

Grandview Lodge Residents' Council  
Minutes

DATE: September 13, 2018

TIME: 10:00 a.m.

PLACE: Boardroom

Present: Mary Ann Jarvis, Glenda Toll, Annie Knol, Walter Noonan, Nona Ed Little, Bob Miles, Marie Graves, Floyd Smelser, Joyce Durk, Nick Rogik

Carol Horner (recording secretary)

Invited Guests: Steve Schwoob, Luna Deker

Review of Previous Minutes, June 28, 2018

Welcome Glenda Toll as our new President of the Resident Council Committee.

Opening Humor – It was suggested by the Glenda Toll to start each meeting with a joke or riddle for a laugh and bring some humor to the meetings.

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.

**BUSINESS ARISING FROM THE MINUTES:**

**Treasurer's Report**

- Update on revenue/expenses from Tuck Shop
  - Report from Tuck shop, revenue to date

We currently have approximately \$2,500 in our operating account. The Tuck Shop is our main source of revenue and we are currently on track to reach our revenue goal of \$8000.00 - \$9000.00 per year.

- Collaboration on any purchases if any

No updates

- Donations to report if any

Resident Council received a generous donation of \$100.00 in honour of Mr. Ted Abby. Mr. Abby had requested to have wine served for our Christmas meal in 2017. Resident Council all agreed to purchase wine with the donation for residents to enjoy for their Christmas dinner in honour of Ted Abby.

### **New Business:**

- Use of overhead paging

Kim discussed the idea of overhead paging throughout the home to make residents aware of Resident Council meetings and some events or large programs in the home. This would only be used on special occasions and once per month Resident Council meetings. Kim asked residents for permission and agreed they would like to have overhead paging. If residents decide they do not like the overhead paging, they are asked to inform Kim and it can be revoked at anytime. Staff recognize that this is the Resident's home so limiting the times this occurs will be a primary focus.

This must also be monitored with staff as the primary reason to overhead page is to respond to emergencies and for safety purposes.

- Laundry Feedback, Steve Schwoob, Invited guest

Steve joined the meeting to follow up on some concerns with the laundry services that were discussed at a previous meeting. Some of the concerns were shortage of linens, clothing in the wrong closets and holes

in the sheets. This was identified in the resident/family satisfaction surveys.

Steve stated that residents deserve better service and there have been some changes and ideas to improve the laundry service. Residents stated that they do see improvements.

New bedspreads, window curtains and privacy curtains will be put in the Capital Budget for next year. One unit will be completed each year.

Steve asked the committee how they are liking the new retro fit lights and informed residents they will save the home \$58,000 per year.

- Municipal Election

With the upcoming election, Grandview Lodge will hold a polling station onsite in the Gathering Room from 9:00 a.m. – 9:00 p.m. Residents will have the opportunity to meet candidates when they come in to campaign. Staff are not to be involved in the residents voting but will help facilitate getting residents to the polling station.

Candidates for the upcoming municipal election:

Ward 6 - Bernie Corbett will try to retain his seat against Julie Marchese. Three candidates for the county's mayoral duties. Mayor Hewitt will be running against Dunnville's Lisa Taylor, as well as Cayuga's David McClung.

- Accreditation Canada's onsite Survey – focus group

Accreditation Canada will be onsite to do their evaluation of Grandview Lodge on October 1, 2, 3. On Thursday October 2nd at 9:15 residents will have an opportunity to meet with some of the surveyors to obtain their feedback on the home's performance. This will ~~be~~ also be done on an informal basis as they tour the home areas. Residents who would like to participate will have an early breakfast on this day and will have refreshments and snacks at the meeting. Kim will ask 3-4 residents if

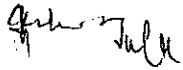
they would like to participate and will join Family Council at the meeting. Your input is important and we appreciate your participation.

- **Members Concerns:**

At 10:40, President Glenda Toll asked staff to leave the meeting to have an open conversation with members to discuss any concerns. Upon completion of the discussion, Glenda confirmed there were no issues to address with staff.

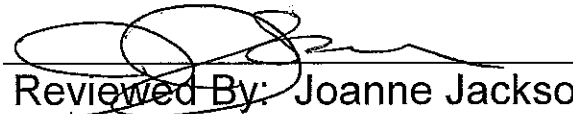
- Information on Influenza, Luna Deker, Pharmacist - invited guest Luna joined the meeting to present a slideshow and provide the committee information on Influenza. Please see attached slide deck.

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



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Glenda Toll, President



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Reviewed By: Joanne Jackson,  
Administrator