

Family Matters

A bi-monthly Family Council
newsletter

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Quotes of the month

“Hard times don’t create heroes. It is during the hard times that the ‘hero’ within us is revealed.”

-Anonymous

“The secret of change is to focus all of your energy, not on fighting the old, but on building the new.”

-Socrates

A letter from your Family Council Chairperson

Some parting words: As I reflect on my experience with the Grove, as a family member and as chair of Family Council, I would like to share the intense effect this



time has had on me.

The Grove is most definitely a home away from home! All staff provide a caring environment with an impeccably high standard of care, delivered with much warmth and compassion. The atmosphere is family-like, reassuring and engaging for residents. Family members are welcomed and supported as we interact with our loved ones. The personal touch and the genuine empathy shown by all staff is refreshing. We

are so grateful to each of you.

To the leadership team, headed by Judith, I thank you and your staff for all the love, dignity, respect and accountability you demonstrate each day as you engage with our loved ones, their families and with your staff. You are a model for LTC in Ontario, not only in the way you have managed the pandemic, but the fact that your focus has been, and is always, on the best interests of the residents and families, despite the challenging issues that arise each day.

As I retire from the role of FC Chair, I have a strong feeling of relief that this pandemic is passing, and pride in what is coming; what all the players have reconstructed for the current and future residents of the Grove. The residents have a beautiful new home, modernized yet home-like, with an address of Maple Ave., Oak Cres. or Pine Lane, harvest rooms, secure gardens, optimal space for spiritual gatherings, a communications centre instead of a nurses' station, the facility for dining that is person-centered, large bedrooms and recreational space, etc.

I wish all residents, family members and staff the best of health and happiness in the new Grove. I leave you with this quote on caregivers, whether staff or family, as being equal partners to the residents, the recipients of our care and support:

“Offering care means being a companion, not a superior. It doesn't matter whether the person we are caring for is experiencing cancer, the flu, dementia, or grief. If you are a doctor, your expertise and knowledge comes from a superior position. But when our role is that of a caregiver, we should be there as equals.” – Judy Cornish, *The Dementia Handbook*

***May God bless each of you many times over,
Marilyn Colton***

June is Seniors Month

This month, we celebrate our amazing older adults and the contributions they have made and are constantly making in our Arnprior/Braeside community and within The Grove.

We also recognize those residents who are seniors and who strive for independence, self-determination and self-fulfillment each day of their lives within the Grove community. They do this with a sense of dignity and respect from staff, volunteers, family members and friends.

Stay safe, active and connected!

Happy Father's Day to all the dads at The Grove and all fathers among our families and friends

A father means...

A father means so many things

An understanding heart,

A source of strength and support right from the very start.

A constant readiness to help

In a kind and thoughtful way.

With encouragement and forgiveness,

No matter what comes your way.

A special generosity and always affection, too.

A father means so many things

When he's a man like you...

- **Anonymous**

Family Council Week is June 5-11, 2021

I would like to recognize the many individuals, across our province, living, advocating for, and working in long-term care who have endured immense loss and grief throughout this pandemic.

On behalf of all families of the Grove, I extend our gratitude to Judith and her team as well as all essential caregivers for their dedication and commitment to the health and well-being of our residents, especially after a challenging year of covid-19. Our Family and Friends Council will continue to support our staff who have worked tirelessly to maintain excellence in care and quality of life for our residents. We pledge to work together with the Champlain Region Family Council Network to improve the LTC sector amidst adversity and uncertainty evident within some regions of our province.

Marilyn Colton

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

Dear families,

Excitement is building at Grove as we ramp up our move



plans and preparations in anticipation of the big day! Our move committees are in full swing assigning responsibilities to smaller teams and working through every aspect of the transition. Families will play an important role in our preparations, and we are in the midst of completing a move guide that we will share to give you a snapshot of the plan, logistics and your role leading up to move day.

We have begun move discussions with residents in formal meetings providing a sneak peek of the new space, an overview of the improvements to the dietary program, the status of construction and responding to questions about room assignments, packing and purging, and more.

We look forward to sharing more details as we countdown to moving day in late summer!

Stay well,
Judith

Person-Centred Care

For person-centred care, the environment must be one that is home-like and comforting with unobtrusive safety and security features while ensuring access to privacy and space to be alone. Thus, some important considerations are the use of colour in the décor, background music, windows that residents can open to let air in and to hear outside sounds. As well, there should be measures to reduce sound, such as no public address system, volume adjustments on television and phones and, staff training on the importance of soft quiet voices. The traditional nursing space, such as a Nurses' Station, is limited and, in the new home we know that such is replaced by a Communications Centre.

In terms of social and recreational support, each resident must have their own recreation plan based on their interests, background, preferences and capabilities and the plan is accessible in their private space much like a list of appointments/events one would have in one's own private home. Intergenerational activities should be in place as they promote resident's self-fulfillment as well as child development. Centralized activities are not based on 'one size fits all' approach but are organized in accordance with the resident's interests and enjoyment.

