

BELVEDERE CARE CENTRE

Resident/Family Council Meeting Minutes



DATE: March 31, 2010
TIME: 1900 hours
PLACE: Activity Room - Second Floor

	ITEM	ACTION
1.0	Review of minutes of October 7, 2009	
2.0	<u>Introduction</u>	
2.1	<p>Annamae requested that family members introduce themselves and who their loved one is who resides at Belvedere Care Centre.</p> <p>Diane Kikkert – daughter of Marion Worobec Kyoko – wife of John Wear Diane Bruce – daughter of Hector Bale Vince Mendez – son of Carmelita Mendez Nelda – wife of Mervin Cronk Theresa – Niece of Francesca de Leon Tina Coulter – daughter of Anthony Yon</p> <p>Other residents attending – J. Menard, R. Eckert, D. Merrells, E. Bedard, E. Jackson, J. Linden, E. Wegrich, M. Green, M. McLennan, R. Ormiston and A. Hackett.</p> <p>Welcome to everyone and thank you for attending.</p> <p><u>Family Councils</u></p> <p>Fraser Health is encouraging facilities to promote independent Family Councils to function in an advisory/collaborative manner with Facility Management. Annamae and Ricky tried to implement such a council in 2007 and were not successful. We would be pleased to assist in the formulation of a Family Council and be supportive in any way we can. Families present are not interested.</p>	
3.0	<p><u>Resident Safety - Fay</u></p> <ul style="list-style-type: none"> • Request assistance from Staff to transfer, to walk or any mobility issue. • Tell Staff if your wheelchair needs attention. • April is Dental Health month and it is recommended that everyone gets a new toothbrush. Everyone knows how important dental health is to nutrition and general health. 	
4.0	<u>Educational Presentations</u>	
4.1	<p>Annamae asked what families expect from present meetings and suggested that we could present some educational sessions. Suggestions for presentations; Alzheimer's Disease; Wills and Estates; Music Therapy; Physiotherapist speaking about mobility issues and falls prevention.</p> <p>Families seemed receptive to educational presentations and had no additional suggestions. Annamae to set up a presentation.</p>	

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5.0	<p><u>Activity Programs – Ricky</u></p> <ul style="list-style-type: none"> • Demonstrated an amplifier for residents who may need a hearing aid and the cost is only \$20. It was mentioned that a hearing aid screens out background noise not just amplifies sounds. • Mini Spa on Fridays needs volunteers and of course volunteers are always welcome and add quality to the lives of the residents. • Annual Canada Day barbeque is July 2nd and all families will be invited. 	
6.0	<p><u>Website</u></p> <p>Please visit our website at belvederecare.com and the minutes for this meeting will be posted on the site.</p>	
7.0	<p><u>Open Forum</u></p> <ul style="list-style-type: none"> • Question about the Outbreak and the Infection Control measures implemented – Fay replied and explained how the outbreak was efficiently contained and all the departments were involved. It was noted that the residents are not getting their hands washed before meals. Placing the hand sanitizer at the entrance was a good idea. • Difficulty accessing hairdresser/barber – request standing appointment every 3 weeks for A. Yon. • Music Therapy was good on Saturday a.m. and now there is nothing which is unfortunate – Annamae explained that one music therapist could no longer attend on Saturdays and arranged with another music therapist to share the program i.e. every 2nd Wednesday. Annamae and Ricky to investigate alternate Saturday programs. • Front door is locked at night and when someone wants in, they knock, knock, knock which is annoying for the residents – no need to knock as there is an intercom. Staff will be reminded about the intercom and an improved sign will be posted. • Some residents enjoyed the liver served for dinner. • Garbage can missing from H. Bale's room for weeks and each Staff promises to get one – who do families “go to” when no action is forthcoming. • Fay talked about Accreditation – what it means and what the Surveyors will be looking for and they may ask families questions if they are visiting during the survey. The survey is April 26th and 27th. 	<p>- Fay to speak with Staff</p> <p>- Annamae to talk to Kelly (done Apr 5)</p> <p>- Fay, Annamae or Joy</p>
8.0	<p><u>Adjournment</u></p> <p>Meeting adjourned at 2000 hours.</p>	