

## Meeting Minutes

### Family Council Network Four

Tuesday, September 27, 2011  
Grandview Lodge  
657 Lock Street West, Dunnville

	<u>Agenda Item</u>
10:00	<p><b>1. Registration</b></p> <ul style="list-style-type: none"><li>• 62 representatives from 30 LTC homes attended</li><li>• There were 16 people attending their very <b>first</b> Regional Network Meeting</li><li>• See <b>Attachment # 1 – List of Participants</b> (alphabetical by LTC home)</li></ul>
10:30	<p><b>2. Welcome and Introductions</b></p> <ul style="list-style-type: none"><li>• <b>Kim Tamburri</b> welcomed the participants on behalf of <i>Grandview Lodge</i> and provided a brief history of the LTC home.</li><li>• <b>Bob Gadsby</b> welcomed the participants to this 21<sup>st</sup> Network Meeting for Region Four (<i>Hamilton Niagara Haldimand Brant</i>) and expressed his appreciation to the Steering Committee:<ul style="list-style-type: none"><li>○ <i>Frans Brinkman</i></li><li>○ <i>Doug Cowles</i></li><li>○ <i>Alana Faber</i></li><li>○ <i>Arlene Fitzpatrick – Recording Secretary</i></li><li>○ <i>Mary Ludzik – Past Chair</i></li><li>○ <i>Brian McMahon</i></li><li>○ <i>Pat Ottolino – Vice-Chair</i></li></ul></li><li>• Previous Regional Network Meetings have included:<ul style="list-style-type: none"><li>○ June 14, 2011 – at <i>Tabor Manor</i> (St Catharines)</li><li>○ March 8, 2011 – at <i>Macassa Lodge</i> (Hamilton)</li><li>○ October 5, 2010 – at <i>Grandview Lodge</i> (Dunnville)</li><li>○ June 2, 2010 – at <i>Shalom Manor</i> (Grimsby)</li><li>○ March 2, 2010 – at <i>Macassa Lodge</i> (Hamilton)</li><li>○ October 1, 2009 – at <i>Grandview Lodge</i> (Dunnville)</li><li>○ June 3, 2009 – at <i>The WillowGrove</i> (Ancaster)</li><li>○ April 8, 2009 – at <i>Heidehof</i> (St Catharines)</li><li>○ October 7, 2008 – at <i>Macassa Lodge</i> (Hamilton)</li><li>○ June 4, 2008 – at <i>Grandview Lodge</i> (Dunnville)</li><li>○ March 6, 2008 – at <i>Shalom Manor</i> (Grimsby)</li><li>○ October 30, 2007 – at <i>The WillowGrove</i> (Ancaster)</li><li>○ June 6, 2007 – at <i>Northland Pointe</i> (Port Colborne)</li><li>○ March 7, 2007 – at <i>Albright Manor</i> (Beamsville)</li><li>○ February 6, 2007 – at <i>Macassa Lodge</i> (Hamilton)</li><li>○ October 3, 2006 – at <i>Macassa Lodge</i> (Hamilton)</li><li>○ June 7, 2006 – at <i>Heidehof</i> (St Catharines)</li><li>○ March 1, 2006 – at <i>Macassa Lodge</i> (Hamilton)</li><li>○ September 21, 2005 – at <i>Linhaven</i> (St Catharines)</li><li>○ March 23, 2005 – at the <i>Best Western Hotel</i> (Jordan)</li></ul></li></ul>

