

Resident Council Meeting – RECONCILIATION DUE BY 8/31/2015

8/24/2015 @ 1:30pm

- **Staff Members Leading:**

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

- **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 August Resident Council Meeting was attended by (18) Residents and (0) family members. Nutritional Service Coordinator, Candy Olson attended the meeting to discuss resident concerns.

The meeting was called to order by Resident Council President, HS and second by Resident JS.

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)

Comments include

- “The helpings are too large”
- “I can’t chew some things because of my teeth”
- “Vegetables are sometimes cool”
- “The dessert should not be put out before the meal is over”
- “The food is good”
- “The watermelon was good”
- “We need snacks for diabetics”
- **All Residents Report: Snacks *are not* being offered in the afternoon or evenings**

Response:

- **We are working on a (4) week menu cycle, and portion size**
- **We will talk to staff about waiting to put the dessert out**
- **Please let staff know if your food is too cool, we can warm it up**
- **We will find out why snacks are not being offered**
- **Please remember, if there is something you would like to have that we are not offering, stop by Candy’s office and let her know so she can get it on the menu**

Resident Health: (Rachel Amanda and Marie)

Comments include:

- “When we are done eating, staff is gone from the dining room, and we have problems getting back to our rooms”
- “Pendants are not being answered some times. Especially between the hours of 10pm and 6am”
- “We are tired of other residents coming in our room, especially at night”
- “I have had many items taken out of my room by other residents”
- “I would like a lock on my door, but I was told I need to pay for it”
- I think the residents who come in our rooms should have to pay for our door locks”

Response:

- **Management will look into all concerns**

Life Enrichment (Kelly and Brandon)

Announcements:

- More activities are now being offered in the late afternoon and evenings
- There are several new clubs to participate in, such as Men’s Club, Card Club, Nature Club and History Club
- An exercise class will be offered Thurs. mornings
- Lots of upcoming music, parties, outings and events
- There should be something for everybody
- If you have suggestions for new activities, let Kelly or Brandon know

Comments include:

- “How about a Cupcake day?”
- I am happy there will be exercise class on Thursdays”
- “Can we play cribbage’

Response:

- **We can probably do a Cupcake Tasting day**
- **Cribbage can be added to Card Club**

Environmental services: (Sally)

Comments include:

- “Could we get signs in the hallways (like in hospitals) to show new residents and visitors the direction to the different neighborhoods or rooms?”
- “Some of the Residents can’s get back in to the building from the courtyards because the doors are too heavy. Taping them open has helped, but maybe automatic door openers would help”

Response:

- **Management will look into all concerns**

Other questions/comments/concerns/feedback:

- No other concerns were noted

Response:

- N/A

Meal of the Month:

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

- Fried Chicken
- Mashed potatoes and Gravy
- Cole Slaw
- Baking Powder Biscuits
- Apple Pie a la Mode
- **Meal of the Month to be served on: September 10**

The meeting was adjourned by Resident Council President HS.