

# Grey Gables, Lee Manor and Rockwood Terrace



## Grey County Operations Report to Committee of Management Open Session

Submission Date: January 12, 2021

Information for the Months: October 15 – December 14, 2020

Endorsed by Council:

# Quality

Publicly reported indicators/Survey Results

Q2 2020 (July-September 2020)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Grey Gables	Lee Manor	Rockwood Terrace
		Q2 Jul-Sept/20	Q2 Jul-Sept/20	Q2 Jul-Sept/20
Improved or remained independent in mid-loss ADL	28.4%	22.5%	36.2%	42.3%
Worsened ADL	32.6%	45.4%	35.4%	33.4%
Worsened mood from symptoms of depression	22.1%	30.4%	17.6%	24.4%
Taken antipsychotics without a diagnosis of psychosis	18.7%	16.0%	15.1%	2.4%
Has fallen	16.5%	13.2%	19.1%	18.9%
Worsened stage 2 to 4 pressure ulcer	2.5%	2.0%	3.1%	1.7%
Daily physical restraints	3.0%	0.5%	1.8%	2.3%
Has pain	5.4%	2.5%	1.5%	1.5%
Worsened pain	9.5%	14.0%	5.3%	6.8%

The Q2, July to September 2020, data was recently released by the Canadian Institute for Health Information (CIHI). The data shows that the care communities are making improvements in several areas. Improvements are reflective of ongoing focused initiatives and data accuracy. Quality improvement programs continue for the areas that are above the provincial average.

The care community teams are currently completing Annual Program Reviews and setting goals for the year. The information from the reviews will be used for strategic planning and the development of the 2021 Quality Improvement Plan.

# Ministry of Long-Term Care (MOHLTC) Compliance Orders /Inspection Findings Summary

## Grey Gables

Ministry of Long-Term Care inspectors attended the care community on November 12, 13 and 16<sup>th</sup>. The purpose of the visit was to do a follow up inspection to a Critical Incident and a Follow Up to a Compliance Order related to RN staffing. During the inspection the compliance order for RN staffing was put back into compliance. For the critical incident inspection related to a fall with injury the home was issued:

- **Written Notification/compliance order** – Licensee failed to ensure that when care set out in the plan was not effective, that different approaches were considered in the revision of the plan of care for resident.
  - **Corrective Action**
    1. All care plans reviewed and changed
    2. Reviewed voiding patterns of Residents
    3. Education of staff
    4. After each fall, fall will be analyzed, and care plan updated.
    5. Monthly review of trends of Resident falls
- **Written Notification/compliance order** – Licensee has failed to ensure the “Falls Prevention and Management” policy that included the “Head Injury Routine” were complied with.
  - **Corrective Action**
    1. Policy reviewed with Registered staff
    2. Education to staff on Head injury routine & copy to physician
    3. All falls will have a Head injury routine completed and audited by RAI coordinator
    4. Physicians educated on policy and ensuring signing and dating of orders
- **Written Notification/Voluntary Plan of Correction** – Licensee failed to ensure that a resident exhibiting altered skin integrity, including skin tears or wounds received a skin assessment by a member of the registered nursing staff, using a clinically appropriate assessment instrument that was specifically designed for skin and wound assessment
  - **Corrective Action**
    1. Re-Education of staff
    2. Assess weekly skin and wound treatments using assessment tool

[MOLTC Critical Incident Inspection Report November 24, 2020](#)

## Lee Manor

During the reporting period, there were three separate Ministry of Long Term care visits to the care community.

Inspectors were on-site September 29, 30, October 1, 2, 5, 6, 7 and 8, 2020. The purpose of their visit was to conduct a Complaint Inspection which was completed concurrently with a Critical Incident inspection related to a resident fall with injury. The inspectors reviewed relevant documents, toured the home, observed care and service delivery as well as interviewed staff. A final report was issued on October 26<sup>th</sup> where non-compliances were issued. A summary is outlined below, and a copy of the Public Report is attached.