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10:30	<p><b>2. Welcome and Introductions</b> <i>(continued)</i></p> <ul style="list-style-type: none"> <li>• Many participants had attended previous Network Meetings, but for many others this was their first time at a Network Meeting.</li> <li>• Participants (particularly first-timers) were asked: <ul style="list-style-type: none"> <li>○ <b>Why did you come to this meeting?</b></li> <li>○ <b>What do you expect?</b></li> <li>○ <b>What do you hope to learn?</b></li> </ul> </li> <li>• The following is a list of some of the group's <b>Hopes &amp; Expectations:</b> <ul style="list-style-type: none"> <li>○ How to set up Family Council</li> <li>○ Chance to gather information about what other Family Councils are doing</li> <li>○ Advice and assistance about lobbying</li> <li>○ Want to learn more about the dementia unit at <i>Grandview Lodge</i></li> <li>○ What is Family Council?</li> <li>○ What are the provincial government's plans for the future of LTC?</li> <li>○ How Family Councils can help Residents &amp; Families</li> <li>○ Chance to meet everyone – to communicate and learn more</li> <li>○ Build links to help lobby re. funding, etc.</li> </ul> </li> </ul>
10:35	<p><b>3. Election of Network Executive</b></p> <ul style="list-style-type: none"> <li>• Prior to the elections, participants were invited to suggest additional nominations from the floor for each Network Executive position. The following Network Executive were elected by acclamation: <ul style="list-style-type: none"> <li>○ <u>Chair</u> – <b>Bob Gadsby</b></li> <li>○ <u>Vice-Chair</u> – <b>Pat Ottolino</b></li> <li>○ <u>Recording Secretary</u> – <b>Arlene Fitzpatrick</b></li> </ul> </li> <li>• (<b>Mary Ludzik</b> remains <i>Past Chair of FCN4.</i>)</li> </ul>
10:40	<p><b>4. Update on Topics of Interest</b></p> <p><b>Bob Gadsby</b> provided participants with an update on the following new initiative:</p> <ul style="list-style-type: none"> <li>• <b><u>Behavioural Supports Ontario Project</u></b> <ul style="list-style-type: none"> <li>○ \$40-million provincial program to provide enhanced services to seniors with complex responsive behaviours associated with dementia and other neurological conditions</li> <li>○ Collaboration between: <ul style="list-style-type: none"> <li>▪ Ontario's Local Health Integration Networks (LHINs)</li> <li>▪ <i>Alzheimer Society of Ontario</i></li> <li>▪ <i>Health Quality Ontario</i></li> <li>▪ <i>Ministry of Health and Long-Term Care</i></li> </ul> </li> <li>○ LHIN-4 is one of four "Early Adopter LHINs"</li> <li>○ Bob Gadsby has been invited to participate to provide "client / family member perspective" such as: <ul style="list-style-type: none"> <li>▪ Single-point contact for care</li> <li>▪ Clear communication channels</li> <li>▪ etc.</li> </ul> </li> <li>○ Program will provide additional staff in "mobile teams" to help enhance / mentor / train / assist with behavioural support resources</li> <li>○ <i>FCN-4</i> will provide updates on ongoing program developments</li> </ul> </li> </ul>

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11:00	<p><b>5. Special Presentation</b></p> <p>Unfortunately, our scheduled Guest Speaker Natalie Mehra (<i>Director – Ontario Health Coalition</i>) was unable to attend this Regional Meeting. In her place, we had the following special presentation by:</p> <ul style="list-style-type: none"> <li>• <b>Kim Tamburi</b> (<i>Program Supervisor, Grandview Lodge</i>) spoke about: <b>“Grandview Lodge – Dementia Unit: A Social Model of Care”</b></li> <li>• Kim’s presentation included the following highlights: <ul style="list-style-type: none"> <li>○ Use of Montessori activities to encourage a social role in dementia care</li> <li>○ Themed activity areas: <ul style="list-style-type: none"> <li>▪ Kitchen</li> <li>▪ Nursery (including use of “doll therapy”)</li> <li>▪ Garage (with tool box, tackle box, etc.)</li> <li>▪ Office</li> </ul> </li> <li>○ Helping families have meaningful visits</li> <li>○ Red, Yellow &amp; Blue Activities – geared to various levels of resident’s independence – are available in the Activity Cupboard for everyone to use</li> <li>○ Importance of “family involvement” in the quality of life for residents</li> <li>○ Staff trained in the Gentle Persuasive Approach to care ... and in the principles of Montessori Programming</li> <li>○ etc.</li> </ul> </li> </ul> <p style="text-align: center;">See <b>Attachment # 2 – Grandview Lodge – Dementia Unit: A Social Model of Care</b></p> <p>(Note: this attachment is only available with the mailed version of the minutes. The file is too large to transmit electronically.)</p>
12:00	<p><b>6. Question &amp; Answer Session</b></p>
12:15	<p><b>Lunch</b></p> <ul style="list-style-type: none"> <li>• Participants were encouraged to relax and develop closer contacts with new friends from other Family Councils in the region</li> <li>• One of our Regional Facilitators (Frans Brinkman) was also available during the Network Meeting to assist any Family Councils who wanted additional advice regarding Facilitators, resources, etc.</li> </ul>
1:00	<p><b>7. Information, Issues &amp; Ideas Exchange</b> (Open Forum)</p> <p>As part of the afternoon <i>Information Exchange</i> session, participants were invited to share “<i>Best Practices</i>” in their own LTC home, as follows:</p> <ul style="list-style-type: none"> <li>• <b>Describe 1, or 2, or 3 “Best Practices” in your LTC home</b> <ul style="list-style-type: none"> <li>○ <b>What things does your LTC home do very well?</b></li> <li>○ <b>What things are extra special?</b></li> <li>○ <b>How are these “Best Practices” organized?</b></li> <li>○ <b>How are Residents and Family Council involved?</b></li> <li>○ <b>What new approaches does your LTC home have planned for the future?</b></li> <li>○ <b>etc.</b></li> </ul> </li> </ul>

