

## Resident Council Meeting – RECONCILIATION DUE BY 8/29/2016

8/24/2016 @ 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 (22) Residents and (3) family members. Rachel Westermeyer RN, Dennis Wellnitz Environmental Services Coordinator, Candy Olson, Nutritional 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:**

- The Fall/Winter will go into effect on September 12<sup>th</sup>, bringing with it more soups, stews and other “comfort foods.”

#### **Comments Include:**

- “Can we have pasta more often, especially the spaghetti? It is really good!”
  - **Response: We are happy we will be able to accommodate this request. Our Fall/Winter menus include many pasta dishes.**
- “I am happy we are now having gravy with our mashed potatoes.”
  - **I am happy this issue has been corrected, thank-you for bringing it to our attention.**
- “I love joining my husband for lunch, and do it often. Is there someone who monitors the punch cards, or is it on the honor system?”
  - **For families, we are on the honor system.**
- “Could we occasionally have foods that are easier or someone like me, who has Parkinson’s to cut and eat. So often I lose most of the food before it gets to my mouth.”

- **Response: Thank-you for feedback. We will look into options to resolve this issue.**
- “The food is good, but how about more sauerkraut? The last time they served it it was cold, and the staff didn’t know it needed to be heated.”
  - **Response: We are very happy to look into this, and educate staff. We will defiantly offer sauerkraut more often.**
- “Portion size is not always equal.
  - **We use portion control scoops for serving. I will discuss this with staff to ensure they are used correctly.**
- “I think the meals are terrific, the amounts are good and the temperature is right.”
  - **Response: We are happy you are pleased!**

### Administration (Hillary Holman)

#### Announcements:

- JMC’s administration is always available to assist you in any way.
- Hillary continues on maternity leave until October 10<sup>th</sup>. 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:

- Flu shots are coming in September. Exact dates and times are forthcoming

#### 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 am wondering about staffing. How many staff are working each shift?.”
  - **Thank you for your question. There are six staff on for both day shift and PM shift and four for night shift.**
- “We are still having problems with my husband’s hearing aid. Often times I come in to find it turned off, or the batteries are dead.”
  - **We are working on this, and are making sure all staff, especially new staff are educated on this.**
- “It is great with all the new staff here”
- “Everything was great, and staff were very quiet at night. Now, it is becoming noisy again.”

- **Response: We will have to address this issue again, we have many new night staff in training, who may not be aware how loud they are. Please let us know right away if this issue continues..**

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

**Announcements: Welcome Samantha to the LE department. She will be working on Wed and Fri.**

- We are looking forward to our trip to the Hoard Dairy Museum on Saturday. This outing will include a visit to Frostee Freeze for ice cream!
- All staff and schedule changes are now complete, and running great.
- The Sep calendar was distributed.

#### **Comments Include:**

- **“Will we now have more activities on weekends?”**
  - **Yes, with only one assistant it was difficult to accommodate summer vacations. With the addition of 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.”**
- **Everything is great and Dennis works really hard. The only problem we have had is if something breaks on the weekend, we have to wait until Monday to get it fixed.**
  - **Thank-you for your input. We are working on strategies to resolve this issue.**
- **“Our rooms are kept very clean”**
- **“Dennis is the BEST!!! He fixes everything quick, and the building looks fantastic.”**
- **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:

- **Meat Loaf**

- Mashed Potatoes and gravy
- Sweet Potatoes
- Apple Crisp
- **Meal of the Month to be served on: Sep, 21, 2016**

The meeting was adjourned by Resident Council President MT.

Next Meeting: Sep 28th at 10:30am