

FAMILY AND FRIENDS COUNCIL



MEETING MINUTES

DATE:

Wed, Nov 5, 2025

TIME:

4:30-6:00 pm

CHAIR

Maureen Sly-Havey

IN ATTENDANCE

10 family members; Jen Powley invited and was unable to attend, guest Mary Jane

Meet and Greet of Management Staff: Mary Jane, manager of Dietary services and Housekeeping attended. She joined the Grove staff Aug 2025 after moving from Kitchener where she worked in a 170 bed home. She informed the group that LTC homes receive \$13.07 per resident per day for food service - this includes 3 meals plus 3 nutrition snacks. Mary has a "Food for Thought" meeting monthly where residents can express their desires regarding meals. Marjorie Kelly is the FFC representative on this committee. Mary has a special meal monthly for residents which features something different - for example, Dec 24th will be the Christmas Dinner for residents.

APPROVAL OF MINUTES

Minutes of Sept 3, 2025 approved as circulated

She also oversees catering within the Grove and the vending machines. The Grove dietitian has retired and Deb, the dietitian from ARH, will be available a half day per week. In the meantime, the nurse practitioner and/or Mary will see residents. For Housekeeping, new blue terry linens have been purchased and residents are quite happy with them. Mary has introduced new microfiber cleaning cloths for housekeeping staff. There will be a lost and found clothing day coming up - an email will be sent to all families/friends.

OLD BUSINESS

A. Quality scorecard: Reviewed the indicators. Questions will be reviewed with Jen Powley and reported at January meeting.

B. Review of Objectives: A full report will be given at the AGM in Dec.

C. Treasurer's Report: We spent \$767 on tickets for residents to attend the Sens game on Oct 13th. This was part of the Dreams and Wishes Program. We also paid \$2,825 to Millikens for work on the courtyard ie mulch, putting down tarp and adding river stone to the back right corner plus 19 new plants. Current bank balance is \$3,499. We are charged a monthly bank fee of \$8.75. We will be meeting with the bank to change signing authority, so will inquire as to how to lessen fees.

D. Oktoberfest - a resident/family event with great food and entertainment occurred on Sept 24th.

E. Courtyard cleanup and courtyard plan - a number of volunteers from FFC had a fall clean up day in the courtyard on Oct 21st. The courtyard looks great with weeds gone and all bushes trimmed! With the addition of mulch and plants and a stone area from Millikens, the courtyard is shaping up nicely. Ideas for improvement include a mural on the back fence, some signposts and other ornaments.

E. Emergency Plan: Ellie Holmes is FFC rep on this committee. They are actively working on practicing emergency codes. Code White is completed and code orange and green are still being worked on.

F. Remembrance Day - Laurie Kline is running point on this event. Residents will come to the gathering room around 1040 am. Music is arranged; we have a speaker; slide show; vets and wives will receive a rose; Legion has provided poppies; readers of poems have been arranged.

NEW BUSINESS

A. Annual General Meeting will occur on Dec 3, 2025. Maureen has sent out invitations to FFC members and community partners.

B. CQI Meeting will occur on Nov 21st. Maureen, Laurie and Juliette will be the FFC representatives.

C. Christmas Family Event - it was suggested that we have a family event with appetizers for family and residents on each home unit followed by entertainment in the Gathering Room. Maureen will email Michaela and Mary to see if this is possible.

D. Christmas Staff Gifts - we will ask family or friends of residents to donate gift cards for staff appreciation at Christmas. Suzy Gardner looks after arranging the gifts and they draw names including all staff. Deadline will be Dec 5th for gifts. Suggestions are grocery stores, drug stores, Giant Tiger, Tim Hortons, local restaurants.

COLLECTIVE QUALITY ISSUES AND CONCERNS

1. Laundry -trial of mesh bags for bras is ongoing

ANNOUNCEMENTS

None

COMPLIMENTARY REMARKS

None

EVALUATION OF TODAY

- None noted

NEXT MEETINGS

Dec 3, 2025 will be AGM at noon hour with luncheon provided

Jan 7, 2026 will be regular meeting

