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Elmwood Residences Inc. Family Forum

Hosted by the Resident and Family Advisory Committee

January 12th, 2022, @ 6:30 pm until 8:00 pm via ZOOM

Feedback from Families	
What is Working?	What is Not Working?
<ul style="list-style-type: none"> • I'd like to give high 5's to staff for keeping the residents as safe as they have been. • While the pandemic has been challenging, the support staff have gotten to know the residents so much more because they are spending so much more time together. • The increase in communication, including the COVID-related alert zones and updates and the great effort to communicate so well with everyone has been appreciated. • The efforts of the staff to keep the organization going has been great- staff have done a "pretty darn good job" of keeping things going, and I am very grateful for that. • I give credit to everyone for getting through the past 20 months. • Community homes are great and they support my son well- if there are problems, we can refer to staff and they address our concerns. • The Manor is working well because there is staff differentiation - it is effective, efficient, mobility accommodations are possible there and the nursing care is great. • Communication around COVID and the zones is so appreciated. If we can't be in-person, we can still be connected. • Seeing outbreaks that have occurred in LTC's across the country, I believe that Elmwood did a great job of supporting the health and safety of everyone the past 22 months. • Staff have been extremely responsive - if issues have been brought up, the staff have addressed them. • My sister needed medical attention and was not referred for medical consultation by support staff - when I asked about the criteria to determine how and when staff refer residents for medical support, nursing staff responded. 	<ul style="list-style-type: none"> • Regarding the Manor transition: a request was made to clarify the budget on programming and staffing, and that there is a lack of information on the transition. The Ministry (of Social Services) needs to provide detailed information on ratios of residency to buildings. "This is a glaring gap in the proposal regarding the budget - how are staff going to transport individuals back and forth? This is not effective." • Elmwood has 2 important meetings each year - one is the AGM to support the board to transition from being a management board to a policy board. A focus of the AGM in 2021 was to increase membership, and that there would be a great opportunity for people to speak to the transition at the AGM. Elmwood needs more members. Let's make sure that we can guide the future of the organization well, together. • More communication on the Manor transition will help support family members to understand the transition. I don't see how people living in community homes can retire to the manor - several individuals moved from one community home to the Manor years ago, and that was a good fit • The closure of the Manor has been brought up a lot before, and I hope that it never happens. • The Manor has been starved of resources because of the lack of admissions in the past several years. There could have been updates and upgrades to maintain the building's failing infrastructure - the gym was just built just a few years ago. • The Elmwood community needs a space for medical support, programming and opportunity to grow.



