1. Meeting called to order at 6:36 pm.***Attending****:* 7 FC Members

1. Reminder of Confidentiality at FC Meetings.
2. Minutes of Thursday, December 21, 2023 approved.
3. Agenda for Thursday, January 18, 2024 approved.
4. Guest Speaker: Brigitte Bonas, Shalom Village Recreation Manager

Recreation Updates:

* 2 Recreation Therapy students from Mohawk Collage started Monday
* Will be getting a co-op high school student in February 2024
* 1 new Music Therapy student started this week
* Applied for Summer Jobs to acquire a student for the summer to help with getting Residents outside more
* Wordle Project: Each Resident will have a collage of words created that uniquely describe their interests, to provide a sense of who the Resident is → Will be placed outside each Resident’s room (50 completed so far)
* Updating Palliative Care Cart → Star machine, special sensory lights, tubes with fish swimming and more
* Working on SVToo Snoezelen Room (multi-sensory, relaxing space that helps reduce agitation and anxiety, designed to engage and delight the user, stimulate reactions and encourage communication) → fixing and getting new equipment, moving equipment over, painting room, adding drapes
* Sweetheart afternoon event on February 14, 2024 @ 2:30 pm in Goldie’s → Musician coming in
* Working with Kehila School to run monthly kids program for presentations at SV
* Applied to SPCA for monthly Resident trips but they are having staffing issues → On waiting list
* Trying to do more outings

Cancelled Activities:

* Vanessa mentioned that FC Members had asked that if some type of notice could be given when activities were cancelled
* Brigitte said that activities and outings were typically not cancelled, families contacted about cancelled outings, and other arrangements were normally made to replace that outing or activity
* When an area of SV is in outbreak, activities there will be cancelled and families should expect that
* FC Member advised that a Hot Chocolate activity on a Saturday did not take place and no one was notified of the reason for it
* Brigitte noted that there was only 1 Recreation Staff Member for both buildings on weekends
* Discussed the need for a Volunteer Coordinator to bring in more volunteers to help Residents and Staff
* Brigitte asked families to contact her if an activity did not take place without prior warning, so she could look into what happened

Challah Baking Activity:

* Brigitte worried that baking challah bread was an intricate, complex activity and Staff likely not skilled at it
* Activities have a 45 min allotted time → Need easy, quick baking activities to make, bake, eat and enjoy
* Baking challah roles may be easier → Brigitte will ask Andrea, new Balabusta for advice and suggestions
* Baking involves only about 5 Residents compared to other activities like Music Program, which involve 15 Residents

More Animal Visits At SV:

* Vanessa spoke to Marianne about having more animal visits at SV → Marianne’s previous LTC Home had exotic animal visits
* Laurie asked about Little Rays Reptile Zoo and Nature Centre
* Brigitte stated that the fees associated with animal visits could be quite steep at times
* Laurie mentioned donors who owned a Donkey Farm and Residents possibly visiting it in nicer weather
* Brigitte said that trying to get volunteer animal visits has become much harder lately
* Laurie proposed visiting the Loewith Farm for a tour, seeing the cows and purchasing products at their store

Activities:

* Vanessa inquired about Woodworking and Pottery activities → Both gone since COVID-19
* Brigitte brought back Art Program run by Anita, an Apartment Resident at SV
* Brigitte finding it hard to find people willing to come into SV for activities due to spread of illness concerns
* Laurie asked about Drum Circles → SV used to have them
* Brigitte liked idea of bringing back Drum Circles, holding them either outside or in Theatre, so as not to disturb other Residents → If held inside, concerned about Staff getting too hot because they wear masks

Holding Jewish Holiday Meals In 1 Dining Room On Each Floor:

* Brigitte expressed that she wants to involve every Resident and did not want to exclude or segregate anyone, embracing people of other faiths to partake in and learn about Jewish Life and Holidays
* Laurie eloquently explained it by saying she tells people “Shalom Village is the Jewish Community’s gift to ALL Hamilton Area Seniors.”
* Brigitte did say that they may hold Seder dinner for Passover in Goldie’s because the service is long and quite involved but ALL would be welcome to attend if they wanted

Music Therapy:

* Music Therapy is like a treatment, where therapists have a specialized group of Residents who have been referred to this program because they have a specific need for this type of therapy
* E.g.: Palliative Residents, Residents who are not stimulated enough, need attention, or can no longer participate in Resident activities
* Music Therapists prefer to work in small groups of 6-7 Residents or even only 1-2 Residents

