

**RESIDENT & FAMILY COUNCIL MEETING**  
**WEDNESDAY, July 9, 2008**

**PARTICIPANTS:** *Residents:* Gwen, Barbara L, Joan L, Anne N, Amy, Betty, Ken, Adele, Audrey B, Nizar, Mary S, Nina, Colin, Allen, Rita, Bill, Bodil, Muriel, Daphne, Alice, Grace, Dorothy A, Gary, Antonia, Hilda M, Babs, Pauline, Mary W, Arthur, John K, Leroy, Anna M, Joyce, Mary M, Barbara, Marian R, Nick, Sophia, Hilda M, Inge, Nina, Nick W, Jessie L, Win, Frank, Joanne, Flora, Diane C **Family:** Frauke, Patrick, John **Staff:** Lorraine, Donna, Yoying, Carol, Elizabeth

---

1. **Call to Order:** Daphne brought the meeting to order.
2. **Approval of Minutes:** Mary S moved the minutes be adopted as written. Barbara C seconded.  
**CARRIED.**
3. **Suggestion Box Review:**
  - a. Carol reported that compliments to staff received, will be passed on.
  - b. Re: chairs and loveseats in main lounge becoming too old and dirty: Carol stated that they are cleaned every 2 months by a professional company and that housekeeping regularly cleans under the cushions. However, as furnishings are really beginning to show their age, YTH is looking to replace the furniture through the renovation project.
  - c. Mary S. asked if there may be movies on the floors, not just tapes. Yoying stated that we can have them and that she will look into it.
  - d. In response to the query re the fountain in the courtyard, Carol explained that the fountain was leaking significantly, as shown by the major increase in the water bill. After discussion, Residents were asked whether the fountain should be repaired or if it should be filled with soil and made into a planter. Many residents expressed interest in repairing the fountain. Council moved the fountain be repaired.  
**CARRIED.**  
Carol stated that she will obtain a quote for this cost and report at the next meeting. Yoying asked if in the meantime, it can be used as a planter; to keep the fountain functional, but to put pots of flowers in instead of dirt. Carol responded she will look into this.
4. Old Business/Matters arising
  - a. Update re Council Funds: The balance in the account is \$3025.94 and the interest earned is \$6.57.
5. Staff Reports:
  - a. Operations: Donna reported that a few projects are being finished. The cabinetry for the clinic is coming next week and then this area will be complete. There are still a few minor projects awaiting completion: painting, etc. The renovation on the East wing lounges have started, which is the reason plastic is hanging from the ceiling. There is a minor delay because the heating system/plumbing needs to be completed before work can continue. Frauke inquired as to why there is a need to wait for the Renovation project when there are many things in disrepair – e.g., blinds, carpet, etc. Donna replied that although we are waiting for the \$2.5 million to replace furnishings, things that need cleaning and washing can be done. Carol further emphasized that items in disrepair posing a safety risk will be

addressed. Regarding the renovation, YTH wishes to look into how best to achieve the outcome with the least amount of impact on the residents. Once the entire amount is raised for a specific area, renovation work will begin. The carpet in the main lounge cannot be replaced unless all the money for renovating the main lounge area has been received. Carol reported that it may not be as long as anticipated to wait for the funds as there is a good chance that gaming will be contributing to the project. Yoying added that when donors give money for specific projects, it cannot be spent on anything else other than what the monies was donated for.

