressing residents' unique needs, e.g. an architect providing architectural drawings and visiting a resident retired from that profession.

In the next edition, I will provide more examples to illustrate PCC. In the interim, do not hesitate to speak to the management team who will elaborate on the principles of PCC and their application in the Home.

Greetings from Judith Gilchrist, VP, Long-Term Care & Administrator

Dear families,

I hope you are keeping well and enjoying this warmer than usual spring weather.



Our communities are experiencing an extremely challenging third wave of the COVID-19 pandemic that is putting an unprecedented demand on our hospital system. The hopeful news is that the stay-at-home order and the ramp up of the province's vaccination rollout are expected to help us navigate our way out of this pandemic. I am very thankful we had the chance to complete vaccinations for our residents before the third wave. Although we do have this added layer of protection at the Grove, it is a critical right now that we each follow COVID-19 precautions to help ensure everyone's safety.

Looking ahead to brighter days, our moving plans for the new Grove are in full swing. Throughout the stay-at-home order, the Grove construction is permitted to continue keeping us on target for late summer. We have begun to receive delivery of some of the new furniture and we are currently working on design elements for the Resident Home Areas forest theme. Over the next few months, our communications about the new Grove and the moving preparations will become more frequent to ensure you have the information, checklists, and timelines you need to support you loved ones' transition to their new home.

Towards the end of April, we are hosting presentations about the new Grove for the residents. This will cover construction updates, photos of the new space and an opportunity to respond to any questions. I look forward to sharing more exciting news as we plan and prepare for moving day!

Stay well,
Judith Gilchrist

Chair's report: March 2021 Family Council Meeting

March 16, 4:30 pm via Zoom

Judith Gilchrist shared pandemic information in terms of the rapid testing process. Families would like to see the staff testing process the same as essential caregivers and Judith will discuss this with Public Health.

PCC (person-centred care): Personalized activity kits will be utilized by the end of March. Families would like the Chair to share general PCC info via the newsletter in order to become more familiar with the concept. Judith reported that strategic goals are being developed with the intent of including an outcome measure. Goals will relate to language, i.e. Resident Home Areas vs unit; the Grove vs Grove Nursing Home; engaging residents in the move-in process; and creating memory boxes for placement outside residents' rooms.

Redevelopment: 75.6% completion; Resident Home Areas (RHAs) are named Maple Ave (first floor), Oak Cres. (2nd floor) and Pine Lane (2nd floor). The kitchen is on second floor. Each RHA has a communications centre, activities room, dining room, harvest room, living room with TV, and secure internet. Full-time staff will be assigned permanently to each RHA. Residents/families can indicate their floor/room preference and final logistics will be done in April. There is no secure unit but stairwells and elevators are secured. The address is 274 Ida Street; no postal code as

of yet.

Residents' Council: no urgent issues to be shared.

Judith reported that the palliative care survey is now ready for implementation following feedback from family members.

Family Matters Newsletter: The Chair asked members to communicate any suggestions for improvement so that we can assure meaning and value for the efforts involved.

Family Council meeting time: Those present are happy with the 4:30 pm start time on a regular basis. The Chair noted that this timing will accommodate staff attending as well.

Family Council membership: The Chair reminds all family members that they are automatically members of Family Council. However, to receive key information from CRFCN, Family Councils Ontario or from the Chair, Marilyn Colton, the family member will need to provide their email to Marilyn. Please note that all info forwarded by the Chair is done via **BCC** for privacy reasons.

Meeting Notes: To be part of the *Family Matters* newsletter and posted on the bulletin board.

Next meeting: May 18, 2021 via Zoom at 4:30 pm; invite will be forwarded by Judith to Marilyn and Sunshyne for distribution.

New Grove staff

A warm welcome to Lauren Ayotte, PSW!

We are blessed to have such capable and competent managers and front-line staff who are fully committed to quality resident care and quality of work life.

Update on the new Grove from Rujuta Kulkarni

As of March 31, 2021, total construction is 81% complete.

Due to the recent COVID outbreak on the worksite, the projected substantial completion date has now been revised to July 8, 2021 and projected total completion date revised to September 1, 2021. However, efforts are being made to catch up on the previous schedule to have total completion on August 17, 2021.



Current activities include:

- Siding – 90% on rear side
- M/E are into finishing works

- Flooring progressing on second floor
- Cable terminations
- Corner guards under way
- Ceiling started on Level 2
- Priming of Block C has commenced
- Metal doors being hung – vast major in place.
- Waiting on aluminum doors – Schedule to receive this month.
- Kitchen Walk-Ins scheduled for delivery in April.

Up close and personal: Frank Whitteker, the Man of Many Hats



While visiting the Grove, you may have seen or met Frank in the common areas, snoozing on the couch, "resting his eyes" in his chair, in bed, or wheeling his way throughout the halls, always wearing a hat.

Originating from a small rural community just south of Ottawa, Frank found his best friend and beloved wife Lorraine at a hockey rink in Kemptonville, Ontario. She was his number one fan, his cheerleader, his treasure. Frank and Lorraine, with their two cherished daughters, settled into a beautiful family life, in Nepean, Ontario (then a suburb of Ottawa). Lorraine passed in 2012, leaving Frank with a broken heart and shortly thereafter declining health.

Frank is a man of many hats both figuratively and literally.

Throughout his life, he was a very talented athlete and was well known for his hockey achievements, playing competitively into his 70s. He was a strong competitor and thrived in any game he played and was a long-time Ottawa Senators and Ottawa Roughriders fan. He had the hat and usually the t-shirts! Over time, he became a huge fan of his grandchildren's sports and activities of any type. The ultimate cheerleader. Together with Lorraine, they could be seen at any athletic venue, anywhere, at any time of day or night, cheering on their adored grandkids. Frank and Lorraine were recognized by all in the sporting community for their dedication and commitment. Now, everyone who knows him remains a huge fan of Frank.

He is admired for his hard work, great spirit, quick sense of humour, love of life and especially as a man of unconditional love, support and loyalty to his family. A true inspiration to so many.

We tip our hats to you, Frank.

-The Whitteker Family and Frank's Fan Club

With the expressed permission of Frank and Leslie Whitteker

Do you have any suggestions for change or improvement for future newsletters?

**Please contact Marilyn Colton at
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