

## Resident Council Meeting – RECONCILIATION DUE BY 3/01/2016

2/24/2016 @ 1:30pm

- **Staff Members Leading:**

- Kelly Buss, Life Enrichment Coordinator; Brandon Kellogg, LE Assistant

- **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 February Resident Council Meeting was attended by (23) Residents and (4) family members. Angie Jones, Cook, Rachel Westermeyer RN, and Amanda Halfmann RHC attended the meeting to discuss resident concerns.

The JMC RC President MT and Vice President DM were present to call the meeting to order.

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 are still working on the snack situation, but we will be having a person doing a work experience at JMC, who will be passing snacks in the afternoon, three days a week for now. Don't be afraid to ask if you need something

#### **Comments Include:**

- **“Breakfast is the most important meal of the day, why is it the smallest?”**
  - **Response: You can ask for seconds if it is allowed with your diet. We can also add oatmeal in the AM.**
- **“Can we have fresh fruit more”**
  - **Response: Yes, we will as it comes into season.**
- **“Can the cold cereal be displayed somehow so the residents know it is available? My husband would not know to ask.”**
  - **Response: We can look into this, we can also ask him.**
- **“We just loved the meal of the month.”**
- **“The food is good here.”**
  - **Response: We are happy you are pleased!**

## Resident Health: (Rachel, Amanda, Alex and Marcie)

### Announcements:

We are working on a new pendent system that alerts the caregiver through the walkie-talkie system, and will not go off until reset by staff

### Comments Include:

- “I am wondering about the status of obtaining in-house eye and dental exams? This was mentioned several months ago.” (From a family member)
  - **Response: We will continue to look for a provider**
- “There is a caregiver who is smoking outside near my A/C unit and the smoke is coming in my window.”
  - **Response: We will discuss this privately after the meeting**
- “We were told there should be a caregiver in the dining rooms at all times during the meals. Is this happening?” (From a family member)
  - **Response: It should be, and if you see it is not, let us know.**
- “We need more 3<sup>rd</sup> shift caregivers”
  - **Response: We do staff all shifts with the required amount of caregivers.**
- “What are the bathing schedules like? I would like to be here when my husband has his shower to see what it is like.” (from a family member)
  - **Response: Residents have their own day and time, we can let you know when your husband is scheduled.**
- “Can residents have spa time if they chose? (from a family member)
  - **Response: Yes, residents can request a spa bath instead of a shower.**
- “What about the ongoing problem of missing items? I thought you were going to assign someone to look for these things. I know people have a right to their privacy, but the person missing the items has just as much right to look for their things. Can caregivers look through everyone’s room/closet once a month, or at least look for the missing items?” (From a family member)
  - **Response: We are making every attempt to return missing items to the owner. We will look into additional solutions to resolve this issue.**
- “My husband was misplacing his hearing aid and glasses, so now they are locked in the med room each night. On three occasions this week alone, the items have not been returned to him by 11:00am. How can this issue be resolved? (From a family member)
  - **Response: We will look into this issue.**
- “We are still not getting the correct items back from the laundry. The staff are supposed to wash each resident’s laundry separate. I don’t buy this, so many items returned are either missing, or belong to someone else.”
  - **Response: Residents items are to be washed separately. We will look into this issue.**

## Life Enrichment (Kelly and Brandon)

### Announcements:

- We are looking at outings for the next few months any suggestions would be welcomed
- The March calendar was distributed.
- The March/April JMC Newsletter was distributed

### Comments Include:

- “You are doing a good job”
- “We love all the activities”

### Response:

- **We are happy everyone is enjoying all the activities**

## Environmental services:

### Announcements:

- We are working hard to keep your rooms and the building clean, and in good repair

### Comments include:

- “Some of the residents find the image they see in the mirror inside their rooms upsetting. What is the status of the plan to paint a design or something on the mirror inside the resident rooms.”
  - **Response: We have it on our schedule to get this done.**
- “The building looks good”
- “Our rooms are good”

## Other questions/comments/concerns/feedback:

- No other issues were discussed

## Meal of the Month:

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

- Corn Beef and Cabbage
- New Potatoes
- An Irish Dessert
- **Meal of the Month to be served on: March 17, 2016**

The meeting was adjourned by Resident Council President MT.

Next Meeting: March 23<sup>rd</sup> at 1:30pm