### **Complaint Inspections**

- **Prevention of Abuse:** A written notification was issued related to failure to investigate, respond and act immediately. A voluntary written plan of correction was issued for achieving compliance to ensure that all incidents of improper care are immediately investigated.
  - Corrective Actions
    1. Re-education for staff on process, requirements for reporting allegations.
    2. Abuse and Neglect policy will continue to be reviewed annually and covered in new employee orientation.
    3. Daily monitoring of the 24-hour report will be ongoing to identify potential documentation gaps related to follow-up/investigation requirements.
- **Care Concerns:** A written notification was issued related to failure to comply with skin and wound care. A voluntary written plan of correction was requested for achieving compliance to ensure that when a resident has altered skin integrity, they receive a skin and wound assessment by registered staff.
  - Corrective Actions
    1. Re-education for Registered Staff regarding Skin and Wound program policy and processes.
    2. Re-education for PSWs regarding how and when to report skin and wound concerns.
    3. Ongoing routine auditing of skin and wound concerns to ensure compliance with policy.
- **Medication Administration:** A written notification was issued related to failure to comply with medication incidents and adverse drug reactions. A voluntary written plan of correction was requested for achieving compliance to ensure that all medication incidents are documented, reviewed and analyzed.
  - Corrective Actions
    1. Review current policy and processes related to medication incidents with Registered Staff.
    2. Routine monitoring of Registered Staff documentation to ensure compliance with policy and processes.

**Critical Incident Inspection** - a written notification was issued related to safe transferring and positioning devices or techniques when assisting residents, resulting in a compliance order due November 24, 2020. All aspects of the compliance order were met by the noted due date.

- Corrective Actions
  1. All nursing staff received retraining on safe transferring and positioning techniques and devices. Training included transfers with and without mechanical lifts.
  2. Resident Care Plan was reviewed with care staff to ensure compliance.
  3. All safety belts on shower/bath chairs were replaced.
  4. Shower and bath chairs were labelled along with their corresponding removeable parts.
  5. Staff were educated on the tag out process of equipment.

A Ministry of Long Term Care inspector returned on November 9<sup>th</sup> and 10<sup>th</sup> to complete a critical incident inspection related to Resident Neglect. The Inspector observed staff-resident interactions, reviewed clinical records and conducted staff interviews. Non compliances were not issued.

[MOLTC Critical Incident Inspection Report November 12, 2020](#)

On December 10<sup>th</sup> and 11<sup>th</sup>, an additional Critical Incident inspection was conducted as well as a follow-up to the compliance order issued in October. A final report has not yet been issued.

## Rockwood Terrace

An inspector from the Ministry of Long-Term Care attended the care community on October 22, 2020 to follow up on a Critical Incident. During the course of this inspection, there were no areas of non-compliance issued.

[MOLTC Critical Incident Inspection Report November 5, 2020](#)

## Surveillance Testing

### Grey Gables

Surveillance testing is provided on site every two weeks over two days. Compliance was usually around 29%, effective November 23, 2020 the surveillance testing was updated to mandatory testing for staff and DCP's every 14 days. All staff are in compliance to this new directive.

DCP testing has increased to be 61 DCP's tested bi-weekly on Mondays.

### Lee Manor

The frequency of surveillance testing was updated on November 23<sup>rd</sup> requiring mandatory testing of staff and students every fourteen days. In response, the care community increased opportunities for testing and offered daily swabbing clinics Monday through Friday. These opportunities were also extended to our Designated Care Partners who have been grateful for this option. To date, all staff have been compliant with the bi-weekly requirement. Over seven hundred surveillance tests have been administered at Lee Manor during the reporting period.

### Rockwood Terrace

Effective November 23, 2020 the Long-Term Care Sector Surveillance Testing Strategy was updated to require mandatory testing of staff and students every fourteen days for areas in green prevent or yellow protect. Any team member refusing testing is placed on an unpaid leave of absence. Currently, we have one team member in this situation.

On Tuesday November 10<sup>th</sup> we started coordinating DCP COVID swabbing clinics here at the home. These clinics run every Tuesday with the help of Grey County Paramedics. In addition to the Paramedic team we thank Grey County Social Services for the use of their space.

# Outbreaks

## Grey Gables

There have been no outbreaks at Grey Gables during this reporting time.

## Lee Manor

On November 9<sup>th</sup> a staff member at Lee Manor tested positive for COVID-19 through regular surveillance testing. The asymptomatic staff member was swabbed two additional times and both results returned negative. When we first learned of the possible case, it was treated seriously, and immediate outbreak protocols and Public Health guidelines were initiated as a precaution. On December 12<sup>th</sup> outbreak protocols were lifted and the case was deemed a false positive by Public Health.

On Friday, December 11<sup>th</sup> Public Health declared a COVID-19 outbreak at our care community. A staff member working on 2<sup>nd</sup> Floor North tested positive and stringent outbreak protocols were immediately activated following direction from Public Health.

