



## Little Mountain Residential Care & Housing Society

### FAMILY/RESIDENT FORUM

#### Minutes

Date: Wednesday, November 27<sup>th</sup>, 2019 from 2:40 to 3:05 p.m.  
 Location: LMP Activity Area  
 Staff: Angela Millar and Doris McLeod  
 Barbara Stafford (recording)  
 Family and Residents: 13 Resident and Family Members

TOPIC	INFORMATION/DISCUSSION
<b>Resident Christmas Party</b>	The Christmas Party is on Saturday, December 7 <sup>th</sup> between 2:00 and 3:15 pm. There will be a special dessert buffet and refreshments. Santa will be coming, along with some of the managers and Board members.
<b>Staff Christmas Luncheon</b>	The annual Staff Christmas Luncheon will be on December 9 <sup>th</sup> . In appreciation of all the hard work the staff are doing, the staff will be served by members of the Board and management.
	Leisure is putting together a gingerbread house competition and we will be awarding a prize for the best house. The houses will be put together to make up a little village.
<b>Calendar of Events</b>	Calendars are posted around the building and are distributed to residents. You can view a copy on our website: <a href="http://littlemountaincare.org/little-mountain-place/">http://littlemountaincare.org/little-mountain-place/</a>
<b>Flu Season</b>	We have had really good compliance for residents and staff having their flu shots. We have rolled out enhanced cleaning throughout the building to prevent illness and are providing additional education around hand hygiene to staff.
<b>Resident and Family Handbook</b>	Angela has a new item to add to the handbook. We will be adding a frequently asked questions section. It will be finalized very shortly, translated, bound and distributed.
<b>Food services survey</b>	The survey was translated into Cantonese by a family member. Our Dietitian has a new student, Victoria, and with help from the volunteers, they will be completing the survey with residents and family members shortly. We look forward to the feedback as a way to improve on our food and foodservices.

<b>Admissions Project</b>	<p>We are changing our admissions routine to help with building stronger relationships with our new residents. We had a meeting last week and we mapped out each department initial 3-month experiences. The admission process is a lot of paperwork, and we want to spend more time talking to the residents.</p> <p>On admission, we want new residents to have a personalized room with their wants.</p> <p>We are going to keep a binder and coordinate the kinds of items family can bring in to personalize the room. (bed spread, chair, picture) This will have a more positive impact and will be more welcoming. We want to connect with people and make them feel welcome. This will be a full year project.</p>
<b>Dining room blinds</b>	<p>With your important feedback we reviewed the dining room curtain situation. Igor has had new blinds installed to keep the afternoon sun out of the resident's eyes during mealtime.</p>
<b>Family Council</b>	<p>The Family Council meetings continue to take place once every month on a Wednesday afternoon. We have a Family Council made up of family members who have a loved one here. There is an opportunity for every family member to attend these meetings. Skye and Glen post the agenda and minutes of the meeting. We will have a staff member from different departments attend each meeting to allow for specific questions. Leisure services will be attending the next meeting. Angela is more than happy to have suggestions of whom you would like to attend.</p> <p>We have a new Social Worker named Angel. She speaks English, Cantonese and Mandarin. We are reviewing having Angel involved with the Family Council.</p>
<b>Students</b>	<p>We love students and love to give them the opportunity for experience in their practicum and recruitment.</p> <p>We have 15 UBC Medical Students here today. They are second year students and they were very keen in coming in and learning about being a physician in residential care facility.</p> <p>On Friday a group of VCC nursing students are coming in. They will do a little hands-on training with the residents and work with their trainers and learn more about the job.</p>
<b>Leisure Program</b>	<p>Residents made cookies yesterday. The smell was amazing and anyone interested in helping out, please speak with Amanda or Lorraine.</p>
	<p>We will not be having a meeting in December – If anything comes up in between please let us know.</p>
<p><b>Next meeting: Wednesday, January 29, 2020 at 2:30 p.m.</b></p>	