

## **Resident Council Meeting – RECONCILIATION DUE BY 11/2/2016**

10/26/2016 @ 1:30pm

- **Staff Members Leading:**
- Kelly Buss, Life Enrichment Coordinator
  
- **What is resident council?**
- An organized, decision-making group of long-term care residents meeting regularly to voice their needs and concerns and to have input into culinary services, activities, policies, and issues affecting their lives in the facility.

### **NEW BUSINESS**

The October Resident Council Meeting was attended by (19) Residents and (0) family members. Rachel Westermeyer RN, Dennis Wellnitz Environmental Services Coordinator, Candy Olson, Nutritional Services Coordinator and Rebekah Kellogg, Customer Service Representative attended the meeting to discuss resident concerns.

The JMC RC President MT and Vice President DM were present to call the meeting to order. The meeting began with the Pledge of Allegiance.

Everyone in attendance expressed extreme satisfaction with the overall supports and services provided by JMC Management and Staff. Only a few issues or concerns were noted. Below is a summary of topics and suggestions discussed at the meeting.

### **Nutritional Services: (Candy Olson)**

#### **Announcements:**

**We will soon be installing a suggestion box where you can ask for new meals, offer family recipes, or comment on anything related to nutritional services.**

- **Follow-up on old business:**
  - *We are modifying the carb-count on meals for the diabetics.*
  - *We have solved the tough meat issue.*
  - *We will only have soup once a week.*
  - *If you would like an alternative meal or smaller portions please let your servers know at mealtime.*
  - *We now have more food items available for alternative meals such as hot dogs, turkey and ham sandwiches, and several different types of soup.*
  - *All staff have been educated to wear gloves at all times while serving meals.*

#### **Comments Include:**

- **Many residents stated their extreme satisfaction with the meals, servers and menus.**
- **“Meatball subs are hard for some to eat, they can be hard to pick up and messy with the sauce”.**

- **Response: For those who have difficulty eating the subs, we can just give meatballs with sauce on the side.**
- “There is a cook that I don’t like her attitude.”
- I agree with this, she is very snotty to us.”
  - **Response: We are working on this issue.**
- “I love the breaded chicken, I hope we have it more often.”
  - **Response: We are glad you like it, of course we will serve it again.**
- “Could we have T-bone steaks on Wednesday’s?”
  - **Response: That would be nice, but would not fit well within our budget.**
- “I didn’t like the bean soup. The food is good and this is the first thing I did not like.”
  - **Response: you can ask for an alternative meal when we have bean soup.**

### Administration (Noelle Wiebusch)

#### Announcements:

- Noelle is off today, but Rebekah is here to represent Administration.
- We will soon be installing a suggestion box for you to submit questions/concerns at any time. We will review the submissions at our meetings.
- Follow-up on old business:
  - *Noelle will be hosting an activity to make fabric door guards to deter other residents from entering your room when your door is open.*

#### Comments Include:

- (Submitted in advance from a POA) “I have to find a better way to decorate glasses, any new ideas? (My wife) has time after time misplaced her glasses. While I understand privacy is important, there must be a way for staff to check rooms, or discover where items were last seen.”
  - **Response: We understand your frustration. We do post missing items on ECP until found. Staff are instructed to look for items, and report when they are found. We will discuss your concern as a team your concerns and see if we can come up with some any new ideas to help resolve this ongoing issue.**
- “Please make sure if a letter is brought to the desk to be mailed it is not lost.”
  - **We make sure all mail that is brought to the desk is mailed. If your letter was not received, it may have been lost in the mail.**
- “I am happy, everything is going well so far.”
  - **Response: we are happy you are pleased.”**
- Resident Health: (Rachel, Amanda, Alex and Marcie)

#### Announcements:

- Flu shot clinic was held last month.
- No new announcements at this time.

#### Comments Include:

- “Do we need another Measles shot?”
  - **Response: No, a booster is not needed.**

- “Make sure I don’t run out of Tylenol again. I asked for some and was told I didn’t have any. I had to suffer all day. I was told to drink water and lay down. This didn’t help.” (Occurred on a Sunday)
  - **Response: We will check on this.**
- “I have had the same problem with Tylenol.”
  - **Response: Your Tylenol is scheduled, so you may have to wait four hours for your next dose.”**
- “I usually use my own water bottle when I take pills, but one evening staff brought my pills and I used your water to take my pills. It tasted and smelled funny. I asked the staff to smell it and she agreed it smelt funny. I took another sip and it tasted worse. I think it tasted just like urine. She said oh well and left.”
  - **Response: The water staff use for the medication pass comes from the refrigerators on the quad. We will have Dennis check out the refrigerator water on your quad.**
- “(A resident) came in my room and pooped on my shell.
  - **Response: Please attend the upcoming activity to make a fabric door guard. This may help deter the resident from entering your room.**

### Life Enrichment (Kelly, Tonya, Samantha and Brandon)

**Announcements: Please enjoy our Halloween Week events, and remember to dress up on Monday!**

- **We are looking forward to all our exciting events this month. Including:**
  - Veteran’s Day Celebration
  - Monthly Birthday
  - “ Tonya’s Surprise Party”
  - Thanksgiving
  - More Packer Parties
  - 9 Musical Events
- **The Nov calendar was distributed.**

**Comments Include:**

- **“The activities are GREAT!**
  - **Response: we are happy you are pleased.**

### Environmental services:

**Announcements:**

- Dennis has been working hard to get the building ready for winter.
- Wall heaters have been tested and repaired as needed and are ready to go for the heating season. Please let Dennis know if you have any issues.

**Follow-up on old business:**

- *We now have smaller toilet brushes to get way down in the bowls.*

**Comments include:**

- “The building looks good.”
- Everything is great and Dennis works really hard.
- “Our rooms are kept very clean”
- “Dennis is the BEST!!! He fixes everything quick, and the building looks fantastic.”
  - **Response: We are glad you are pleased.**

**Other questions/comments/concerns/feedback:**

- **No other issues were discussed**

**Meal of the Month:**

Residents have decided on a meal of the month for November:

- Roast Turkey
- Dressing
- Mashed Potatoes and Gravy
- Mixed Vegetables
- Bun
- Pumpkin Pie with Whipped Topping
- **Meal of the Month to be served on: November 24, 2016**

The meeting was adjourned by Resident Council President MT.

Next Meeting: Dec 30th at 1:30pm