

Resident Council Meeting – RECONCILIATION DUE BY 5/01/2016

4/27/2016 @ 10:30am

- **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 February Resident Council Meeting was attended by (22) Residents and (2) family members. Candy Olson, Nutritional Services Coordinator 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 no longer have our volunteer to pass snacks on a daily basis, this has been an ongoing issue. Many attempts have been made to get snack-passers, with no success.
- We are working on a solution to this issue. If you have any ideas, please share.
- Don't be afraid to ask if you would like to see something added to the menu, we are always open to new ideas.

Comments Include:

- **“How do you prep potatoes? Are there ever French fries on the menu?” (From a family member)**
 - **We serve, baked, mashed and twice baked. Unfortunately, we are unable to serve French fries because they need to be baked, and we cannot keep them warm enough for serving.**
- **“I would like more pork roast”**
- **“Can we have more Mexican meals”**
 - **Yes, we are working on new recipes!**
- **“I like breakfast the way it is, we have many choices.”**

- **Response: I am glad you like the variety we serve. How do you all feel about serving string cheese with supper? If you do not eat it right away, you can take it home for an evening snack.**
- **“String cheese will be good.”**
- **“The food is good here.”**
 - **Response: We are happy you are pleased!**

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

Announcements:

- The new pendent system is up and running. It alerts the caregiver through the walkie-talkie system, and will not go off until reset by staff. How is it working for you?

Comments Include:

- **“The pendent system has improved the response time of staff, I would say it is working fair.”**
 - **Let us know if you have any problems.**
- **“Caretakers are lousy, they take forever to respond, and you have to beg them to get things done”**
 - **We will look into this.**
- **“I am still having problems with another residents wandering in my room.”**
 - **Response: Please let your caregiver know, and remember to keep your door locked if necessary.**
- **“The staff are good, but sometimes they get noisy at night when I want to go to sleep. Too much giggling past 9pm”**
 - **Response: We will look into this situation.**
- **“What about the ongoing problem of missing items? I do not believe everyone’s laundry is washed separately.” (From a family member)**
 - **Response: We are making every attempt to return missing items to the owner. We post a note on the computer for all staff to search for the item, and another if the item has been found.**
- **“I still don’t believe residents are being toileted as scheduled. On numerous occasions I have come in to visit and find him soaked through. He has also had a UTI. This is an on-going issue.” (From a family member)**
 - **Response: We will look into this issue.**
- **“I also feel toileting is not happening as schedules. I have come in to visit and spent an entire day here with ho one coming in to toilet my wife.” (From a family member)**
 - **Response: Residents should be checked on and toileted every two hours, we will look into this.**
- **“Care of my husband’s hearing aids and glasses is improving, however he is not getting the assistance he needs in the mornings, especially with tooth brushing.” (From a family member)**
- **“I agree on the tooth-brushing.” (From a family member)**
 - **Response: We will look into this issue.**
- **“Passing of medications has improved**

Life Enrichment (Kelly and Brandon)

Announcements:

- We are looking at large-group outings for the next few months any suggestions would be welcomed.
- We have started taking residents to the library two times a month on Saturday morning, if you would like to go, let us know.
- We are also looking at other small group outings.
- We are starting vegetable and flower seeds to plant in our raised gardens.
- The May calendar 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:

- Welcome Dennis!!!! Dennis is working hard to keep your rooms and the building clean, and in good repair.

Comments include:

- "Dennis is **AWESOME!** The building looks good."
- "Our rooms are kept very clean"
- "Two thumbs up for Dennis!"
- "Two of the refrigerators do not make ice, and the others are always empty. What can we do?"
- **Thanks for bringing this to our attention. We will call to have the ice makers repaired**

Other questions/comments/concerns/feedback:

- **No other issues were discussed**

Meal of the Month:

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

- Ranch Chicken
- Mashed Potatoes and Gravy
- Spring Blend Vegetables
- Strawberry Shortcake
- Lemonade
- **Meal of the Month to be served on: May 8, 2016**

The meeting was adjourned by Resident Council President MT.

Next Meeting: May 25th at 1:30pm