All residents and staff working on the affected area were tested. Thanks to thorough infection control protocols, all other test results returned negative, and as of December 21, Public Health declared the outbreak over.

We would like to extend our gratitude to our local Public Health team and all Lee Manor team members, who were extraordinary care partners in helping us navigate through these challenging scenarios.

## Rockwood Terrace

There have been no outbreaks at Rockwood Terrace during this reporting time.

# People

## Grey Gables

Grey Gables welcomed a new Social Worker, Alida Raven on November 25, 2020. The Residents are happy to have a social worker back on staff and Alida is a welcome addition to the home. Verna Talbot announced that as of December 24<sup>th</sup> she will be retiring. Verna has worked for Grey Gables for 19 years and will be missed by everyone but especially by the Residents on Pine Valley.

Grey Gables continues to hire PSW's and ESW's.

## Lee Manor

Lee Manor is pleased to announce several updates to the leadership team. Interim Executive Director (ED) Stacey Goldie was awarded permanency, effective November 30<sup>th</sup>. Consequently, recruitment for the permanent Resident and Family Services Manager (RFSM) position was initiated and the successful candidate was Elena Smith. Over the past six months Elena developed her leadership skills and played an integral role in the successful implementation of the Colour It Connect, Visiting and DCP programs as the

Interim RFSM. We look forward to welcoming Elena back to the team following her maternity leave beginning December 18<sup>th</sup>. We are pleased to announce that Andy Playter will fill the temporary position. Andy has 20 years of experience in the health care sector, is passionate about helping others and is eager to start a new career path in long term care.

Lee Manor also welcomed a new Associate Director of Care (ADOC), Tolleen Parkin, on December 7<sup>th</sup>. Tolleen comes to us with over 15 years experience working in the Long-Term Care sector as Director of Care and her most recent role as the Administrator at Gateway Haven. Tolleen's passion for resident centered care compliments our Colour It philosophy and her extensive knowledge and practical experience will be an asset to the long-term care department.

Lee Manor continues to recruit for Registered staff, PSWs, and ESWs.

## Rockwood Terrace

On December 4<sup>th</sup>, Rockwood Terrace was very pleased to welcome our new hairdresser Mikayla MacArthur. Residents had been without hair care services since July and having these services back in the home has lifted spirits and made everyone feel and look so much better.

Two long term team members, Barb McCarthy and Bill Newton have recently retired after thirty-six years of service (each) with Grey County at Rockwood Terrace. We are very thankful for their support and commitment and wish them the very best in their retirement. We would also like to wish Grace VanHarten best wishes in her retirement after fifteen years of service.

We currently have twelve Care Support Assistants working within the care community providing support to Personal Support Workers and completing active screening duties at the entrance.

## Projects, Location Events and Other

### Grey Gables

With the end of the warm weather and our weekly outdoor entertainment coming to an end it was important to come up with creative ways to keep everyone entertained in this strange new environment. We started off October with our Annual Apple Pie Sale. Although social distancing and COVID precautions made it look significantly different - with lots of hard work and laughter we had over thirty pies ready to go by the start of Thanksgiving weekend.

Taking full advantage of the unseasonably warm weather on November 9<sup>th</sup>, 2020 we quickly pulled together an outdoor concert featuring the amazing singing talents of Mr. David Kell. What a wonderful afternoon of sunshine, music and fellowship.

An energetic group of students from Canadore College in North Bay provided "virtual" activities for our Residents from mid-October till December 11th. These students who are currently enrolled in the

Recreation Therapy Program created and implemented a variety of programs for our Residents to enjoy. We played Name That Tune and Card BINGO, we exercised with Chair Yoga and Sit & Get Fit programs and had much fun and laughter with virtual painting classes & Wheel of Fortune. What a fantastic experience for both the students and the Residents.

Christmas 2020 will be one for the books, but the Program Staff at Grey Gables did a fantastic job of making the home look and feel like a traditional Christmas. The home was decorated beautifully, with so much thought and care put into every little detail.

We started off December with a Santa Photo Shoot. Each Resident had their photo taken with Jolly Old Saint. Pictures were printed and given out to Residents and families as well as a digital copy sent off as well. Once again, the smallest of details were covered as each photo shoot was personalized with items special to the Resident.

Although our annual Christmas Bazaar was not on the agenda this year, we did put together a Christmas Market for Residents to shop this holiday season. Socially distanced displays and scheduled visits created a safe and enjoyable environment for everyone to shop and enjoy the season. Raffles, baking, craft items and a few other treats were available for purchase and thanks to everyone who came out and supported us. Our 2020 Christmas Market was a huge success.

