

## Resident Council Meeting – RECONCILIATION DUE BY 6/01/2016

5/25/2016 @ 10:30am

- **Staff Members Leading:**

- Kelly Buss, Life Enrichment Coordinator, Brandon Kellogg Life Enrichment 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 May Resident Council Meeting was attended by (22) Residents and (0) family members. Hillary Holman, Administrator, Rachel Westermeyer RN, Dennis Wellnitz Environmental Services Coordinator and 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. 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:**

- 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:**

- **"I know a person's appetite diminishes as we age, but I am younger than most residents and need more food, especially at breakfast. Breakfast is the most important meal of the day."**
  - **Response: We cannot exceed your diet restrictions, but you may have more fruit if you wish.**
- **"Can we have fruit with each meal?"**
  - **Response: There will always be fruit available at breakfast. As it comes into season, we will fruit available at other times as well.**
- **"I get hungry in the afternoon, can I come get snacks"**
  - **Response: We will consider all options on this.**

- “Can we have spaghetti with long noodles more often?”
  - **Response: We will consider this.**
- “Can we have pizza more, it is so good.”
  - **Response: Pizza is hard for most residents to eat, perhaps we can have it as an afternoon snack once in a while.**
- “The food is okay here, and I consider myself a good cook.”
  - **Response: We are happy you are pleased!**
- “I like the dessert the best!”
- “Can I get soda from the kitchen? I see some residents get it.”
  - **Response: No, families bring in soda to be stored in the kitchen for some residents.**
- “I think the meals are terrific.”
  - **Response: We are happy you are pleased!**

### Administration (Hillary Holman)

#### Announcements:

- Your administrator is always available to assist you in any way and address your questions and concerns.

#### Comments Include:

- “She really is easy on the eye.”
- “I have no problems.”
- “I love it here.”
- “Everything is great.”
- “It is alright.”
- “It is so-so.”
- “I will let you know.” (new resident)
- I don’t like it here at all, people are rude. (caregivers) They tell us what we can and cannot do/say whatever. They say bad things to us.”
- “I think it is terrific, people are friendly.”
- “It is very nice here, I wouldn’t go anywhere else.”
- “We get good meals.”
  - **Response: We are glad most of you are happy, if there are any specific concerns we can assist with, please let us know.**

### 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:

- “Can I get a call light in my room?”
  - **Response: No call lights, we use the pendant system.**
- “I have no problem with caretakers”

- “Caretakers are outstanding, good and friendly.”
- “I only have one complaint, the caretakers are too good looking!”
  - **Response: We are happy you are pleased!**
- “The noise is better at night.”
  - **Response: We are happy to hear things have improved.**
- “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?”
  - **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.**

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

#### **Announcements:**

- We are starting our new schedules next week; Brandon will be here Mon, Tue, Wed and every other weekend. Tonya will be here Thurs and Fri. This schedule will allow us to make best use of individual talents, to provide the best quality activities possible.
- We have started taking residents on small group outings two times a month on Saturday morning, if you would like to go, let us know.
- We have also planned at least one large group outing each month, and looking into others. If you have any suggestions, let us know
- We are looking forward to our family BBQ in July, invitations will be sent out to your families soon.
- The June calendar was distributed.

#### **Comments Include:**

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

#### **Response:**

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

### Environmental services:

#### **Announcements:**

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

#### **Comments include:**

- “Dennis is **AWSOME!** The building looks good.”
- “Our rooms are kept very clean”
- “Dennis fixes everything quick.”

- "I think the housekeeper needs a smaller toilet brush. The toilet holes are not getting clean
- **Thanks for bringing this to our attention. We will look into this.**

**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:

- Grilled Hamburgers and Brats
- Potato Salad
- Spring Blend Vegetables
- Fruit Salad
- Chocolate Éclair Torte
- Lemonade/Ice Tea
- **Meal of the Month to be served on: June 28, 2016**

The meeting was adjourned by Resident Council President MT.

Next Meeting: June 22th at 1:30pm