

# RFC Meeting Minutes

## AgeCare SkyPointe

Date: October 19, 2018

Time: 3:00 – 4:30pm

Location: SkyPointe Learning Centre

| Meeting Order  | Meeting Minutes  |
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| <b>Attendance</b>  | <ul style="list-style-type: none"> <li>• 19 in attendance</li> </ul>   |
| <b>Approval of Agenda</b>  | No additions   |
| <b>Review of Ground Rules</b>  | Read and all in agreement  |
| <b>Old Business</b>  | September 13, 2018 meeting minutes reviewed  |
| <b>Outstanding Items of Business</b> <ul style="list-style-type: none"> <li><b>A. SkyPointe RFC meeting notices</b></li> <li><b>B. Resident and Family Food Council</b></li> <li><b>C. Construction in Sunrooms</b></li> <li><b>D. Garbage Cans Outside</b></li> <li><b>E. Cigarette Butts</b></li> <li><b>F. Curb in front of the facility</b></li> </ul> | <ul style="list-style-type: none"> <li><b>A.</b> Notices were sent through mail, email, AgeCare Website, posted on each neighbourhood and in the resident newsletter.</li> <li><b>B.</b> First meeting was held on October 12, 2018</li> <li><b>C.</b> Items should be removed by the end of the week</li> <li><b>D.</b> Have been ordered</li> <li><b>E.</b> Have been cleaned up</li> <li><b>F.</b> No longer an issue.</li> </ul>                   |
| <b>New Business</b>  |  |
| <ul style="list-style-type: none"> <li><b>A. AgeCare SkyPointe RFC</b></li> </ul>  | <ul style="list-style-type: none"> <li><b>A.</b> Two separate resident and family councils moving forward. One for Long Term Care (floor 4, 5, and 6) and one for supported living (floor 1, 2, and 3).</li> </ul>   |
| <b>Open Discussion</b>   | <ul style="list-style-type: none"> <li>• Concerns shared of HCA hygiene during care</li> <li>• Common areas quiet. Suggestion made to play music in these areas.</li> <li>• Nametags for residents during social programs. Helps with resident socialization.</li> <li>• Nursing and care staff names should be posted each shift. This allows visitors and residents to know who is working that day and who to find if there is an issue.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Round Table</b> <ul style="list-style-type: none"> <li>○ <b>Concerns, Comments and Suggestions</b></li> </ul> </li> </ul>  |  |

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|                      | <ul style="list-style-type: none"> <li>• Reviewed the difference between care staff uniform colours.</li> <li>• Resident washroom doors do not close properly.</li> <li>• Receptionist do not acknowledge all visitors when they come in. Two concerns with this issue: anyone can walk in and staff would not notice and resident doors do not lock, it puts their items at risk for theft.</li> <li>• Updated provided on main entrance doors security code and after hour procedures.</li> <li>• Suggestion made to find example of other senior facility Council structures.</li> <li>• Concern HCA's do not introduce themselves during care.</li> <li>• Suggestion made to expand menu option at Bistro.</li> <li>• Residents would like to see puzzle tables added to common area on neighbourhood.</li> <li>• Concerns over parking. Will family passes or pay as you go be an available option? Parking lot update provided.</li> <li>• Daycare will be opening early next year and intergenerational programming will be offered.</li> <li>• Increasing issue with staff talking with family members in front of resident when the subject should be discussed privately.</li> <li>• Residents are concerned about waiting in between time from portering and program start time.</li> </ul> |
| <b>Announcements</b> |  |
|                      | <ul style="list-style-type: none"> <li>- Outbreak procedures and flu vaccine clinic reviewed</li> <li>- Reviewed WOW tickets</li> </ul>  |
| <b>Next Meeting</b>  | <ul style="list-style-type: none"> <li>- Two separate meetings to be scheduled for Long Term Care RFC and SL4(D) RFC</li> <li>- Next meetings TBD</li> </ul>   |