On Sunday December 13<sup>th</sup> we had the pleasure of welcoming a youth choir to our home. Once again, 2020 presented obstacles but not one we couldn't overcome. A sound system and willing volunteers combined to create an Outdoor Christmas Concert with the Residents tucked cozy and warm inside. Words cannot express our thanks to this amazing group of young people who came and shared their talents. The beautiful sounds of season were beyond amazing and will be reminisced about for a long time to come.

## Lee Manor

Lee Manor continues to support many visiting initiatives, including Virtual, Window, Outdoor and Indoor visiting stations, as well as the Designated Care Partner (DCP) program. During the reporting period, the home hosted approximately 200 virtual visits, 35 window visits, 75 outdoor visits and 60 indoor visits. We have seen ongoing changes to the demand for the various types of visiting at the home. With the onset of colder weather, there has been a returned interest in virtual visiting opportunities. The team has increased appointment times to support this need, particularly in the evenings and on weekends. The home has also noted a reduction in bookings for outdoor and window visiting and have adjusted these opportunities accordingly. We recognized the importance of heat and shelter for families during their window visit and have created a new visiting station along the west side of the home. A shelter and heat source will be added to this station in late December. The Designated Care Partner program continues to support a high volume of visiting and we have transformed the home's lobby area to support a safe donning and doffing station for DCPs. We have also equipped the space with lockers to support the DCPs in keeping their belongings off the resident home areas, promoting safe infection prevention and control.

The Recreation staff continue to balance the residents' visiting needs with their programming interests. The staff facilitate small group, physically distanced programming such as: crafts, bingo, exercise groups, discussion groups, virtual church, virtual music and more. All programs are cohorted to support

individual home areas and avoid crossing over of residents. The Physiotherapy department continues to support weekly classes for the residents under the same safety measures.

The last two weeks of October saw many festive activities related to Halloween. The residents enjoyed making treat bags as appreciation gifts for staff, a virtual Halloween Parade, a mobile photo booth, and their own Trick or Treat experience with door-to-door goody deliveries.

The month of November saw an increase in structured small group activities and the reintroduction of an activity calendar. The Recreation department initiated a rotation of programming to support balanced activities for all home areas. The residents enjoyed a variety of activities including watercolor painting, virtual Mass, mobile library carts, craft kits and more! This month also held the first Virtual Resident Council meeting on November 17<sup>th</sup>. The virtual forum received an abundance of positive resident feedback to continue with this format.

We have welcomed the holidays throughout the beginning of December with thematic activities and festive fun for the residents. Some of the activities held and planned include: a festive photo day, travelling Christmas music, holiday word games, Christmas crafts, a virtual Festival of Lights Tour and making a holiday music video. The Recreation department has also enlisted the support of local volunteers to perform virtual church services and concerts throughout the month. Despite the restrictions associated with COVID-19, the recreation team continues to find innovative ways to Colour It for residents.

## Rockwood Terrace

Oktoberfest Luncheon was served October 23<sup>rd</sup>, residents enjoyed near beer, sausages, sauerkraut, braised red cabbage with bacon, and schnitzel along with black forest cake for dessert. This meal is always a favourite for our residents, especially since many of our residents are of German descent.

Halloween was a special time at the home with many staff dressing up to the delight of our Residents who always enjoy seeing the interesting and creative costumes staff wear. Residents were also treated to a Halloween Costume parade with the daycare children. Residents watched the parade through the windows and enjoyed seeing the little ones all dressed up and waving enthusiastically to our residents! Spruce Ridge School next door also did a parade on the perimeter of the school property and residents were able to watch.

Throughout the month of October, we were lucky that the weather was warm so many families and residents were able to enjoy outdoor visits. We were all thankful to support these visits knowing the unusually warm fall weather would quickly turn to cooler temperatures and snow.

On Remembrance Day we held services for the Residents in the home conducted by our Chaplain, Pastor Dianne Drysdale. These services were well attended and gave us a chance to reflect and thank Veterans for their service to our Country.

The Recreation Team has been very busy decorating the Home for Christmas, the beautiful trees and decorations have added a festive feeling to the whole home. The staff throughout the home have also got into the festive spirit and have been busy with a decorating contest making their work areas festive and decorative. The residents have loved seeing the different creative displays and it has been great watching the teams work together to display their handiwork.

