



April-June 2022

Family Matters



Family/Friends Council Newsletter

What's in this Issue?

- Quote of Note
- Why Have a Family/Friends Council?
- Person-centered culture: social model of care
- Staff Acknowledgements
- Nurses' Week 2022
- Mother's Day
- Father's Day 2022
- Greetings from Janice Dunn, VP Senior Care/LTC & Community Programs
- Chair's Report: Family Partners
- Up Close and Personal: Rita Colterman
- Contacts for FFC chairs

Next edition: July-Sept will feature the accreditation process Sept 2022

Quote of Note

"Too often we underestimate the power of touch, a smile, a kind word, a listening ear, an honest compliment or the smallest act of caring, all of which have the power to turn a life around". Leo Buscaglia

Why Have a Family/Friends Council?

In accordance with the LTC Act 2007, every home is encouraged to establish a Family and Friends Council (FFC). The FFC is self-led, self-determining and democratic.

All families and persons of importance to a resident are entitled to be members of FFC. As such, we are dedicated to support one another and to share experiences in the LTC journey of our loved ones. We look for solutions to common issues and concerns and partner with the leadership team to work toward their resolution. We generate ideas to improve care quality and quality of life in the creation of a vital community for the residents. We enhance members' awareness and understanding of the person-centred model of care and we work with staff to facilitate this culture within the home of our loved ones.

FFC and Residents' Council gives families and residents a way to connect with each other and to build a community of hope together. We strive to embrace the core concepts of dignity and respect, participation, collaboration and information-sharing.

Our Family and Friends Council has adopted the Family Partner (FP) concept. As such, members who self-identify volunteer to work with staff on core processes (committees, task forces, panels) on behalf of all residents and families. All families have contact with the FP's and thus can forward any collective issues or concerns for discussion and resolution. On a quarterly basis, the chair reports to the full Council through this newsletter. Please note that the FP concept implies that FFC meetings are only held when there is a specific need for collective discussion. Also, the Family Partner concept is being trialled through 2023 and then evaluated by all families and staff relative to effectiveness, efficiency and appropriateness.

Person-Centred Culture: A Social Model of Care

As families and staff, let us not forget that the life of every resident has purpose, their story is important, their dreams count, their voices matter, they retain a distinct and integral place in society.

The **social model of care** means that:

- the assembly-line approach to care is eliminated, for example, during medication administration;
- residents are accepted as individuals with unique needs and expectations;
- the resident/family are acknowledged as experts in their own health and as a part of the care team;
- the focus is on the resident's abilities; not their inabilities. Staff focus on filling their days with 'living' rather than simply extending their days of life;
- resident's care quality and quality of life is enhanced as their choices and preferences are valued and accommodated;
- staff have the knowledge and decision-making authority to **engage** the residents and families as **equal partners**;
- residents set the direction of each day versus a task orientation by staff;
- there is minimal signage in the home; only that which relates to the residents, eg., 'Please enjoy the garden' or directions to the library;
- the home environment promotes resident trust, respect, dignity, and opportunities for quality of life;
- residents and families have access (verbally and in writing) to info about them, such as their care plan;
- resident care and service encompasses the 'whole' person: their biopsychosocial, spiritual, cultural and intellectual needs;
- Person-centred care is a core competency required of all staff and thus, is a key component of their performance reviews;
- the leaders, residents and families communicate the mission, vision and values of their home as congruent with a person-centred culture.

How do we measure success of a Person-centred culture in LTC?

Research undertaken to date has shown the following:

- Better resident health outcomes: fewer antipsychotics and antidepressants; fewer pressure ulcers; and improved psychosocial outcomes as the home identifies, not as a nursing home, but as the resident's home where staff are **accountable** to the residents and families for care quality and quality of life;

- Enhanced care experiences and greater satisfaction of residents, families, staff and allied health partners;
- Residents are empowered to make decisions, relationship-building is the # 1 priority, residents enjoy meaningful occupation in their home;
- Residents and families are involved in decisions regarding their personal care and health as well as the operation of their home, i.e., in the hiring of staff, in the development of policies and practices, in the preparation of resident resource materials, in the design or redesign of their home, in quality improvement processes, in staff orientation and training to provide the resident perspectives, in the orientation of residents moving in to the home, in strategic and operational planning processes for their home, and through input to the staff performance appraisals.
- Staff experience better work outcomes; a decrease in absenteeism and staff turnover and an increase in staff retention.
- The **metrics** utilized include resident's ability to describe how they provide meaningful input into decisions that affect them; residents can describe feeling 'at home' as well as a 'sense of community'; residents feel safe and secure in their home; residents food is varied/provides for choices and dining fosters social interactions; residents can describe what they do to make their lives more meaningful and enjoyable; residents and families can describe how they are involved as equal partners in care and service delivery; language is respectful, non-judgmental and free from labelling; staff report that their leaders support their involvement in developing work schedules based on residents' needs. **It is critical that, given the adoption of this model of care at the Grove, the indicator data and results be reported to the residents, families, staff and the community, represented by the board of ARH.**

A final note: Culture change is a journey, not a destination! The leaders create a person-centric culture that is inclusive, self-affirming, satisfying, humane, and meaningful for all residents, their families and friends.

