Grandview Lodge Residents’ Council

Minutes

DATE: November 15, 2018

TIME: 10:00 a.m.

PLACE: Boardroom

Present: Mary Ann Jarvis, Glenda Toll, Walter Noonan, Nona Kolisnyk, Jane McConachie, Ed Little, Marie Glaves, Eric Weston, Phyllis Marr, Judy Buck

Invited Guests: Jennifer Jacob, Administrator

Staff Liaison: Kim Tamburri, Program Supervisor

Opening Humor –Residents contributed to the meeting with a joke or riddle to start.

Glenda also requested that we try to keep the meetings positive and if there are any concerns they are welcome to speak to Glenda and she can follow up on their behalf. Residents are always encouraged to speak to staff or supervisors for any concerns. Kim reminded the President Glenda to inform her of any concerns that are received so that appropriate follow up can be done, and within the allotted time period as set out in the Ministry of Health & LTC regulations.

Review of Previous Minutes - September 13, 2018

BUSINESS ARISING FROM THE MINUTES: There were no outstanding items from the September meeting. October’s meeting could not be held due to the outbreak.

**Treasurer’s Report**

* Update on revenue/expenses from Tuck Shop
* Report from Tuck shop, revenue to date – remains consistent but will be down slightly in October/early November due to the outbreak and the closure of the Tuck Shop.
* Collaboration on any purchases if any

No updates

* Donations to report if any

Resident Council received a generous donation of $8,300 from Complete Purchasing. Glenda asked residents to consider some ideas for utilizing the money. This will be followed up during our “Christmas meeting/social” on December 13th.

**New Business:**

* Jennifer Jacob attended the meeting to address the group as the new Administrator of Grandview Lodge. Jen was the Director of Nursing here for 6 years prior to the promotion and she is looking forward to continuing the excellent care and services that our Residents receive. Jen informed the group that she is currently trying to recruit and fill the position of DON, and that our newly created “Associate Director of Nursing” position was filled internally by Kim Livingstone. Kim will attend our December meeting so she can get acquainted with the Council. Jen continues the open door policy but asks that residents first seek answers from the registered staff or other supervisors so that they have an opportunity to resolve any issues or give consideration to suggestions. If the Residents are not feeling that their voice is being heard, then Jen welcomes the Residents to come and speak with her directly. Jen is looking forward to her new role and working closely with the Residents, families and staff.
* Accreditation Canada’s onsite Survey – Kim reported to the group that Grandview Lodge was awarded a four year Accreditation with “exemplary standing”, overall mark of 99.8%. Kim thanked the Residents for their contributions in making this a wonderful home in which to live and work. Kim read an excerpt from the summary report which highlights and commends our use of best practices and supports our philosophy of care in which guides our work. A copy of the report is on the CQI Board (just outside the Boardroom) if anyone is interested in the report in more detail.
* Resident/Family Satisfaction Survey: At the December meeting, part of the discussion will be on the format and questions that are contained in the current resident/family satisfaction survey. If Residents have specific questions they feel should be asked, please bring that feedback to the December meeting.
* Fall/Winter Menus: Pauline Grant, Food Service Supervisor, attended the meeting to review the fall/winter menu with the Residents. Pauline provided copies to the residents and highlighted some of the changes. Residents approved the menu as presented, but did ask if there was an opportunity to add in cauliflower soup on occasion. Pauline noted this request. President Glenda signed off the menu.

Suggestion of decaf coffee in the evenings and “switching” the supper and lunch meals will be dealt with through the Food Committee, not the Residents Council Committee. Follow up will be noted through those minutes. (Pauline Grant)

* Members Concerns:

President Glenda met with her Council members independently and reported to staff liaison that there were no concerns noted. Kim reminded the group that they could approach Glenda at any time with a concern, and that Glenda would then let Kim know for follow up purposes.

**NOTE:** Music in the dining rooms was discussed. It was agreed that because music tastes vary among those living in the units, that consideration must be given to utilizing a variety of genres and the location of the speaker/volume will be monitored.

ADJOURNMENT: Meeting adjourned at 11:00 a.m.

 Glenda Toll, President Reviewed By: Jennifer Jacob,

 Administrator