Synagogue:

* Vanessa pointed out that while Pat was Interim CEO, the Synagogue was left open all the time with the lights on for anyone, including Staff and visitors, to go in and pray, meditate, or contemplate life
* Brigitte and FC Member have seen Synagogue open with lights on during the day and Staff going in
* Vanessa suggested putting a notice up outside the Synagogue stating that it was open to everyone of all faiths, including Staff, to come in and pray, meditate, or contemplate life and display the hours it is open or if open all the time, that they are allowed to go in and turn on the lights
* Brigitte and Laurie will speak to Rabbi Selevan, Tracey and Andrea about putting up a notice outside the Synagogue and Laurie will help draft the notice

**Action Steps:**

- Families to contact Brigitte if an activity did not take place, so she could look into what happened

- Brigitte to speak to Andrea, new SV Balabusta, for help with Challah Baking Activity or suggestions for

other activities

- Vanessa will ask Marianne what type of animals visited her previous LTC Home and where they came from

- Laurie to speak to donors who own a Donkey Farm about possible SV outing

- Brigitte to research places that can bring animals to visit SV or Residents visiting these places

- Brigitte to look into bringing back Drum Circles

- Brigitte will email FC a recent picture of a Resident with Rebeca, Recreation Staff, from Pub Night

- Laurie will help draft a notice to put outside the Synagogue, after speaking with Brigitte, Rabbi Selevan,

Tracey and Andrea

1. Business Arising from Thursday, December 21, 2023 Minutes:
2. **Making Resident Hallways More “At Home” & Including Items For Dementia Residents – Ongoing**

* Laurie emailed FC pictures that Brigitte took of the BSO donated murals
* Vanessa wondered if SV had been receiving the yearly BSO donations since Lisa Slote left SV
* Laurie proposed that the Foundation be introduced to BSO, as all donations should go through the Foundation
* Started painting and repairing SVO 1st Floor Resident’s rooms
* FC Member asked if every Resident’s room will be painted and repaired and if not, how do they determine which rooms will get done
* Angela spoke to Maintenance about cleaning ceiling lights and fans → Added to their list of things to do
* Vanessa reminded that Marianne was looking for FC Members to help with ideas for what to put on Resident hallway walls → Pictures, paintings, Activity Boards, Tactile things, puzzles, etc.
* Vanessa would like to have the Dining Rooms painted to be more inviting and help with dining experience

**Action Steps:**

- Laurie will reach out to BSO to make an introduction from the Foundation and discuss donations

- Laurie will ask Angela if every Resident’s room will be painted and repaired and if not, will ask how they

determine which rooms will get done

- Vanessa to speak to Marianne about the Dining Rooms being painted

1. **Any Leadership Positions Been Filled Yet? – Update**

* Miranda Sabu, Assistant DOC, started January 2, 2024
* Kristie Wiedenfeld, Food Services Supervisor, started January 2, 2024
* Andrea Levy, Balabusta, started January 8, 2024
* Olivia Francis, Resident Relations Coordinator, SSW, will start on January 22, 2024
* Cindy Sheppard, Administrator, will start on February 12, 2024
* Marie Allan, Executive Assistant to CEO, left SV
* Maria Howard, Executive Manager of People & Processes. leaving SV
* Interviews ongoing for Volunteer Coordinator
* Still searching for Nurse Practitioner
* FC Member asked how the hiring of new Leadership Team Members was communicated to Staff because some Recreation Staff did not seem to know who Andrea was and her role at SV
* Laurie stated that Team Managers should communicate this information to Staff beforehand and during daily huddles → Will be creating templates for huddles to ensure nothing that needs to be discussed gets missed
* FC Board Representative said the Board did not meet in January, so a Chair of the Jewish Life Committee had not yet been decided on

1. **Need Concise & Timely Communication: Outbreak Updates, Incident Notifications, Town Hall**

**Recordings, etc.**

* Deferred

1. **FC Section In Next SV Newsletter**

* Laurie informed FC that a write-up for the next SV Newsletter should be submitted by March 10, 2024
* Vanessa requested that FC Members submit a small write-up of their favourite things about being on FC
* Article can also detail what FC does, how it makes a difference, its impact, and how easy it is to be on FC

**Action Step:**

- FC Members to submit small write-ups about FC and will discuss what to write for an article in next

Newsletter at February’s FC Meeting

1. **Guest Speakers For FC Meetings: Leadership Team Members, Alzheimer’s Society, etc.**