In the home, death is no longer silently addressed but rather, embraced. Care for active dying is part of the culture of care. The process for MAID (medical assistance in dying) may be requested and, if approved, the resident's passing occurs in the home. The focus during palliative care is on the family unit whose personal care needs and comfort are accommodated, especially during the imminent phase of the dying process. All residents and families are supported, and the deceased resident respected, for example, by retrieval of the passage quilt by a resident or lowering of the flag to half-mast for 24 hrs. post death.

The leadership team is totally accountable for the quality of care and quality of life of all residents and, as such, establish a framework for ongoing communication with the residents and their families. Such communication may include the latest results on

quality improvement initiatives such as family experience, resident experience, and staff experience. The leaders accept the residents and families as equal partners in care. The leaders involve residents and families in the staff hiring process, staff orientation and staff performance evaluations. The leaders support a Resident/Family Forum held quarterly to discuss enhancements to person-centered care, the results of quality initiatives, and to identify common issues and concerns for action by the leadership team.

For more info on person-centred care, please join on June 15 @ 4 :30 pm for a slide presentation via Zoom. Marilyn Colton will forward the Zoom link to all for your attendance as you wish.

Report from May Family Council Meeting

The Chair thanked the family members and the staff, Judith Gilchrist and Rujuta Kulkarni, for attending today and for their support at previous meetings.

The move-in process

An occupancy plan has been sent to the Ministry and a consultant hired to develop the move plan. Residents will be moved in groups of 20; 20 in morning and 2 groups of 20 in afternoon so that all will have their dinner in their new home. Staff are considering using a bus that would take residents on tour in the town while a moving company moves all their items. Room allocation has been completed for all residents.

The admission process will stop around July 30 in prep for the potential move on Aug 18. The 36 new residents will move-in over a 90-day period (normally 60 days) if accepted by the ministry. That means three resident admissions per week x 10-12 wks. Total number of residents will be 96. Staff are involved on move committees and focus groups with nursing having a separate committee due to medical/nursing equipment, etc. The staff are currently working on self-scheduling. The formal opening of the building will likely be late Sept. Another 32 beds over the next 18 months have been approved and may mean renovation of the current building; however, a consultant is engaged in that process. Rujuta confirmed that 87% of the new building is complete and that a presentation has been made to the residents. Rujuta and Judith provided a virtual tour of the Home from the floor plans. All members were delighted as well as grateful to staff for their resident-centred approach which was obvious during the tour.

Staffing update

In relation to a question on staffing levels, Judith explained that full-time will be assigned to a resident home area (RHA); part-time will also be assigned but may work extra shifts in another RHA. In relation to current quality of work life, Judith indicated that all staff are tired, few took vacation last year, but all are looking forward to a better summer and fall.

Vaccine update

For those caregivers who received their first shot at the Grove, Public Health will contact you with an appointment at a community clinic. Staff will have mini clinics on site.

Newsletter

The Chair requested a family member identify their resident for the 'Up Close and Personal' part of the June newsletter. Judith advised that the Recreation Team will help out if needed.

Person-Centred Care Presentation

In relation to the June 15th Person-Centred Care (PCC) presentation, the Zoom link will be forwarded to all families. Marilyn was emphatic that the resident care at the Grove is exemplary and that, with the leadership of Judith and her team, they are moving steadily along the PCC journey. However, with the pandemic workload and challenges as well as the move to the new building, she asked that families accept the current state with the knowledge that Judith and her team are totally committed to this model of care.

Terms of Reference

Subsequent to the meeting, the Terms of Reference for the Family and Friends Council were revised, circulated and approved by families. Thank you to all who responded.

The next meeting will be in September with a new Chair...yet to be named.

Up close and personal: Anne Hamberg



Anne Hamberg was born in 1931 in Slovenia and at 14 years old, she left Slovenia to Austria to escape communism, as the Germans had taken over Slovenia.

Anne relocated to Canada with her brother, sister, and parents, travelling to Halifax by boat, and then to Ottawa by train. Upon arrival, she worked many jobs to pay back her fare to come to Canada, including racing cars to promote sales for her father's company – the first Volkswagen dealership in Canada.

While teaching a first aid course, Anne met one of her students whose name was Hank. "He was always joking and smiling," reflected Anne, who said it was love at first sight. Anne and Hank lived in White Lake up until their move to The Grove in June of 2020. They shared a room with one another until Hank passed away at the age of 89 in October 2020.

Anne loves Christmas and reflected that she and Hank didn't have much when they first met, but that they would always spend Christmas Eve delivering meals, clothes and toys to people's doorsteps.

She also speaks multiple languages, including Slovenian, Croatian, German, English and Czechoslovakian. Anne reflected that she was lucky enough to return to Slovenia

three times and that she has more than 115 family members who still live there.

With gratitude for a lifetime of memories, Anne is glad she is now living at The Grove where she and her husband have received care and compassion. To Anne, the staff are like her children and the best part of her day is when she gets to talk to them. She stated that everyone at the Grove has been so kind to her and made her feel so welcome and comfortable.

Anne loves to listen to music, especially Valley Heritage Radio. She is also working on regaining her strength to be able to walk independently again. She enjoys participating in yoga, trivia and Arm Chair Travel presentations – and loves looking outdoors to watch the people and their pets walking by The Grove.

Later this month, Anne will celebrate her 90th birthday!

With the expressed permission from Anne Hamberg.

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

**Please contact Marilyn Colton at
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