

Resident Council Meeting – RECONCILIATION DUE BY 7/29/2016

7/27/2016 @ 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 June Resident Council Meeting was attended by (20) Residents and (2) family members. Rachel Westermeyer RN, Dennis Wellnitz Environmental 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:

- 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 am happy we are having pasta more often"
 - **Response: We are happy we were able to accommodate this request.**
- "Several times gravy is on the menu, and then there is no gravy, Can we please have gravy with our mashed potatoes?"
 - **Yes, I will make sure this issue is corrected, thank-you for bringing it to our attention."**
- "I think the meals are great"
- "There is too much food, but it is very good"
- "I think the meat loaf is the best, I gave the cook my recipe"
- "It is really good, great variety"
- "The girl at night is really good at desserts"
- "Staff is good, very friendly"
 - **Response: Thank-you for all of the positive feedback.**

- **“The food is good. I am now eating better and I have lost a lot of weight as a result.”**
 - **Response: We are very happy to hear this!**
- **“I like the dessert the best!**
 - **I think we all do 😊**
- **“I think the meals are terrific.”**
 - **Response: We are happy you are pleased!**

Administration (Hillary Holman)

Announcements:

- JMC’s administration is always available to assist you in any way.
- Hillary is off on maternity leave until October 10th. In her absence, please address your questions or concerns to either Rachel (RN), or Rebekah (Customer Service).

Comments Include:

- **“I love it here”**
- **“I have no issues, it is great here”**
 - **Response: We are happy you are pleased!**

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

Announcements:

- In order to help return lost items, it is important for families and residents to make sure all clothing and personal items are marked with the resident’s name.

Comments Include:

- **“There is a resident who comes in our rooms often, sometimes in the middle of the night, and takes things. Can something be done about this?”**
 - **Response: We will look into how to resolve this, and supervise this person more. We are also investigating some new strategies we can implement to help improve this issue.”**
- **“I think it is the way some of the workers talk to patients. I think this has a lot to do with their behavior.”**
 - **Thank you for your input, we will continue to explore solutions to this issue.**
- **“We are still having problems with missing clothes”**
 - **We are working on this. Please let staff know right away if you are missing something.**
- **“It is great with all the new staff here”**
- **“Everything is great, staff are now very quiet at night.”**
 - **Response: We are glad most of you are happy, if there are any specific concerns we can assist with, please let us know.**

Life Enrichment (Kelly, Tonya and Brandon)

Announcements:

- We are looking forward to our family BBQ tomorrow night, we have had a great response from families.
- We will be having some staff changes in LE, beginning in August.
- The Aug calendar was distributed.

Comments Include:

- **“Could we have more activities on weekends?”**
 - **This is something we are working on, and with the new activity staff, you should see a great improvement in the coming months.**
- **“The variety of activities offered is great, and so are the staff”**
- **“We love the outings, they are really fun.”**
 - **Response: We are happy everyone is enjoying all the activities, and we love the outings too.**

Environmental services:

Announcements:

- Dennis and Maria are working hard to keep your rooms and the building clean, and in good repair. Please let one of us know if you have any issues.

Comments include:

- **“The building looks good.”**
- **“Our rooms are kept very clean”**
- **“Dennis fixes everything quick.”**
- **Thanks everyone for your comments.**

Other questions/comments/concerns/feedback:

- **No other issues were discussed**

Meal of the Month:

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

- Fried Chicken
- Mashed Potatoes and gravy
- Corn on the Cob
- Dutch Apple Pie ala mode
- **Meal of the Month to be served on: Aug, 18, 2016**

The meeting was adjourned by Resident Council President MT.

Next Meeting: Aug 24th at 1:30pm