

# BELVEDERE CARE CENTRE

## Resident/Family Council Meeting Minutes

**DATE:** October 26, 2010

**TIME:** 1900 hours

**PLACE:** Activity Room

**PRESENT:** 15 Families  
Darlene Henry, Ricky Gatasi and Annamae Clarke for Belvedere Care Centre

	ITEM	ACTION
<b>3.0</b>	<b>NEW BUSINESS</b>	
3.1	Annamae welcomed everyone to the meeting and the new families to Belvedere Care Centre.	
3.2	<u>Introductions</u> Attending families introduced themselves, stated who their loved one is and how long they have been associated with Belvedere Care Centre. New family members were most complimentary to Belvedere Care Centre and also the Staff.	
3.3	<u>Purpose of the Meeting</u> Family meetings are held quarterly to discuss issues/concerns that affect several residents. The meeting also provides an opportunity to present issues affecting the facility as a whole.  Please contact Fay or Annamae to discuss specific resident care concerns.  Families are invited to establish their own Family Council if they would like to. We are happy to provide information and guidance if individuals would like to pursue this. Previous meetings have included the residents but there is insufficient room for everyone. Annamae will attend the next Resident Council.	
3.4	<u>Change in Census</u> The addition of "replacement beds" is a very positive and enjoyable experience that is fraught with "growing pains". It is a challenge to assimilate the required number of Staff and maintain our standards of care. Please be patient with us and do not hesitate to bring your concerns to our attention.	
3.5	<u>Activity Program</u> Darlene Henry explained the programs and activities and how residents will be encouraged to be involved. Ricky Gatasi discussed bus outings – that the residents decide where they want to go; families are encouraged to participate by joining residents at destination; and to accommodate the increased census, consideration will be given to increasing the number of outings.	
3.6	<u>Open Forum</u> <ul style="list-style-type: none"> <li>• Families are welcome to participate in the care of their loved one.</li> <li>• Volunteers are always being recruited and are appreciated.</li> <li>• Resident/Family Christmas Party will be on December 12, 2010 between 1330 and 1530. The different floors will have scheduled times. The invitations will be included in the November statement with the times clearly stated. Request 2 family members per resident please.</li> <li>• Families are invited to share Christmas dinner with their loved one if they choose. Please purchase your dinner ticket from the receptionist by December 15<sup>th</sup>, and please advise receptionist and Nurse if you plan to take your loved one out for Christmas.</li> <li>• Christmas can be a very emotional, stressful time so please do not feel compelled to share the entire day with your loved one. Choose a block of time, approximately 4 hours, as an extended time is very tiring for everyone involved.</li> </ul>	

	ITEM	ACTION
<p>3.6 cont'd</p>	<p><u>Open Forum</u></p> <ul style="list-style-type: none"> <li>• Rack of clothes available for everyone to see if there are any items belonging to your family.</li> <li>• Fay Woodward is the Director of Care and she is leaving Belvedere Care Centre in December to commence her own business. We will miss her.</li> <li>• A family member explained that she hires a RCA to accompany her dad in outings. This arrangement is between the family and the RCA and has nothing to do with Belvedere Care Centre.</li> <li>• Question presented regarding access to outside:           <ul style="list-style-type: none"> <li>- patio on south end of 1E; north end of 2E, and there is a patio off 3<sup>rd</sup> floor and of course the front of the building. A patio is planned for the north end of the 2<sup>nd</sup> floor.</li> </ul> </li> <li>• Request a group or a speaker to discuss Alzheimer's/Dementia to families and include future expectations.</li> <li>• A family member recommended a dentist from Langley who will visit and perform dentistry at Belvedere Care Centre (name of dentist can be obtained from the receptionist)</li> <li>• Services available at a cost include: hair salon, dental hygienist, footcare nurse and music therapy. Consent is required for these services. An Optometrist visits and examines eyes for any disease as well as recommended change in prescription. Optometry services are billed to the Provincial Health Card.</li> <li>• Any questions or concerns may be directed to Fay Woodward or Annamae Clarke.</li> </ul>	
<p>4.0</p>	<p><u>Adjournment</u></p> <p>Meeting adjourned at 2030 hours.</p>	