

Livingston County Center for Nursing and Rehabilitation  
Family Council Meeting Minutes

May 10, 2016  
Administrative Conference Room

Cheryl Parker, Chairperson, began with introductions of all present. All were thanked for attending.

Minutes from the January 12<sup>th</sup> meeting were reviewed silently. It was motioned, approved and seconded to adopt the minutes.

New Business

Mr. Bassett received a suggestion in the Family Council Suggestion Box to number the lines of the Visitor Log at the Reception Desk to make signing out quicker. The suggestion was implemented and subsequently several thank you notes were received in the Suggestion Box from visitors appreciative of having numbered lines added.

No action was taken on the election of Family Council Officers. An effort will be made to encourage greater family representative attendance at the next Family Council meeting. Cheryl Parker was thanked for her service as current Family Council President.

Guest Speaker

Mr. Bassett introduced Mike DeCarlo, Director of Dining Services. Mike announced that Joe D'Agostino has been promoted to Production Manager in the Central Kitchen and as such is in charge of all food that leaves the kitchen. Joe has expressed a commitment to do more scratch cooking and to increase resident satisfaction with dining services.

Mike said that the new Spring/Summer Menu started 5/1/16. As time progresses the use of fresh vegetable and fruits will increase. Mike reports several new food items for the Spring/Summer Menu such as trying bread pudding, pepper steak, Santa Fe Turkey Salad, corn chips, pulled pork along with corn and black bean salad. Salisbury steak, mashed potatoes, soups, and the majority of meats are now being prepared from scratch.

Mike said that the process for resident meal selection has been changed on all Neighborhoods so that residents/patients order for the day of service and no longer 2 days in advance as before. This change in process has resulted in fewer changes in resident choice at the point of service and reduced phone calls to the kitchen for more portions. The new process results in greater production accuracy and greater resident/patient satisfaction.

Mike shared that the format for the Food Committee changed in April. There is now one Food Committee meeting for all Neighborhoods instead of each Neighborhood having their own meeting. This change has helped to create a better resident conversation about food and service preferences. The meeting will rotate to a different Neighborhood each month.

Mike also reported the egg shortage has ended. Egg salad and quiche are available again.

In an effort to serve resident meals as close to the point of production as possible for best taste, the food production and distribution process will be changing. The CNR has

purchased ten (10) new food transport carts to replace current equipment. This change will result in each Household Kitchen (there are two Households in each Neighborhood) having it's own food cart. The current delivery process has one food cart per Neighborhood delivering the food at one time for both Households. Mike also said this change will allow for more batch cooking which will improve the palatability of food. Batch cooking is when several smaller batches of a food item are prepared as opposed to one large batch. As always, cart delivery and meal service start times will be audited.

Mr. Bassett provided an overview of a "Meal Observation Tool" to all present. This was introduced as part of the Quality Assurance program and is a tool that will be used to audit the quality of food and resident dining experience. Neighborhood Managers, Social Work Assistants and Dietary will be auditing the meal service on each Neighborhood for the next four weeks using this tool.

### Management Report

Kathy Crye, Director of Nursing Services – The Nurse Aide Training Program students will graduate on May 17. All 20 of the graduates will be offered employment. Some have already taken the test and passed. To aid in the hiring of the CNA's, the employment process was streamlined. The first group of new CNA's start orientation May 31. Kathy meets with new hires at the end of their orientation to talk about their experience, strengths and needs. If additional training is needed it is provided before new CNA's are added to the schedule.

Kathy shared that 28 CNR nurses were nominated by co-workers, residents and visitors for recognition and nine were selected to attend the Nurse Recognition Luncheon scheduled for May 13 at the Double Tree Inn in Rochester. There will be a CNA Recognition Luncheon on June 16. Nominations will be solicited for CNA's soon.

Reservation Procedures for Family Get-togethers, Room Request, Courtyards/Grills- Kim Kavanagh, Leisure Time Activities Director, prepared an informative handout outlining the reservation process and how to contact her when planning family get-togethers and use of courtyards and grills. The handout identifies courtyards and rooms, their capacity and the hours they are available for such occasions. Kim says to contact her at (585)-243-7222 or by email at [kkavanagh@co.livingston.ny.us](mailto:kkavanagh@co.livingston.ny.us). Of course the sooner you can make reservations the better, especially for holiday dates. These handouts are available at the Switchboard.

Frank Bassett, Director of Long Term Care - All courtyards are being prepared for spring/summer use. Mr. Bassett added that all plant containers/beds would have new soil for planting. Barbeque grills have been purchased for all courtyards with the exception being the interior courtyard, A1.

The United Way Day of Caring is scheduled for May 17<sup>th</sup>. Kim Kavanagh, LTAD is coordinating these efforts. Volunteers will help prepare the planting pots in courtyards for flowers.

The flooring project is 99% completed. The transition from tile to carpet outside the Activities Office will be made level and some work remains in the Therapy Suite.

NYS DOH Survey window opens on May 17<sup>th</sup>. The DOH can be expected for their formal yearly inspection on or up to November 17<sup>th</sup>.

Stephen Woodruff, Deputy Director of Long Term Care -

Steve shared that a new labeling system will be purchased for resident clothing. The heat-application process presently used for labeling may damage certain fabrics.

Steve related that he is in the process of evaluating a new process for refinishing/waxing floors. The new process will result in a low luster matte appearance instead of the traditional glaring high polished wet look. The new finish is in use on the Memory Lane Main Street and will be applied in other Neighborhoods when they are scheduled for refinishing.

Steve shared that soon his staff will be waxing the recently installed tile in resident room entryways. In general, Mr. Woodruff said, the employees of the Housekeeping Department are looking at how they can support each other and create a clean, consistent, welcoming impression for residents and visitors.

Scheduling of Next Meeting

The next meeting is scheduled for August 9<sup>th</sup> at 1:30pm.

Meeting adjourned at 3:05 pm.

Respectfully submitted,

Annie Schwenzer  
Social Work Secretary