The Leadership Team wanted to do something special for all Rockwood Team Members so starting on December 1<sup>st</sup> daily goodies have been shared and enjoyed by all. It is our way of saying thank you for an exceptionally challenging year.

Around the home we have been hosting many on the go socials since we cannot gather in traditional ways. Music and mimosas were a big hit, residents enjoyed their fancy drinks in rimmed glasses while Cara played Christmas tunes on her guitar throughout the home. Eggnog, candy cane hot chocolate, and gingerbread treats have been delivered as memories of past Christmases were shared. Lots of crafts have been made during this time, Christmas Card making, gingerbread houses were constructed, scavenger hunts, and grandpa letters to our Grade 4 class have been received and written over this time.

The Recreation Team also did photo shoots for all the residents and shared the beautiful photos with families.

## Occupancy

2020 Occupancy Data	Grey Gables		Lee Manor		Rockwood Terrace	
	Reporting Period	Year to Date	Reporting Period	Year to Date	Reporting Period	Year to Date
Occupancy	98.76	99.14	96.7	98.47	95.3	97
Move-Ins	4	23	15	52	9	42
Discharges	4	21	14	54	9	43

## Stakeholders (i.e. Ministry of Labour, Public Health, Fire)

### Grey Gables

On December 9<sup>th</sup> Fire chief Marty Wellwood, Jessica Yaniv training officer and Kayla Pate fire admin conducted an annual Fire Inspection and the vulnerable sector evacuation. John Broad Building Supervisor gave the tour and a few of our employees participated in the tabletop exercise for evacuation. No deficiencies were found in the Resident area but there was a couple of deficiency's noted in our tenant space that John has addressed and will be working with the tenants to comply.

TSSA boiler inspection was held on November 30<sup>th</sup>, deficiencies noted were safety relief valves needed to be replaced which has been completed as well as we needed manufacturers worksheets from the original installation which now has been obtained for completion of inspection.

### Lee Manor

Inspector Greg Nicol from Owen Sound Fire and Emergency Services conducted a routine Fire Inspection on November 25<sup>th</sup> with Building Supervisor Tim Dean. Two areas of deficiency were noted including

combustible material in a stairwell and extension cords being used for appliances in two locations. Both areas were addressed immediately and noted in the report as being corrected.

An inspector from the Grey Bruce Public Health Unit attended the home on November 18<sup>th</sup>, 2020 to complete a routine inspection. There were no observed critical or non-critical violations. The inspector did make two recommendations including repairing chipped paint in the 1<sup>st</sup> Floor servery and adding thermometers inside fridges/freezers with existing outside digital thermometer readings for improved accuracy. Both recommendations have since been implemented.

## Rockwood Terrace

An inspector from Grey Bruce Public Health Unit attended the home on October 30, 2020 to complete an inspection of the main production kitchen. There were two areas in violation at the time of the inspection: the refrigerator in the kitchenette was missing the thermometer, and the concentration of the quaternary sanitizer was too low. Both items were corrected immediately.

## Environmental (i.e. Emergency Preparedness, Occupational Health and Safety)

### Grey Gables

Code Red continues to be practiced on all shifts each month.

Code Orange and Green complete by tabletop exercise in the month of December.

All audio and visual alarms tested by TROY in November, which we passed.

Resident influenza immunization rates are currently at 92% and 55% of Staff.

### Lee Manor

In effort to offer an improved window visiting experience for residents and visitors, the window visiting station was relocated to the west side of the building. Arrangements have been coordinated to offer improved parking access, privacy, shelter and an outdoor heat source.

Staff influenza vaccination rates have reached 71%, a marked improvement from last year. Although flu shot clinics for staff have concluded, vaccinations are available by individual appointment. Final immunization results will be reported to Public Health by the January 15, 2021 due date.

Monthly fire drills continue to occur monthly on each shift.

The Occupational Health and Safety Committee continues to be active and last met on November 4<sup>th</sup>.

## Rockwood Terrace

Influenza immunization rates are currently at 92% for residents and 89% for team members. This information is required to be reported to Public Health by January 15, 2021.

# Written Complaints Summary

## Grey Gables

No written complaints were received during the reporting period.

## Lee Manor

One written complaint from a family member regarding care concerns was received during the reporting period. The complaint was submitted as a Critical Incident with the Ministry of Long Term Care. The leadership team investigated the complaint and follow up with the complainant occurred as per policy.

## Rockwood Terrace

No written complaints were received during the reporting period.