Family/Friends Council Acknowledges Staff

Thanks to the generosity of our families, we have been able to acknowledge our staff for their tireless efforts in caring for our loved ones during the stress of the pandemic. The staff were dedicated and committed to the residents amid ongoing changes to infection control practices from the MOH and the local Health Unit.

We decided to treat all staff by providing a pizza day on April 6, and during Nurses' Week, May 9-13, a pizza day, sweet treats and gift baskets. We thank all staff from the bottom of our hearts...

Nurses' Week 2022

Your Family/Friends Council wishes to acknowledge staff and family **caregivers** as:

Caring,
Always there,
Ready to give their all,
Encouraging,
Gracious,
Incredible,
Valuable,
Exceptional, and
Respectful



Mother's Day May 8/22

*Mom, you're everything a mom can be
Your love shines bright in everything I see.
You're parent, friend, supporter, all for me,
You give your sweet love unconditionally.
You always advise what's best for me, I know,
You mentored me to help me learn and grow.
Your kindness, caring, nurturing always show;
That's why I love, respect and admire you so.*



We wish all mothers a very Happy Mother's Day 2022.

Mother's Day cards have been prepared by elementary school children for presentation to the mothers in their home.

Father's Day June 12/22

*A Father means so many things...
An understanding heart,
A source of strength and support right from the
start.
A special generosity and always affection too,
A father means so many things
When he is a man like you...*



**We wish all fathers a very happy Father's Day
2022**

We are planning to have local fiddlers entertain the residents in the foyer.
Families are welcome to attend pending covid restrictions.

Greetings from Janice Dunn

I am delighted to have recently joined the ARH Team in my new role as Vice President, Senior Care/Long Term Care and Community Programs. I have spent the last 25 years of my career in various leadership roles in various Seniors communities across Canada, with the intent always being "to enhance the quality care and services being delivered".

Family involvement is key to success. I am a family member as well. I look forward to getting to know those that live here as well as you, their family, as we partner together to achieve our common goals. Please drop by and introduce yourself when you are in to visit.

Life is busy at the Grove as we prepare for Accreditation in September, hire and onboard new staff in hope of opening Pine in the next couple of months and continue to provide care and services to our Residents daily, in the midst

of this most recent COVID variant. In the event you have any questions or suggestions, please reach out to any member of our team at the Grove.

Have a great week,
Janice Dunn

Chair's Report: Family Partners

Currently, Family Partners are collaborating with staff in the following areas:

Quality Committee: Theresa Whitwell

whitwell_theresa@hotmail.com

Hiring Panels: Barbara Mair barald@sympatico.ca

and resident TBD

Orientation of new families: Jodie McGetchie

jomcgetch@gmail.com

Renovation to the former Grove building: Susan

Reidheurter susan.reidheurter@gmail.com

Accreditation Committee: Marilyn Colton

mcolton@xplornet.com

Policy/practice development/revision: resident TBD/Marilyn Colton



We strongly encourage other family members to self-identify in the above areas if your interest lies there as well as to provide relief when one of the above family members is unavailable.

Up Close and Personal: Rita Colterman

(with the expressed permission of Rita and her family)

Born in Pakenham, Rita (Ritz) Colterman spent the majority of her life in Dacre, Ontario. It was there that she and her husband Clarence raised 5 children on a beautiful farm for over 60 years. Rita loved picking strawberries, raspberries and blueberries and spent many hours in her kitchen preparing jams, jellies and pickles to be enjoyed over the winter months. Since moving to the Grove in 2018, Rita has adjusted well to her new home and you will find her there trying to complete jigsaw puzzles. She also enjoys participating in activities offered and loves to try



her luck at Bingo. With a smile on her face you can often find her strolling the halls of the Grove with the aid of her trusty walker.

Contact

Do you have suggestions for content? Do you have something to share? Feel free to contact the editor, Marilyn Colton, at mcolton@xplornet.com or 613-839-5735 or co-chair Barbara Mair at barald@sympatico.ca