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1:00	<p><b>7. Information, Issues &amp; Ideas Exchange</b> (Open Forum – continued)</p> <p>Family Councils highlighted the following <i>Best Practices</i>:</p> <ul style="list-style-type: none"> <li>• <b>Arranging for All Candidates Meetings in your local area</b> – similar to the “Spring Forum” which was organized by <i>St. Joseph’s Villa Family Council</i> (May 18, 2011) <ul style="list-style-type: none"> <li>○ <b>Candidates who attended the Forum made return visits to the LTC home</b></li> <li>○ <b>Opens up a channel for future dialogue</b></li> </ul> </li> <li>• <b>Activities related to Special Dementia Units</b> – similar to the projects at <i>Grandview Lodge</i> described by Kim Tamburri in the morning session: <ul style="list-style-type: none"> <li>○ <b>Music programs/activities can help</b></li> </ul> </li> <li>• <b>Lobbying for increased funding in LTC to help improve the resident/staff ratio</b> – similar to the work described at our last Regional Network Meeting by <i>Garden City Manor Family Council</i>: <ul style="list-style-type: none"> <li>○ <b>Letters of support to the Minister</b></li> <li>○ <b>Make government aware of needs</b></li> <li>○ <b>May need media to help</b></li> <li>○ <b>Goal of all Family Councils to “make a difference” for residents</b></li> </ul> </li> <li>• <b>Addressing aggressive behaviour in LTC</b> – <i>Linhaven Family Council</i> has already written to the Ministry, etc. about some specific cases: <ul style="list-style-type: none"> <li>○ <b>Interested in building a coalition of Family Councils to help</b></li> <li>○ <b>Keeping an “Incidents Journal”</b></li> <li>○ <b>Strategies to help with aggressive behaviours</b></li> <li>○ <b><i>Behavioural Supports Ontario Project</i></b> (described in the morning session) <b>will also provide additional resources</b></li> </ul> </li> <li>• <b>Development of a regulatory framework for PSWs</b> – the provincial government is looking at some steps in this direction: <ul style="list-style-type: none"> <li>○ <b>Family Councils would also be interested in working on this</b> (<i>e.g. The Village of Tansley Woods Family Council</i>)</li> </ul> </li> <li>• <b>Creating Opportunities for a Forum</b> (to help with lobbying): <ul style="list-style-type: none"> <li>○ <b>Focus on province-wide issues</b></li> <li>○ <b>“Visibility is key”</b></li> <li>○ <b>Give positive feedback to government as a recognized Group</b></li> <li>○ <b>Our Family Council Network (FCN-4) is more advocacy focussed</b></li> <li>○ <b>Where goals are similar – work together with other partners:</b> <ul style="list-style-type: none"> <li>▪ <b>Other Regional Family Council Networks</b> (<i>e.g. Ottawa</i>)</li> <li>▪ <b>Chambers of Commerce</b></li> <li>▪ <b>Rotary</b></li> <li>▪ <b>Labour Unions</b></li> <li>▪ <b>Retiree organizations</b></li> <li>▪ <b>etc.</b></li> </ul> </li> <li>○ <b>Need to educate the community</b></li> <li>○ <b>Pick an issue – then follow it through</b></li> <li>○ <b>BE SPECIFIC</b></li> <li>○ <b>BE STRATEGIC</b></li> <li>○ <b>SPEAK WITH ONE VOICE</b></li> </ul> </li> </ul>

