

Resident Council Meeting

7/28/2017 @ 1pm

Staff Members Leading:

Sarah Pedretti, Life Enrichment Coordinator

Tammy Atkinson, Nutritional Services Coordinator

Patty Tourtellott, Resident Health Coordinator

Bobbi Klaver, Resident Health Coordinator

What is resident council?

An organized, decision-making group of long-term care residents meeting regularly to voice their needs and concerns and to have input into culinary services, activities, policies, and issues affecting their lives in the facility.

OLD BUSINESS (FROM LAST MONTH)

Nutritional Services:

Tammy Atkinson, Nutritional Services Coordinator, began the discussion how everyone was enjoying the food. There were some residents who were very happy and some who were so-so about the food. Tammy reassured the residents that if they do not enjoy a meal, they can always request something different. Tammy informed everyone that there are more and more residents who are choosing alternative meals and that some take a menu and choose which meals they want and what alternatives they would like for the entire week. Tammy reminded residents that they can ask for assistance from their families to help with this. Tammy talked about how the kitchen has started serving real fruit juices during breakfast and drink mixes during lunch. She discussed that the residents seem to be liking the Lemonade, Grape Flavor, and Fruit Punch but that the raspberry ice tea didn't go over very well. The residents said that there are times when the meal service takes too long. Tammy asked the residents if there was anything she could do to change that; the residents said that the staff were doing a good job. Tammy talked about how likes and dislikes seem to change from year to year and how last year the residents were wanting more fresh salads and raw veggies. Now, she said everyone seems to want more hot, cooked veggies, and mashed potatoes with gravy. Tammy reminded everyone to drink their water and other fluids especially if they were doing anything outside in the hot sun. Tammy asked the residents if there was any type of foods they would like to have during the Happy Hours. She suggested little taco or burrito bites and deep fried mushrooms or cheese curds. The residents all agreed that it all sounded good. Tammy finished by informing the residents that she is in the process of interviewing applicants for her open positions in the kitchen.

Nursing:

Sarah Pedretti reviewed the notes from the last resident council. Bobbi Klaver was present for the discussion. Bobbi wanted to inform the residents that if they are ever concerned about anything that the RHCs are always willing to take a little time to talk with them about whatever the concern happens to be. Bobbi told the residents to simply come up the front desk and ask for one of the girls. One resident had a concern about her bed not always getting made in the mornings. Bobbi assured the residents that she would put up a reminder for the staff to make sure that the beds are getting made in the morning. The residents had no other concerns and said that everything was good.

Life Enrichment:

Sarah Pedretti reviewed the notes from the last resident council and sadly had to inform the residents that her new assistant, Michele, was no longer with the company. Sarah reviewed the upcoming events in the month of July. Sarah also discussed with the residents about having a NASCAR party and Brewer's party coming up soon. The residents were excited about these ideas. Sarah let the residents know that she might be able to take a small outing with the residents to The Frosty Mug in Holmen for an ice cream. Sarah discussed in length the outing in August to a La Crosse Logger's game. The residents were very excited about this opportunity. The residents had no other concerns for Sarah about the activities or any requests for her.

Environmental Services:

Sarah Pedretti reviewed the notes from the last resident council. Phillip Davies was present for the discussion. Phillip began the discussion with concerns about pop locks on the resident's apartment doors as it had been brought forward in the last council meeting. Phillip was able to inform the residents that he had personally talked with Administration about this as he would need to soon buy more locks. He said that Administration is in conversation about what actions they would like to take regarding this issue. Phillip informed the residents that he had ordered a large amount of stones into order to cover the front fountain area. Phillip is also hoping to finish his painting of the facility as there are a few areas that have been repaired. The residents had no other concerns for Phillip and said that they were happy with the housekeeping.

Other questions/comments/concerns/feedback:

None at this time.