- b. Food Services: Mary S commented that the new "fruitlax" being served does not seem like the real fruitlax and may not be as effective. Elizabeth replied that the fruitlax served before the change can no longer be made - it was too labor intensive; hence, the change to ready-made fruitlax. Frauke stated that some food items are too salty and also asked if butter can be served instead of margarine. Elizabeth responded that according to the Canada Food Guidelines, margarine is healthier than butter, and is the reason it is being served. As for the saltiness of some foods, she has already spoken with the cooks and that this will be addressed.
- c. Laundry/Housekeeping:
- d. Nursing: Lorraine reported that extra staff continues to be hired to relieve for vacations. Lorraine also reported that nursing staff are working on MDS, which involves also doing quarterly medication reviews. She asked for anyone with concerns regarding their care, please speak with Lorraine.
- e. Executive Director: Carol reported that the Yaletown Lions' held a black and white gala with proceeds being donated to Yaletown House. It was a successful event that raised \$36,000. Carol added that it is likely that the Lions club will put Yaletown House's name as their charity of choice for next year. Lynn, Carol and Yoying attended and Barbara S. spoke on behalf of the residents and families. The Lions are coming on Friday, 11<sup>th</sup> July to present the cheque. Yoying will be recruiting residents to be present to thank them for the cheque and have a photograph with the members of the Lions' club. On July 21<sup>st</sup>, the new Director of Finance, Fran Mens, will begin. She has worked for the Arthritis Society for many years and she wants to continue her career with Yaletown House.
- f. Board Representative: sent her regrets.
- g. Social Work: Yoying reported that the surveys have been sent out to the families of new admissions for the year 2007. Volunteer services will be obtained to help residents to complete the survey. If residents wish to ask more about this, please see Yoying.
- h. Recreation Therapy: Yoying reported that there have been some changes in Recreation: Cori has just recently adopted a new baby. The situation was somewhat challenging because everything was to be confidential and it was uncertain when it would actually happen. This is why it could not be reported on and why we were not as prepared as could be. In her place, Nina has agreed to act as interim Volunteer Coordinator. Tammy will fill-in as 2<sup>nd</sup> floor Therapist. Ewa is back full time on the 4<sup>th</sup> floor and Marlene remains as a Recreation Therapist on the 3<sup>rd</sup> floor. Other changes will likely be occurring as residents' needs are changing. Due to limited resources, a review of Recreation programme planning continues to be done to see how resources are being applied for the needs of all, in trying to provide opportunities for as many

residents as possible. Special events have had to be trimmed down and recruitment for a casual is in process, to fill vacancies. Recreation Therapists are also responsible for MDS and have 42 - 44 residents each. Recreation has created focused programs to occur on different floors throughout the building. Therefore, programmes may not always happen on the main floor. Art Therapy has begun as a response to a request received before. We always welcome any feedback in the form of suggestions/recommendations. Frauke asked about the music therapy programs and whether there have been permanent cancellations. Yoying stated that music in the main lounge is open to everybody and that there are also focused programs targeted to specific individuals. Frauke asked for there to be more evening programs. Yoying stated that they will review the programs. Mary stated that she would like to have daily posters in the evening as the Recreation Therapists are knocking on doors to invite for programs. Yoying replied that sometimes programs are developed in the morning and knocking on doors is standard procedure for Recreation and Music Therapy as many residents forget, even though they have been reminded. She added that it is hoped that a Music Therapy Intern will be joining the team in September.

#### 6. New Business

- a. Elizabeth reported on the last Food Advisory Meeting. Some suggestions were brought forward regarding the menu: to have more pies which already appear quite frequently on the menu. Arising from some problems with chicken strips being reported as dry or hard, we are now ordering from a different company. Elizabeth asked for feedback about this. French fries have been replaced with potato wedges and cottage cheese plates have been added twice more on the menu as a supper alternative. Stews have been replaced with grilled cheese sandwiches and crab cakes. Elizabeth announced that the next meeting will be in the middle of August. Frauke commented that the kitchen staff is very accommodating and nice. Elizabeth responded with thanks and that she will pass the comment on to the dietary staff.
- b. Art Sessions: Yoying reported that introductory art for Leisure sessions with Susan, water-colour artist and resident artist of the Van Dusen Gardens, will begin in July on Tuesdays in the Craft Room. She also announced that there will be an art therapy student starting in July, but it is not known yet what her schedule will be.

#### 7. Questions or Comments: no further questions raised.

- a. Alice, Vice President, thanked everybody for coming to the meeting.
- b. Nancy C, Family Representative, reported on the successes achieved in the Music Therapy programmes: for example, Stephen's "Walk to Music" successfully motivates many residents to become more mobile. Nancy also mentioned that for some residents, like Erna, it is very effective when family members are present because Erna walks more when her daughter is attending. Nancy also reported that it does take more time now to assemble people. Nancy also shared how moved she was with the Celebration of Life for Arthur Tetley. Arthur's step son and wife mentioned during this event how Arthur enjoyed his stay in Yaletown House.

8. Next meeting: August 13, 2008.

9. Adjournment: Barbara moved to adjourn the meeting.