* Sandra Mallet, Public Education Coordinator, Alzheimer Society, will be February’s Guest Speaker
* FC Members suggested having Sandra explain the meanings of different colours for Dementia Residents, with special attention to the paint colours chosen for SVToo 1st and 2nd Floor
* FC Member mentioned that in SVO, the 2 floors have markers on the walls when you come off the elevator that help Residents know what floor they are on
* Vanessa would like to see this in SVToo and proposed asking Sandra for ideas on what markers work best

**Action Steps:**

- Vanessa will speak to Sandra about paint colour meanings and wall marker suggestions

1. **Ramps For Balconies & Sliding Doors Attached to Dining Rooms In SVToo – Update**

* SVToo 1st Floor ramps were installed
* SVToo 2nd Floor ramps were not installed because repairs to the balconies were not completed before the weather got colder
* Project on hold until the Spring

1. **Snow & Ice Removal**

* Vanessa noticed some build-up of ice in-between and slightly behind cars and wondered if salting was taking place

**Action Step:**

- Laurie to ask Angela if salting in-between cars was happening

1. **Parking**

* Deferred

1. **Having Challah Available Every Day Or More Often**

* Laurie wondered if it may be easier to get challah bread or rolls from Apartment Residents or Goldie’s Program attendees

**Action Step:**

- Laurie will look into the idea of Apartment Residents or Goldie’s Program attendees helping with

challah bread or rolls baking

1. **New Staff Taking Care Of Residents On Own With No Senior Staff Supervision**

* FC Members noticed new hires working on the floor who did not seem to be trained enough or ready to be on their own without Senior Staff supervision → Did not know Residents’ morning and bedtime routines
* Breanna wrote that there were some students on the floor with their preceptors and all Staff receive one-on-one training on days/evening/nights before they are independent
* The Team do their very best to place students with preceptors on the potential home areas they will pick up shifts from
* Staffing levels continue to be an issue and the Team are proactively coming up with ways to work around it

**Action Step:**

- Breanna will continue to monitor for gaps and FC Members should do the same

1. **New Staff’s Knowledge of Lifts & Transfers Specific To Each Resident**

* FC Members worried that Staff, especially new Staff, were not being properly trained on Lifts & Transfers
* FC Members also concerned that new Staff unaware of Residents’ capabilities → Which Residents required extra attention or help and which limbs and side they needed help with or were able to maneuver on their own during transfers (Knowing Resident)
* Staff seem to not be cautious enough during transfers, which can easily lead to injuries as well
* Breanna wrote that new hires receive thorough training on lifts and transfers before they are allowed to work independently on shifts and the Team are working diligently to shift Staff's focus from tasks to the Residents themselves
* FC would like Senior Staff who are familiar with Residents on that floor working with new Staff when using

lifts and transferring to give specific instructions on each individual Resident

**Action Step:**

- FC to keep an eye on and report back if problems continue to exist

1. **Website: Activity Calendars, Monthly Meal Plan – Ongoing**

* Deferred

1. **Rewriting Welcome Package for New Residents Of LTC – Update**

* Deferred

1. **Lights In SVToo Basement Hallway Extremely Bright**

* Deferred

1. **Promoting FC**

* Deferred

1. **Steps of Service Checklist In Dining Rooms For Shabbat & Jewish Holidays**

* Deferred

1. **Holding A White Wine Tasting**

* Deferred

1. **Showing Entire Movie Or Plan To Show Movies In Two Parts On Back-to-Back Days**

* Vanessa asked if there was a way to either show the entire movie or show a long movie on back-to-back days

because movies were being stopped at 4:00 pm and Residents were not seeing the whole movie

* Brigitte said Recreation Staff finish their shift at 4:30 pm, which may be why movies were stopped at 4:00 pm
* FC Member offered that the movie should be set up and ready to go before Staff went and got the Residents

to allow for the movie to start on time

* Brigitte suggested only showing 90 min movies or showing longer movies from 10:00 am – 12:00 pm

**Action Step:**

- Brigitte will ask Recreation Staff to set up movie before going to get the Residents and discuss possible

solutions

1. **Heat In Winter & Cooler Months Set to 22°C-****23°C Max. – Ongoing**

* Had to make boiler air handler repairs and add some venting in SVO
* Maintenance will adjust the boilers and air handlers based on the outside temperature → Try to keep indoor temperature at 74°F
* Angela will follow-up on Resident room with thermostat not working
* Angela told Laurie that Dining Room audits were being conducted during meal times
* FC Member noticed that Staff were walking around with their own thermometers to measure the temperature

