



BELVEDERE CARE CENTRE

Family / Resident Meeting Minutes

Belvedere
Care Centre

DATE: October 7, 2009
TIME: 1900 hours
PLACE: Activity Room
PRESENT: F. Woodward, R. Gatasi, A. Clarke, 20 residents and 4 families.

| | ITEM | ACTION |
|-----|--|--------|
| 1.0 | <p><u>Welcome and Introduction</u></p> <p>Annamae welcomed everyone and thanked them for coming to the meeting. She introduced Fay Woodward, who has joined our Management Team as Resident Services Manager.</p> <p>Fay has experience not only in managing care but also in Licensing Requirements. Presently, we are Licensed under the Private Hospital Act and will be changing to being Licensed under the Community Care Facilities and Assisted Living Act which means some varying requirements under Licensing. Fay will assist us in meeting all these requirements. I will also remain available to discuss any concerns you may have.</p> <p><u>Resident Safety</u></p> <p>Maintenance of Resident Safety is our goal and we welcome any suggestions you may have.</p> <p>Safety initiatives:</p> <ul style="list-style-type: none"> • Hip protectors – recommended for the majority of the residents to prevent hip fractures in the event of a fall. A sample was passed around for residents to see. • Electric beds that adjust to a few inches from the floor. Sometimes we put a mattress on the floor beside the bed. • Physiotherapist assesses resident for correct walker/wheelchair. She also teaches the Care Staff correct lifts to prevent injury to the resident and to themselves. | |
| 2.0 | <p><u>Influenza</u></p> <p>Seasonal – all residents to receive influenza vaccine within the next two weeks. Staff will not receive the vaccine at this time (unless they are 65 or older).</p> <p>H₁N₁ is a concern as it appears to be transmitted more quickly. The information indicates that people born prior to 1959 probably have an immunity to this virus. The vaccine for H₁N₁ will be available in November and Staff and residents will receive it then.</p> <p>In the meantime, wash your hands, and please do not visit if you are ill. The recommended time to stay away or home from work is 7 days after symptoms appear. You may phone your relative or drop a note when you cannot visit.</p> | |
| 3.0 | <p><u>Activity Program</u></p> <p>Ricky reviewed highlights of the October calendar of Activities reiterating that families are always welcome to join in the activity.</p> <p>October 27th - Adrienne, the Music Therapy Intern will conduct our choir in a mini-concert at 1330 hours.</p> <p>October 29th - Brass and Saxy Band – group of 20 playing big band music at 1900 hours.</p> <p>October 30th - Daycare children will visit to celebrate Hallowe'en.</p> <p>Resident Safety is a primary focus in the walking program, fitness, ROM, aerobics and strength training.</p> | |

4.0

Clothing and Valuables : See Appendix A - Letter to Family re Labeling Clothes

Belvedere Care Centre is not responsible for clothing and valuables. This is clearly stated in the Resident Agreement.

Clothing needs to be labeled. Please bring all new clothing to the Nurse or Administrative Assistant who will arrange for labeling. If you want your loved one to have the new items immediately, please request the Staff to label the clothing (temporarily) with a laundry marker. Residents may not recognize new clothing as belonging to them. Please feel free to request a visit to lost and found for misplaced clothing. Please take excess or ill fitting clothing home and do not retain valuable jewelry at the facility.

5.0

Complaints/Commendations/Concerns : See Appendix B - Compliment/Concern Form

Annamae presented a form that is available at the front desk with an envelope that can be used to initiate a discussion or leave a message. It is confidential and Annamae will get back to you. When concerns are presented it is a good way for us to improve.

6.0

Open Forum

- Comment regarding cooks do not wear gloves to serve food and sometimes are seen wiping their face with their hand and go on serving food.
- Request that housekeeping personnel close the door upon completion of cleaning a room.
- Comments/requests about food: would like to have roast beef and Yorkshire pudding, bacon and eggs for breakfast; tired of green and yellow beans; liked the curry dinner and special dinners; like the Mexican and Chinese food; liked the sausage that was served October 7, 2009.

7.0

Adjournment

Meeting adjourned at 2020 hours.



739 Alderson Avenue
Coquitlam, BC V3K 7B3
Phone 604.939.5991
Fax 604.939.5910
belvederecare@telus.net
www.belvederecare.com

November 24, 2008

Dear Family Member and Friends:

All resident's clothing needs to be labeled to ensure it is returned to the correct resident.

For new clothing, please:

- Label the bag inside and outside and give to the nurse for labeling.
- Mark name with a laundry marker on the garment label and provide the nurse with a list of the clothing you brought in.

If you are aware of any misplaced items, there is a rack of hanging clothes plus another box of unmarked clothes in the physiotherapy room adjacent to the Nurses' station on the first floor. Please request assistance from a Staff member to look at these clothes to locate any of the misplaced items.

Your assistance in this matter is sincerely appreciated.

Thanks,

Annamae Clarke
Operations Manager



Care With Respect



