

Livingston County Center for Nursing and Rehabilitation
Family Council Meeting Minutes

April 4, 2018
Administrative Conference Room

Cheryl Parker facilitated introduction of attendees and Department Heads.

Minutes of the December 6, 2017 Family Council Meeting were distributed and reviewed silently before being accepted. Mr. Bassett reminded everyone that the minutes are posted in the small elevators and available at the switchboard.

New Business:

1. Resident Library

Cheryl has noticed that it is difficult to find large print books in the resident library located on the Street of Shops. She inquired about getting donations from area libraries. Leisure Time Activities Director Kim Kavanagh informed everyone that when the Mt. Morris library reduces its inventory they donate the books to the CNR.

- a. Volunteer Virginia Rogers has been helping Kim sort through the books in the resident library, purging ones that she thinks the residents may have a hard time reading, such as some small print books.
- b. Kim would like to post a sign stating that large print books are needed.
- c. Since there is currently an abundance of small print and paperback books in the library, it would be beneficial to post a sign indicating the types of books we are accepting and not accepting.

2. Exercise Stations

Each Neighborhood, except Memory Lane, has a wheelchair accessible independent exercise station located on its Main Street.

- a. Cheryl inquired about posting additional signage to provide residents more guidance on how to use the equipment, what to do if injured, and a suggested number of repetitions. It was noted that PT usually informs residents of the independent exercise stations and posters with instructional pictures are in place showing how to use the equipment. Mr. Bassett noted that the equipment is in place for independent resident use. Therapy staff will be asked to provide a sample fitness program resident's may consider using.

Old Business:

1. Resident Handbook

For the new attendees, Cheryl informed them that at each meeting several sections of the handbook will be reviewed to determine if any changes need to be made or new information added, and this information will be put into the Family Council minutes. Any changes will be made in the next printing of the Resident Handbook.

- a. Cheryl said that she has encountered visitors/family members who were not aware that there is a salon here in the CNR. To help with that, she suggested noting it in the Resident Handbook. Mr. Bassett referenced the Table of Contents in the Resident Handbook; Beauty/Barber Shop is listed. Kim said that she will put the Shears Shop price list in the next issue of Our Home Observer. Mr. Bassett shared that the Shop is rented by Loretta's Beauty Shop and is staffed with their beauticians. One basis for awarding the rental contract to Loretta's was their low pricing. Joan Sage stated that the hairdressers are so sweet and accommodating.

- b. Cheryl asked if each Neighborhood could post a sign with the location of their mobile computer cart. Kim noted that the computer carts are now located on each Neighborhood's Main Street.

Management Reports:

Kathy Crye - Director of Nursing Services

1. Staffing changes have occurred: Jenn Lazar, formerly the evening Charge Nurse, is now the Country Lane Neighborhood Manager Jacki Spencer, formerly the Country Lane Neighborhood Manager has moved into a newly created MDS Coordinator position. Several per diem RNs have been hired, some will work in

a newly created split shift role serving as a 3rd RN between the weekend day and evening shifts. When the FLCC Nurse Aide Training Class ends 16 of the students will start employment with us.

2. Kathy has attended job fairs recently to recruit employees
 - a. The Genesee Valley Educational Partnership will run 3 LPN classes in future months, and they will hold their clinical rotation here at the CNR.
 - b. Facebook and Indeed.com is being utilized to recruit employees.

Mike DeCarlo – Dining Services Director (Spring/Summer Menu Review)

1. Spring/summer menu has started and was developed and reviewed with residents at Food Committee and Representative Council to include a number of new menu items. More fresh fruits and vegetables will be utilized.
2. A Hydration Station has been established at TidBits to encourage resident and visitor fluid intake in preparation for the warm months that are approaching. Iced water will be flavored with fresh citrus and other fruits.
3. Mike and Chef Joe started a “Resident Recipe Legacy Program.” Interested residents submit their name and each month a different resident is selected to reminisce about their memories of a favorite home cooked meal. After the resident chooses the meal, Chef Joe will attempt to replicate it. After a tasting is conducted with the resident and the taste is refined the item is added to the facility-wide menu and the resident and their food memories are posted in the Observer.