NEW BUSINESS

Nutritional Services:

Tammy Atkinson, Nutritional Services Coordinator lead the meeting and began by asking how the food has been lately? Resident's replied, "most of the time, it's good." Tammy asked, "has your food been hot enough?" The response was that there has never been a problem with that. Tammy then asked if the food has been cold enough. The Residents again agree that it has been. Tammy wondered if the residents were receiving their meals in a timely fashion. The residents responded, "yes, most of the time." Tammy was wondering how the dining atmosphere is while the residents are eating. The residents informed her that there are quite a few Residents that are loud and distractive which seems to affect everyone. Tammy then made sure to remind the residents that they always have a right to ask for an alternate meal if they dislike something that is on the menu. Tammy asked if the residents would like to continue w/ the same old fashion meals on Sundays for lunch. The residents said, "Yes! We love it; don't change it." A few other concerns were that the residents would like to have ice cream cups instead of ice-cream sandwiches, as the sandwiches are too messy. The residents also requested more Cranberry Sauce. Tammy finished up the meeting talking about the vegetables that are starting to be harvested from the courtyards. Everyone shared their own memories of gardening. The last topic was the importance of drinking fluids and asking for a drink when thirsty.

Next Resident Food Council: August 29th at 10:00am

Nursing:

Patty Tourtellott, came to the meeting to discuss with residents any concerns that they had. Residents did not have any concerns to bring up right away. Patty asked how showers were going; the residents agreed that they were going well. Patty asked residents about any missing clothing that they might have. One resident said that she did have a few missing items and talked with Patty after the meeting about these. Patty reminded the residents that there are new staff members walking around and to be aware that they are still learning.

Life Enrichment:

Sarah Pedretti, Life Enrichment Coordinator, began the discussion with talking about the different programs that had happened the last month. Sarah talked about the different programs coming up for August. Sarah had to sadly inform the residents about the possible cancelation of the Logger's Game Outing due to lack of interest. Sarah asked the residents if they wanted to see any new activities or if they were tired of a type of program. The residents could not think of anything.

Environmental Services:

Sarah Pedretti led the discussion due to Phillip Davies, Environmental Services Coordinator being unavailable. Sarah reviewed the notes from the last month. Sarah informed the residents that the rocks had not yet been delivered due to other items taking precedence. One family member asked how often the rooms were cleaned; Sarah informed her that they were deep cleaned once a week by our housekeeper and spot cleaned up to a daily basis with floor staff. Sarah informed family member that if she ever sees something that needs to be cleaned to please ask the staff to clean it. Sarah also urged family member to inform managers of staff not complying with her request if she ever finds this. The residents had no other concerns.

Other questions/comments/concerns/feedback:

None.

Meal of the Month:

Residents have decided on a meal of the month for August:

- **Popcorn Shrimp w/ Cocktail Sauce**
- **Tossed Garden Salad**
- **Macaroni and Cheese**
- **Dinner Roll**
- **Apple Pie**

Upcoming Events:

Monthly Happy Hour with Music by Larry Langen – August 1st at 2:00pm

Holmen's Night Out – August 1st from 5:00-8:00pm

Catholic Communion Service with Sister Bridget – August 3rd at 11:00am

Golden Birthday Party with Musical Entertainment by Dale Martell – August 5th from 2:00-4:00pm

Monthly Pizza Party with Music by Living Stones – August 8th at 2:00pm

Music and Memories with Sue Degallier – August 9th at 9:30am

Ecumenical Communion Service – August 10th at 1:00pm

Musical Entertainment with Paul Martin – August 12th at 1:30pm

Musical Entertainment with the Sweet Notes Band – August 16th at 2:00pm

Family Informational Meeting – August 16th at 6:00pm

Musical Entertainment with Shari Sarazin – August 17th at 1:00pm

Bluffview Bonfire Celebration – August 17th at 6:00pm

Kornfest Parade Walk – August 19th at 11:00am

Living Word Church Service – August 20th at 2:00pm

Senior Citizen's Day – August 21st

Monthly Ice Cream Party & Musical Entertainment with Regina Chihak – August 22nd at 2:00pm

Music and Memories with Sue Degallier – August 23rd at 9:30am

Musical Entertainment with Hans Mayer and Sue Hauser – August 25th at 1:00pm

Musical Entertainment with Tom Baker – August 27th at 1:30pm

Resident Food Council with Tammy – August 29th at 10:00am

Monthly Birthday Party & Musical Entertainment with Steve Lankford – August 29th at 2:00pm

Music and Memories with Sue Degallier – August 30th at 9:30am

Resident Council Meeting – August 31st at 1:00pm

******Activities subject to change*****

Next Meeting: Friday, August 31st at 1pm