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| <ul style="list-style-type: none">• Having a loved one with multiple medical conditions and having medical professionals and therapists come in to support her has been excellent. Being able to have some of this accommodated within the Manor has been so helpful.• Communication has evolved and improved over time. Elmwood has had an extraordinary response to COVID. Day programs such as Cosmo are essential - having people supported so well so that people aren't just watching the paint peel every day is important.• My sister got very sick over the past few years. She is better off in her community home - the manor would not be a good fit because it is too big, too busy, etc. The nursing care provided at Elmwood is incredible. Integrating homecare into the homes is essential. An evolution of service like having home care at the group home level is a positive change I have seen recently whether it is a COVID-related outcome, or not.• My daughter just moved to a new home, and it seems to be a good fit for her. She says that the relationships she has made have been great for her, and that her friends miss her when she is not there.• I want to sing the praises of the supports that we have had to communicate with doctors, as we have had excellent outcomes as a result.• Square pegs in round holes - it can be dangerous to have individuals presented in medical arenas without advocacy - especially Elmwood's advocacy and family members' efforts. We have seen Elmwood's nurses make a big difference because they truly understand the resident's needs.• We are blown away by what Elmwood has done and continues to do for our loved ones. | <ul style="list-style-type: none">• The transition is a political move - it is the government's policy, not Elmwood. If we are going to change anything, we need to get political.• My brother went to the hospital a few years ago, and the doctor made a disparaging remark about my brother. The medical professionals in community often do not know what to do or how to support our folks. Elmwood has been the best thing for my brother.• It is news to me, and shouldn't be news to me, that there are 4 residents of the manor who have already been identified as the first people who will move, and that construction of the first home is already under way.• Regular updates on the transition would help - perhaps in the newsletter there could be regular updates included.• The staff could have more specialized, intentional and strategic information on intellectual disabilities. The inclusion movement has done a disservice to us all, as people with intellectual disabilities do have different needs- they need specialized supports. We need to develop content and create an understanding of intellectual disability, particularly with behaviors.• COVID is challenging - it is a challenge to have restrictions and it is hard to see people impacted.• The people who care about those at Elmwood need more communication with respect to the transition. How is continuity going to remain regarding nursing and health care? The most important area is perhaps recreation and social involvement - how is this going to be handled in the future? Elmwood is much more than a building - it is where that hub has been, but I appreciate that people have concerns regarding the transition. How are critical elements going to be enhanced?• There is a sense of urgency here - a lot of this needs to be addressed.• Perhaps we can connect with other SILP families so that there can be strengthened connections. Increased socialization could be enhanced by increasing connections with other SILP families. RFAC could provide the |
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	<p>opportunity to connect families and share contact information.</p> <ul style="list-style-type: none">• We were new to the SILP program as well; our daughter joined the ERI community during the pandemic and it was challenging to feel connected. If we could connect with others, it would be great. Let's exchange contact information!• Education and a framework for a plan should be a focus. Each person is different - having people tell me what I could or couldn't have for my daughter over the years has taught me to speak up.• Fears of a loved one transitioning to LTC - there are cracks in that system and accountability is required to ensure that such a move does not happen to any of our loved ones. How do we make sure that people are safe from such devastating transitions? What happens if the community home cannot safely support people - do they end up in an LTC?• Enhanced nursing care to age in place is essential for any plan. Making sure there is a sufficient budget to adequately support people with whatever medical needs they have is key.• Family members want answers to questions- how will this transition enhance social wellbeing of individuals and their families? How will the medical needs of individuals be supported throughout the transition? How can we do better about having individuals' needs met in community homes rather than in LTC's?
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Family Recommendations to RFAC and Moving Forward in 2022 – 30 minutes

1. Manor Transition

- Families are requesting the opportunity to discuss the Manor Transition at an alternate event(s). Family members recommended a 3-phase approach:
 1. Families should have the opportunity to hear the plan directly from leadership.
 2. Families should have the opportunity to react to the plan.
 3. Elmwood leadership and CLSD should listen and respond to families' feedback.
- Regular, ongoing communication regarding the Manor Transition is required- updates should be provided to all stakeholder groups on a regular basis.

2. Communication and Connection

- RFAC could facilitate the sharing of contact information, or Elmwood staff could facilitate opt-in contact information sharing
- Family members want to have multiple ways to connect with each other - some smaller groups could meet within each part of the organization, but also with larger groups.
- Elmwood members can have a say in the direction that Elmwood is going; RFAC could encourage family members to become members



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Resident and Family Advisory Committee Members	
Overview of Responsibilities	Family Representatives
<ul style="list-style-type: none">• A function of the RFAC is to improve communication within the agency, and to support a platform in which family members can deliver feedback• 2-year term for family members to be a part of the committee• Attend meetings that occur approximately every 6 weeks (at this time)• Responsibilities include be available to connect with family members, take part in the Family Survey, carry forward recommendations from other family members, etc.	<ul style="list-style-type: none">• Family representatives of the Resident and Family Advisory Committee are as follows:<ul style="list-style-type: none">○ Susan McKeown- put forth her name as a family representative of Kinsmen Manor. (2 year term ends in 2024)○ Carla Froese- Community Homes (2 year term ends in 2023)○ Christy Zacharias- SILP program (2 year term ends in 2023)
Other Notes	
<ul style="list-style-type: none">• 5 family members RSVP'd prior to the event, and 27 family members were in attendance.• Signe Larson (ERI), Heather Tetzlaff (CLASI), Mikayla McMechan (INSK) and Megan Wells (INSK) were in attendance.• The Family Forum was adjourned at 8:45 pm.	