Frank Bassett - Long Term Care Administrator

1. Construction of the Dialysis Extension Clinic will begin late May/early June and is anticipated to be completed in October.
 - a. During construction Therapy services will be relocated to the Staff Education Room on the Ground Floor and, if necessary, a satellite Therapy Suite may be established on Park Avenue TCU II in a semi-private room.
2. The ambulance entrance will be outfitted with a canopy to shelter residents when being transferred from the facility by ambulance. While it is being constructed, the front entrance will be used for ambulance access.
3. Cabinet doors, drawer fronts and steam well counters will be replaced in Country Kitchens. Quartz will replace the current Corian counter tops. This will start in a few weeks.
 - a. On the day of the remodel residents will dine in their Family Unit living-room or if it is nice outside, can eat out on the patios.
4. Installation of energy performance measures have begun. Light fixtures throughout the center will be upgraded to LED, a new boiler and chiller will be installed later this year, and foam insulation will be installed around all windows and roof to prevent heat loss. Temperature controls in Family Unit shower rooms are currently being installed; Memory Lane’s has been completed. A schedule will be posted before the work begins so that families and residents are aware.
5. Lilac Avenue is the only Neighborhood that has not received new dishware; however upon inspecting how well dishware on the other neighborhoods are holding up some chipping has been noticed. Replacements have been ordered and the dish machine process has been re-inserviced. Lilac Avenue dishware will be ordered in the next month or so.
6. During the last DOH survey, the CNR received 6 no harm level deficiencies; the average for NYS is 5.
 - a. We are a 3 star rated nursing home, which is “average”, and we are 4 star rated, “above average”, for staffing.

Kim Kavanagh - Director of Leisure Time Activities

1. Nursing Home week is May 8 – 14. There will be a theme chosen by staff and residents that will be used by each Neighborhood to decorate. The focus of the week will be to have fun and recognize staff.
2. Also during this time, the Office for the Aging holds its annual Seniorama to celebrate the contributions of seniors over the age of 65. Each town in Livingston County is represented and the CNR will have a Senior of the Year recipient selected to participate. Mr. Bassett said that a flyer will be posted with information regarding the event.

OPEN FORUM:

1. Family member Sandra Csont shared that Easter dinner was very enjoyable.

a. Recently, pizza was on the menu and Memory Lane did not receive its ordered quantity. Mike explained that the quantities were short because pizzas had been burned during production and could not be sent, so more had to be cooked. He confessed that there was a lack of communication; the staff should have called the floor to let them know and offer alternatives.

b. Joan asked if there was a finger food menu for residents that have a hard time using utensils. Mike said that he and Chef Joe and Dietician Cortney Underwood are working on a finger food menu that offers nutritious options to the usual chicken fingers, french fries, and fish sticks.

3. Sandra noticed that more residents are requiring dining assistance on Memory, especially on the weekends, Joan concurred.

a. Mr. Bassett shared the challenges of maintaining staffing levels due to staff absenteeism, honoring time off requests, and position vacancies. Mr. Bassett stated that there is an established maximum/minimum staffing plan for each shift for each Neighborhood. When staff calls in, volunteers are sought and if necessary mandatory overtime is used to ensure that our self-imposed minimums are achieved.

4. Joan S. shared that she was very disappointed with a recent interaction with Dr. Ahmed. More time should have been spent and he should have ensured their concerns were fully met before leaving the meeting. Mr. Bassett said he would address this concern and shared that a new 3-5 year Medical Services contract has been awarded to Dr. Ahmed.

At this time the next meeting was set for August 1st at 1:30pm in the Administrative Conference room.

Meeting was adjourned at 3:25pm.

Respectfully submitted,

Stacie Cosimano
Social Work Secretary