**Action Steps:**

- Laurie will follow-up with Angela about heat and Resident’s room thermostat

- Vanessa to speak to Marianne about having a key to Maintenance Room available to use on the weekends, if the heat has been turned up too high and SV feels too hot

1. **Purchasing Locks For Shekter Memorial Garden To Memorialize Those Who Passed At SV**

* Deferred

1. **Staff Morale**

* Deferred

1. **Residents Wearing Masks On MilliMobile For Field Trips**

* Vanessa inquired about having a box of masks available on MilliMobile for outings and Recreation Staff offering masks for Resident to wear if they want to

**Action Step:**

**-** Brigitte will speak to Nick, MilliMobile driver, about having a box of masks available in the van

1. TopicsDiscussed at the FC Network 4 Regional Meetings

* Deferred

1. New Business:
2. **Work On Terms of Reference**

* Deferred

1. **New FC Regional Representative & FC Continuous Quality Committee Representative**

* Vanessa nominated Leanne, who expressed interest in the role, to take over as the FC Regional Representative & FC Continuous Quality Committee Representative
* Vanessa asked if anyone else wanted to take on the role → No one stepped forward
* FC Members voted and all were in favour of Leanne becoming the new FC Regional Representative & FC Continuous Quality Committee Representative

1. **Updates**

* Deferred due to Leadership Team changes

1. **Resident Care Conferences**

* FC Members noticed that Leadership Team Members who attended Resident Care Conferences did not frequently interact with a Resident → They only reported on what has been reported to them
* Would be great to have Frontline Staff attend Resident Care Conferences because they are on the floor, working with the Resident on a regular basis and have more insight into what is going on with them
* Frontline Staff would include a Senior PSW Representative, a regular RPN, and a Recreation Staff Member who work on that Resident’s floor and could describe any changes in a Resident they have noticed
* Resident Care Conferences may be requested by a family member or caregiver at any time and specific Staff members may be requested to attend
* FC Members would like a note or a picture of their loved one sent to family members 1x/week to report on how they are doing

**Action Step:**

- Laurie will speak to Breanna and ask her about Frontline Staff attending Resident Care Conferences and

ask about weekly reports and/or a picture of loved ones being sent to family members or caregivers

1. **Permanent Agenda Items**
2. **Residents With Behavioural Issues: How To Keep Other Residents And Visitors Safe** **– Ongoing**
3. **Palliative Hearts**
4. **Sensory Blankets/Shawls**
5. **Spa Room Renovations To Make More Inviting To Residents – Alzheimer’s Society Recommendation**

* Brigitte suggested placing 2 BSO donated murals in the Spa Rooms, 1 in SVO 2nd Floor and 1 in SVToo 2nd Floor → FC Members liked idea
* Vanessa reminded everyone that the Alzheimer Society had recommended SV make Spa Rooms more inviting to Residents and to stop using it as a storage room → Murals would make a great first start
* Brigitte noted that Spa Rooms did not have any windows and were quite plain, SVO Spa Rooms a bit brighter than SVToo

**Action Step:**

- Brigitte will ask Breanna and Maintenance if the 2 murals can be put on the walls of the Spa Rooms, 1 in

SVO 2nd Floor and 1 in SVToo 2nd Floor

1. **Having A SV Cat**
2. **Future of Shalom Village**
3. **Gentle Persuasion Approach (GPA) Is NOT Gentle Nagging – Ongoing**
4. **Business Deferred**
5. **Food & Dining Room Experience**
6. **Headshots of Staff With First Names of Those Working On Floor and Designated Wing In Each Building**
7. **Evening Hours At Bubbi’s** **Caf****é For LTC Residents**
8. **New Call Bell System**
9. **Resident Mailboxes Removed**
10. **Change Picture In The FC Website Tab**
11. **Continuous Quality Committee**
12. **Resident & Family Satisfaction Surveys**
13. **Showcase Video “A Life Well Loved” – Show Virtually at a FC Meeting?**
14. **Newcomer’s Tea or Lunch for New Resident’ Family/Friends to Meet FC Members & Discuss What FC Is**

**All About**

1. **Adjournment**

* Meeting adjourned at 8:49 pm

**\***Next FC Meeting will be held virtually on Thursday, February 15, 2024, via Zoom**\***