	<u>Agenda Item</u>
1:00	<p><b>7. Information, Issues &amp; Ideas Exchange (Open Forum – continued)</b></p> <ul style="list-style-type: none"> <li>• <b>Building a good “environment” for successful advocacy:</b> <ul style="list-style-type: none"> <li>○ <b>Involve all organizations that want what we want to focus on</b></li> <li>○ <b>Large numbers!</b></li> <li>○ <b>Build bridges between Family Councils</b></li> <li>○ <b>Be a TRUE forum</b></li> <li>○ <b>“Be Prepared” for the next election:</b> <ul style="list-style-type: none"> <li>▪ <b>Keep track of Family Councils’ issues</b></li> <li>▪ <b>Keep track of Seniors’ issues</b></li> <li>▪ <b>etc.</b></li> </ul> </li> <li>○ <b>Get to know your local politicians:</b> <ul style="list-style-type: none"> <li>▪ <b>Make presentations re LTC</b></li> <li>▪ <b>How does LTC funding compare with other provinces?</b></li> <li>▪ <b>Build support for us with “higher ups” (Ministers, Premier)</b></li> <li>▪ <b>etc.</b></li> </ul> </li> <li>○ <b>Approach government with a “solution”</b></li> </ul> </li> </ul>
2:00	<p><b>8. Special Initiative: <i>FCN-4 Advocacy Subcommittee</i></b></p> <p>Based upon the preceding discussion, participants expressed an interest in setting up a special <i>Advocacy Subcommittee</i> to help research the issues and assess the best approaches. The following individuals volunteered to be part of <b>“The Group of Seven”</b> which is our <b><i>FCN-4 Advocacy Subcommittee</i></b>:</p> <ul style="list-style-type: none"> <li>• <b>Carol Adamson</b> – <i>The Village of Tansley Woods</i> (Burlington)</li> <li>• <b>Helen Benoit</b> – <i>Shalom Village Nursing Home</i> (Hamilton)</li> <li>• <b>Frans Brinkman</b> – <i>Hardy Terrace</i> (Brantford)</li> <li>• <b>Pat DeCaria</b> – <i>The WillowGrove</i> (Ancaster)</li> <li>• <b>Peter Gnish</b> – <i>St. Joseph’s Villa</i> (Dundas)</li> <li>• <b>Helga Henson</b> – <i>Idlewyld Manor</i> (Hamilton)</li> <li>• <b>Alice Steele</b> – <i>Heritage Place</i> (Virgil)</li> </ul> <p>The participants agreed that our region should decide on a few key issues (3 – 6), and then push these issues forward on a province-wide basis.</p> <p>During the meeting, there were several suggested key issues:</p> <ul style="list-style-type: none"> <li>• <b>Improve the resident/staff ratio, so that the average amount of “hands-on personal care time” is at least 3.5 hours/resident/day</b></li> <li>• <b>Increase the Raw Food Budget for LTC homes</b></li> <li>• <b>Improve educational and training standards for Personal Support Workers in LTC homes</b></li> <li>• <b>Improved staffing (Doctors, Nurse Practitioners, Nurses, PSWs, Recreation Staff, Social Workers, Physiotherapists, etc.)</b></li> <li>• <b>Building a positive image of LTC to help future recruitment of staff</b></li> <li>• <b>Training staff to handle dementia (e.g. Gentle Persuasive Approach, etc.)</b></li> <li>• <b>Ensuring consistency ... same staff members looking after the same residents, as much as possible</b></li> <li>• <b>Improved funding for Ontario Patient Transfer</b></li> <li>• <b>Give authority to the Ombudsman to investigate LTC homes</b></li> <li>• <b>etc.</b></li> </ul> <p>However, to ensure that everyone had a chance to provide input, it was agreed that Bob Gadsby would invite all Family Councils in our region to submit their <b>“Top Three Issues”</b> for advocacy (in order of priority) <b>by the end of November.</b></p>

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2:30	<p><b>9. Recommendations for the future</b></p> <p>Participants (particularly first-time attendees) were asked to provide their feedback ... answering the question:</p> <ul style="list-style-type: none"> <li>• <b>“What are you going to take away from today?”</b> <ul style="list-style-type: none"> <li>○ I “volunteered” to help with advocacy</li> <li>○ Lots of new information</li> <li>○ How to cope with residents who have dementia</li> <li>○ Now realize “how big this is” ... if we speak with one voice ... the government needs to listen</li> <li>○ We are “all in the same boat”</li> <li>○ Importance of families in LTC</li> <li>○ Family can volunteer</li> <li>○ New ideas for my own LTC home</li> <li>○ Build connections</li> <li>○ Get families involved in Montessori programs ... to help their own loved-ones with dementia</li> <li>○ Importance of “recreation programs” in LTC</li> <li>○ By joining together ... we have talents in abundance!</li> </ul> </li> </ul>
2:45	<p><b>10. Next Network Meeting</b></p> <ul style="list-style-type: none"> <li>• <b>Date: Tuesday, March 6, 2012</b></li> <li>• <b>Location: <i>Macassa Lodge</i> in Hamilton</b></li> <li>• <b>Topic &amp; Guest Speaker: T.B.A.</b></li> </ul>
2:50	<p><b>11. Evaluation, Thanks for Coming &amp; Adjourn (at 3:00 p.m.)</b></p> <ul style="list-style-type: none"> <li>• We hope to see you at our next Network Meeting ... on <b>Tuesday, March 6, 2012</b> ... at <b><i>Macassa Lodge</i></b> in Hamilton</li> </ul> <p>Interested participants were invited to take a tour of <i>Grandview Lodge</i>.</p>