

Resident Council Meeting Minutes

November 16th, 2017 at 11:15 a.m.

Present: 23 residents, 5 staff, 2 family members

1. Debbie welcomed the residents and Amos said a prayer
2. Debbie led the meeting and reviewed a number of activities and special events that took place from the end of September to November 17th.
 - The Nursing Home raised \$588.35 at the Alzheimer's coffee break fundraiser September 27th.
 - Pancake breakfasts were on September 28th for the nursing home
 - Birthday Parties were October 13th (Skye Sterling) and Nov 3 (3 Gals and a Guy)
 - Welcome Tea on October 11th for I and JL, and RP and MP
 - Treat and Trivia on Oct 2nd
 - Staff - Resident bingo on October 3rd
 - Fall Suppers were the 4th and 5th
 - Pizza Party was Oct 19th
 - Remembrance Day Service was on the 9th
 - Crackling Breakfasts are this week

Debbie talked about a number of special activities that will happen in December and January:

- Memorial Service will be tomorrow November the 17th at 2:30 pm
- Making Sock snowmen Centre pieces for the Christmas Banquets in December
- We will put up some decorations and have a treat at the end of November
- The birthdays for December and January will be on the 1st of December and January 5th
- Welcome Tea in December (A welcome board has been put up in the front entrance. The nursing home residents photos and autobiographies are on the board, please take a look)
- The Christmas banquets will be December 13th for East residents and the 14th for the West residents. The invitations have been sent out to your families. The invitations say to pass the information on to other family members.
- On the 24th of December there will be a Service and on the 25th Stan and Pat Windel's will be doing the Christmas Church service
- We will have some music groups in to play Christmas music for us throughout December

- Christmas movie in the auditorium
 - Year-end slideshow and memorial will be in January
 - Beach Party in January
 - Movie in January
3. Debbie announced the new residents at the Nursing Home and in Pine View: LS, EH, GN, C couple and OA and KA.
 4. Debbie reviewed Residents' "right to be informed in advance of any additional charges for specialized services or items not covered by your monthly resident charge". Debbie said that the residents will be told if there are any extra charges and that the residents or their families need to approve any extra money that may be spent
 5. Debbie reminded the residents to use sanitizer as much as possible to avoid getting sick and to ensure residents don't get other people sick. The residents were reminded to use the sanitizer after touching their nose, hair, ears, mouth and before doing activities. Debbie reminded the residents where the sanitizer is located.
 6. Joan: Joan spoke about winter and the different events there are to enjoy particularly Christmas. Joan told the residents that they are special and that everyone is equal in the home. No one person is more important than another. Joan said that when days are hard to remember to remind themselves that they are special. All of the residents have rights and can speak to any of the staff if they have any questions; the doors are open to everyone.
Joan informed the residents that the Care Home is being built. The progress will be more visible with the walls being built right away.
 7. Karen: Nothing for Karen at this time.
 8. Department Supervisors: No one had anything to say.
 9. Debbie asked for Review and Feedback for each Department excluding the Activities Department. Debbie asked if the residents were happy with the food, housekeeping and laundry, maintenance and care. One of the residents said that her room was cold. Debbie said she would get maintenance to turn the heat up in the room. The same resident said that when she rings her buzzer no one comes. Debbie told the resident that the staff helps lots of resident's and that the staff might be assisting another resident at the same time as when she pushes the buzzer. She reminded the resident that sometimes you need to be patient. Another resident complained that the staff was putting her shirt cover on without

her consent. Debbie said that it was the resident right to choose whether she wants the shirt cover on or not and said she was sorry on behalf of the staff for putting a shirt cover on when it was not wanted. Debbie also said she would speak to the Director of Care about it. One of the residents said they were happy with the food and laundry.

10. Debbie asked for Review and Feedback for the Activities Department. Two of the residents said they were happy with the activities. Debbie said that the staff see the residents as special and are happy to serve them. The staff care deeply for the residents and that they are there to help them. If they have any concerns or questions to ask a staff member.
11. The next meeting will be in January
12. The meeting adjourned at 11:50 a.m.