# Compliments/ Colour It Story

## Grey Gables

With the knowledge that Covid will provide a challenge for some of our family members to be able to come in and visit during the Christmas Season. The recreation department organized a Santa photo shoot with each of the Residents and by adding a personal touch in each picture that represents the Residents. This photo was then sent to each of the Residents family for Christmas. The home received many thank you notes and accolades from the families. Many of the families mentioned the attention to detail and were so happy to see their loved one is being well looked after and is doing well during this difficult time for everyone. This project took a lot of planning and teamwork from many departments to colour it for our Residents and Families.

## Lee Manor

Lee Manor is proud to share an innovative Colour It story featuring one of the County's IT specialists, Brian Richards. The home enlisted Brian's support in researching a call bell system that could accommodate a resident with very limited movement capacities. Using the information provided from the clinical team, the resident, and the resident's family, Brian helped develop a call bell that met the resident's needs and abilities to ensure safety. This call bell is the first of its kind and we're very proud of Brian's dedication to supporting the resident and his innovative technological skills. We're also thankful to the clinical team and support network who persevered in finding a means to support this resident's unique needs. Colour It Teamwork prevails!

## Rockwood Terrace

In the middle of October, we had several vacancies at our home, and we were busy coordinating several move ins.

After two bed offers were accepted and families had completed the initial welcome call with the home, we came to realize that the two of the ladies who were scheduled to arrive were currently roommates at the Durham Hospital. Helen and Irene could not believe their luck that they were both moving to Rockwood Terrace just a day or two apart. One of their sons advocated to get the ladies together on the same day in the same room. He felt if they could do their isolation period together it would be better for both and help each of them to pass the time. We tried our best to make this happen but because of COVID protocols and timing with the hospital being able to get swabs to the lab we were unable to meet this request. What we were able to do however, was arrange for these ladies to be in the same room once they completed their 14-day isolation periods. During their isolation team members set up virtual visits and phone calls back and forth and staff shared messages from one to the other. The ladies did not know one another prior to meeting in the hospital but both say it was such a gift to meet and click right from the start!

After a very long 16 days, Irene and Helen were delighted when both were finally reunited in the same room!

They now get to dine together for all their meals and enjoy one another's company throughout each day. They race around the home in their wheelchairs and even call themselves the Cadillac Girls!

The friendship they have formed is very special and the support both ladies show toward one another is very moving. Finding a friend during a pandemic has proven to lift both of their spirits and provides meaning to their daily lives. Their families are thrilled that their moms have one another especially during these challenging times.

Sunday December 13<sup>th</sup> was a special day for one of our residents in the home. At a recent care conference Muriel shared with the team that she loved our home, staff and was so thankful for everything. She only had one thing left on her bucket list that she hoped to be able to do. Muriel wanted a ball room dancing lesson. She had not danced since before she was married as her husband was not a dancer but wanted to give it a try one last time. The recreation and leadership teams put their heads together and tried to find someone internal that was a ball room dancer, as luck would have it, we learned a family member in the home, also a DCP taught ballroom dancing. So, our plan to make Muriel's bucket list item took life. On Sunday Dec 13<sup>th</sup> with Covid-19 safeguards in place Muriel's dream came true with her family watching from the windows holding up perfect 10 score cards! This day was very heartwarming for everyone involved and we have since asked all our residents to share bucket list items so we can help their wishes come true.

## Resident/Family Council Updates

### Grey Gables

Family Council is continuing to meet monthly. Zoom calls are working well and will continue monthly going forward.

No issues brought forward

## Lee Manor

Family Council met virtually on November 3<sup>rd</sup> and December 1<sup>st</sup>. The meetings continue to host a group of dedicated attendees and invite new members to join using the monthly newsletter.

We are pleased to share that our first Virtual Resident Council was held in November and was a great success. The residents were able to participate from the comfort and safety of their own home area, in the north lounges and south dining rooms. The meeting was broadcast over the televisions for the residents to view. Each area had a designated Recreation staff to support the meeting and mute/unmute for the residents to provide their feedback. The meeting saw marked attendance and sparked great conversation and idea sharing. The 2<sup>nd</sup> Virtual Resident Council meeting was held on December 10<sup>th</sup> in the same format and had similar success. Lee Manor will continue to host these meetings monthly. The home also continues to utilize the Ontario Association of Resident Councils (OARC) bulletin to communicate written updates to residents on a regular basis.

## Rockwood Terrace

Resident Council continues to meet monthly. We continue to review required documents (MOLTC reports, policies etc.), there were no concerns from those in attendance.