

Resident Council Meeting – RECONCILIATION DUE BY 9/31/2015

9/24/2015 @ 1:30pm

- **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 September Resident Council Meeting was attended by (22) Residents and (2) family members. Customer Service Representative, Rebekah Kellogg and Registered Nurse, Rachel Westermeyer attended the meeting to discuss resident concerns.

The meeting was called to order by Resident Council President, HS and second by Resident JS. Both the President and Vice-President stated they would like to resign their position, so someone else can have the chance to serve.

Nominees were selected and an election was held. The new President will be MT and Vice President DM.

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

- “Some of the foods are undercooked and I get indigestion”
- “We still need more fresh fruits offered”
- “Desserts are great”
- “The serving times varies and sometimes we are served late, a half hour late onetime”

Response:

- **We will look to resolve all issues**

Resident Health: (Rachel Amanda and Marie)

Comments include:

- “Snacks are only offered when one staff is working (TR). We really like this, and would like snacks offered everyday”
- “Pendants are still not being answered, and it is getting worse. Now it is anytime of the day and not just 10pm-6am”

- “Locks on doors should be free for residents”
- “Pills are not being passed on time”
- “I have lost 18 pairs of underwear since I have been here, and I have my initials on them in permanent marker”

Response:

- **The new procedure for using white boards to track laundry was discussed with residents**

Life Enrichment (Kelly and Brandon)

Announcements:

- Daily opportunity for a variety of exercises are being offered on the new calendar

Comments include:

- “We are happy more exercise will be offered”
- We like all the activities offered throughout the day”

Response:

- **We are happy everyone is enjoying all the activities, we are having a lot of fun too!!**

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?”

Response:

Great Idea! It might be cute to put something that looks like a road sign up on the front desk to give directions.

Other questions/comments/concerns/feedback:

- A family member suggestion:
- JMC should designate one day per month for staff to search for missing resident items. They would only do a visual search so as not to violate resident’s rights. The staff could be given a list of what items are missing for each resident.

Response:

- **I would think that it would be a more fruitful effort to make note of missing items when they are noticed to be missing. If things go missing at the beginning of the month and we wait until mid-month to track down the item chances are the item will be lost forever. We always keep our eyes peeled for items that are out of place.**

Meal of the Month:

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

- Roast Turkey
- Stuffing
- Mashed Potatoes and Gravy

- Cranberries
- Green Beans
- Pumpkin Pie
- **Meal of the Month to be served on: October 12**

The meeting was adjourned by outgoing Resident Council President HS.