

## RESIDENT & FAMILY COUNCIL MEETING

WEDNESDAY NOVEMBER 9, 2011 (1:15-2:00)

### MINUTES

**Attended:**

**Residents:** Iola, Bill, Grace, Patricia, Susie, Peter, Patrick, Joan, Laurette, Sherali, Gerry, Bernice, Jessie, Irene, Mary Alice, Marguerite, Ken, Barbara, Leroy, Dorothy, Mary, Hilda, Dhyani, Norman

**Family:** John Monk

**Board Members:** Margaret McPhee

**Staff:** Carol, Lisa, Michael, Lorraine, Wanda, Maren

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1. **Call to Order:** Leroy called the meeting to order.
2. **Motion for Minutes Approval:** The minutes of the October meeting were unanimously approved. **CARRIED.**
3. **Suggestion Box Review:** There were no suggestions in the box at this time. The suggestion box is by the elevators. If residents require assistance filling out a form please speak with receptionist (Ana).
4. **Old Business/ Matters Arising**
  - Update re: Council Funds: Balance \$3605.11
  - Election time is coming up. Friday Nov. 18, 9:30am – 11:00am. Residents will be able to vote at Yaletown House. Voter's guides are available for review to assist residents in voting.
5. **Staff Reports:**
  - a. **Executive Director:** Carol announced that after almost 6 years, Lorraine will be retiring mid January of 2012. Lorraine will be sadly missed for she has demonstrated great leadership, great compassion for our residents and she upholds her nursing standards in the highest regard. It has been a pleasure to work with her. The staff and residents will greatly miss her. Carol noted that with some sad organizational changes some good changes can happen from it. Yaletown House would like to welcome Wanda Murphy, Yaletown House's current Manager Clinical Practice, as our next Director of Resident Services. She noted that Yaletown House is currently advertising for a new Manager Clinical Practice. Rent rates are set by the Government and usually we see an increase in rent by January. For 2012 we may not see this rent increase until February. Residents will be notified when the rent increase will happen and how much it will be. Yaletown House will be revising the Consent for Adult Guardianship and to help residents understand this information, an outside speaker will come to Yaletown House to explain the changes. She noted that the Health Authority has just released a Toolkit on how to obtain more feedback from residents and families. Management will be reviewing this and will bring forward suggested changes to a future meeting. Roughly 75 people are waiting in acute care everyday for a bed/room in residential care; therefore, the health authority is looking at ways to move people into residential care faster.

- b. Foundation:** We are waiting for a grant approval from a private foundation to help update the 2<sup>nd</sup> floor dining area. As well a grant approval is pending from New Horizons to replace all chairs and tables in the main dining room as the current chairs do not fit properly due to their size. We have received our provincial gaming approval that will help us continue with our Music, Horticulture, Art and Spiritual Care Therapy programs for another year.
- c. Nursing/Care:** Lorraine gave thanks to the staff and residents for her time at Yaletown House.
- d. Laundry:** Residents were notified that due to the volume of clothes now being laundered and the limited staff in the laundry department, we will be implementing a new procedure in January 2012. In the meantime residents are encouraged to wear their clothes more than once before requesting cleaning. It is important that we limit and control the amount that is being sent for cleaning.
- e. Infection Control:** Many residents agreed to get a flu shot this season and some refused. 88% of residents got their vaccinations and she encouraged those that did not get one to ask for one. All residents and family members are encouraged to get the flu shot to avoid spreading illness through the residence. Washing hands thoroughly is important for every ones health.
- f. Recreation & Therapeutic Services:**
- Thursday November 10, 10:30am is our Remembrance Day Service with our Chaplin, Pam. We will welcome our guest speaker Howard who was our previous Chaplin.
  - Friday November 11 at 10:30am, Songs of Remembrance with Lyndia in the lounge.
  - Artful Leisure has started again every Wednesday at 10:00am in the craft room.
  - Monday November 28 is our resident birthday party for the month. It is not on the calendar so reminders will be made on the daily poster.
  - Wednesday November 29 is the main floor Christmas decorating.
  - Wednesday November 30 is Christmas bingo.
- g. Operations:** Michael played the Yaletown House Fire Safety video for residents. Carol summarized the following key points:
1. Remain Calm
  2. Stay where you are
  3. Listen to direction of the staff.

Family member John Monk asked about the blue lights on floors 2, 3 and 4. Michael confirmed that the blue lights will flash during a fire alarm and the stairwell doors will be enabled and unlocked for use as elevators become inactive. All stairwell doors must be relocked by staff after the drill is complete to ensure resident safety. The lights will flash until the doors are reset.

- h. Renovations:** 4<sup>th</sup> floor renovations are now complete and the residents are in the process of moving back into their rooms. Four more rooms are going to be renovated. These rooms will be announced.
  
- i. Board Representative:** Margaret reminded all that flu shots are encouraged. Voting is a great opportunity to be involved in our community; please look at the voters manual. A reminder was given that Remembrance Day is coming. Family member John Monk was called upon to summarize his time in service; John served in WW2 in 1938. Respect and thanks were extended to Lorraine for her time at Yaletown House.
  
- j. New Business:** Lisa announced that there will be a meeting with those Residents that smoke, regarding the smoking room at 1:30pm Thursday November 10. The meeting will be held by Lorraine and Lisa outside the smoking room in the lounge.

- 6. Other Reports/Questions/Concerns:**
- 7. Next Meeting: January 11, 2012 at 1:15pm.**
- 8. Adjournment**