

Menno Place Family Council Meeting

Meeting Minutes – June 22, 2026

In attendance:

- Resident Family/Caregivers: Rob Schulz, Leah Savage, Julie Unger, Debbie, Wendy, Sandy, Sarah Browne
- Menno Staff: Bas Kervel, Pooja Mishra

Introductions & Land Acknowledgment:

Attendees introduced themselves and said where their loved one lives at Menno

Review Previous Meeting Minutes (FC Chair)

- Minutes are taken at each meeting and they're posted on the MennoPlaceLife/Family Council webpage.
- There was an overview of the previous minutes provided.
- There were no questions from meeting attendees.

Review Interaction Tracker (FC Chair)

- The chair showed the Interaction Tracker and where to find it on MennoPlaceLife/Family Council webpage.
- The tracker is a spreadsheet that tracks all questions (either sent to the FC email or from the meetings) and the corresponding answers that have been provided generally by Menno Place staff/leadership.
- Email the Family Council with any questions you may have.

Incontinence Program Update (Executive Director of Care Services)

- Menno Home & Hospital rolled out the new Incontinence Program on June 3, 2026.
- They have changed the vendor for incontinence products. They were seeing skin breakdown with residents so surveyed the market for products with better skin integrity.
- The new product is not as user friendly for the staff but the vendor is currently onsite providing training for them so they can become familiar with the new product.

Q: What about the new incontinence product makes it more difficult for staff to use?

A: New product has tabs and old one was belted. The previous product could be changed in either a standing or sitting position whereas the new product is better fitted in a lying position. Staff feels this requires more time because, with the belted product, they could just loosen it and pull it down. Now they have to open and close the tabs. This is a change and the feeling is that the staff will adjust over time.

Gerry App (Executive Director of Care Services)

- The Gerry App is a mobile phone app that Menno Place has been exploring. It links into the Point-Click-Care system used at Menno Place for capturing patient information.
- Family Survey was completed and there was quite a bit of interest.
- Executive team at Menno wants to go ahead with the app.
- Now gathering references.
 - The only reference they received, they were not able to get a response from
 - Gerry App says they only have one reference.
- They have made their contract very flexible so apparently we can cancel after implementation without penalty.

- Also asked about data security and the data information is currently being reviewed by the IT department at Menno.
- ED of Care Services will be meeting with the CEO of Gerry App on July 2nd to discuss further.

Q: Will we insist on a reference?

A: They don't have any other references.

Q: Would you like someone from the Family Council to attend the July 2nd meeting?

A: Not for that meeting but for subsequent meetings Family Council will be invited to participate.

Q: Will data be kept within Canada?

A: Yes, the data is hosted within Canada and does not go to the US.

Q: Since there isn't a reference, could there be a test group of users to trial it?

A: We talked about a trial but the vendor would like to just implement. They have waived the implementation fee and would like to onboard everyone rather than a pilot group. Menno will negotiate the price and then the families will have the option to opt in.

Q: What level of personal information is in the app?

A: Personal identification (i.e, the SIN or Health Number) would not be in there. It would only be name of resident, long term care site, unit, and room number. Only the designated family member/authorized rep/decision maker could see the information and they can invite other designated people to also have the app.

Q: Is the one reference we got Louis Brier?

A: No, it was a care home in Ontario. Louis Brier was a pilot and only two families opted to participate so it didn't continue.

Director of Support Services – MeepMeep Pilot

- MeepMeep is an app that tracks hearing aids and glasses.
- It's a Bluetooth device that clips onto glasses or the loop of hearing aids. Similar to air tags.
- It is connected to an app and then the nurses have the app on their tablets.
- If glasses or hearing aids go missing, the staff can track the item through the device.
- Pilot project is underway (about 2 weeks). One of the care aide leads is the project lead and the Director of Support Services is the Exec Sponsor.
- Some challenges with the app with synching the tablets with the information needed to track the glasses and hearing aids.
- Startup company that was looking for a pilot site.
 - First prize from Dragon's Den
- Next step is to send out a survey for families and staff to gauge their interest.
- Family member expressed that this is a good thing when things are tough already and then you lose your glasses. Excellent idea!
- Will make families more confident about having those things for their loved ones if they won't be lost as easily.
- May even put them on the oxygen trolleys and bladder scanner as it's sometimes hard to find those pieces of equipment

Q: How big is the device?

A: Very small (½ in x ¼ in x ¼ in)

Q: How many people in the pilot?

A: 2-3 residents and 4 devices

Q: How does the device stay charged?

A: They get plugged in to charge and the charge lasts about one month.

Q: When can we hear more?

A: Families will get a survey created by the MeepMeep vendor and sent by Menno.

Q: How will families know about this service and what will it cost?

A: So far there is no fee but the price would be per resident and then however many items they could put it on. Families would need to make a request. It will be advertised/offered as a value add possibly for a minimal fee. Onboarding would include this as an option once it's implemented.

Q: How will the pricing work?

A: Probably just one fee per resident. Don't think the devices are very expensive but it's more around getting it set up and then keeping it charged so admin fees for that.

(Ex. Flat rate per month and you could have multiple devices; not sure if there will be a limit)

Might be available for special clothing or other special items (Ex. Special quilts), but will not be for regular clothing.

Q: Do staff take care of the charging?

A: Yes, the staff will do the charging.

Question & Answer Time:

All of these will be put in the tracker. No questions were asked.

New Dining Experience – Chef's Plate

Executive Director of Care Services introduced the new dining experience...

- Chef's Plate is a restaurant-style dinner at the Primrose Garden Dining Room
 - Staff are dressed up like a fine dining servers
 - Set menu (June was prime rib or Boursin stuffed chicken & soft drinks; local red & white wine can be purchased)
 - \$38/ person; residents get 20% off
- Can book a table for the resident and their family members
- More details will follow
- First Chef's Plate was June 20th and there were around 50 attendees
- There is one in July and August

Q: Was that considered a good turnout?

A: Yes and the feedback was very positive...best experience in a very long time!

Next Meeting:

September 14th – 12 noon (in person & virtual) at Menno Hospital Conference Room