

Livingston County Center for Nursing and Rehabilitation
Family Forum (Family Council) Meeting Minutes

November 13, 2019
Administrative Conference Room

Cheryl Parker opened the meeting with family introductions and employees in attendance.

Minutes of the August 7, 2019 Family Forum (Family Council) Meeting were distributed. Cheryl reminded everyone that the minutes are posted in the small elevators, available at the reception desk and on-line.

Light refreshments were served.

OPEN FORUM:

Discussions:

- We had long discussions regarding the mandating of employees to fill open shifts; and the problems that it causes to the employees, residents and employees family members. This is a nationwide issue and not just isolated to the LCCNR. We don't like to mandate employees; but it is necessary at times to fill open shifts to make sure we can take care of the residents. If it is determined that we need to mandate, we look for volunteers first to fill these open shifts. If an employee volunteers they go to the bottom of the list by 4 hours for the next mandation.
- To continue to recruit new staff an unscheduled staff incentive is being offered which provides an enhanced rate to those who volunteer to work.
- We have found that there is a different work ethic now, many employees preferred to be fulltime years ago. Now we are finding employees want more Part-time or Per Diem as it fits their lifestyle better.
- We are also finding that ex-employees are now going through Staffing Agencies; we welcome them back to open positions that we have available.
- Activities is down 2 positions, staffing is low everywhere and applications are not as plentiful as past years.
- It was mentioned to family members that if they have any issues to please reach out to Administration should an issue not get resolved.
- It was discussed with the family members, the more information they can give to us regarding the resident the better we know how to take care of them.
- Compliments were given to the Aides regarding the excellent care they give the residents.
- There were a few suggestions mentioned:
 - Can we put white grease boards inside the wardrobes?
 - Would like the meeting minutes by the end of the meeting month if at all possible.
 - A thought was to have a dial in number for the next meeting for those that are not able to attend in person?
 - Put a white grease board in each residents room stating "Your Aide today is _____"
- Family members had mentioned there are some residents that yell out at times on some neighborhoods. We discussed some of the interventions that we try to use to change their focus. Such as: music, aromatherapy, and turn the T.V. channel to a show they like to watch etc.
- Family members also asked how we determine what floor and neighborhood a resident goes to at the time of admission.
 - The Admissions Coordinator evaluates each application for several different things and places the person accordingly. Discussions are had with the appropriate employees for the approval or denial of each application if needed.
 - Everyday there is a meeting for Administration/Staff to discuss anything going on in their neighborhoods so that we can address them immediately.

- There was a very nice compliment that came in via the Suggestion Form that was not shared in the meeting but wanted to note it here in the minutes: It reads, “I started my employment here in 8/2019 and find everyone to be very very kind to each other. In my 22 yrs. as a RN, can honestly say Y’all have a fantastic facility. Proud to be on the team”.

Management Reports:

Cindy Canarvis

Cindy addressed all comments or concerns throughout the meeting.

Mike DeCarlo – Dining Services Director

- Mike and his Team are being awarded for Regional Account of the Year; they have accounts from Maine to South Carolina. Congratulations Mike!
- We are beginning the winter menu which consists of winter squashes, local apples, and brisket for just some examples. We will also feature a soup every night.
- With offering soup it was asked if the soup could be thickened for residents who needed it or placed in cups for residents who preferred it that way.
 - Cindy responded yes, we can do both. Cindy offered to try and thicken it herself; she will also send an email to make employees aware that we can thicken soups for those that need it.
- Week at a Glance Menu’s are available for the resident and family members so meals can be planned ahead of time.
- Additionally the Always Available Menu can be used to pick other items for resident meals.
- The Resident or a family member can turn in the meal tickets for a full week if needed to plan ahead.
- Mike offered his phone number to family members should they have any issues.
- It was asked how they determine how much food to send up to the floors as at times a floor will run out of certain items.
 - The amount of food is determined by: Meal Tickets are tallied with a 3% mark up (a possibility of bumping up the percentage was noted)
- To clarify the “Always Available Menu” is not stocked in the neighborhood kitchens. These items need to be ordered ahead of time on the meal ticket and will be sent up to the floor when requested.
- Mr. Woodruff and Cindy will discuss with the Medical Director regarding the certain diets that residents have and what snacks would be available to them to have once in a while.
- Snacks that are available in the neighborhood kitchens are: ex) cookies, animal crackers or graham cracker, saltines, fruit, and ice cream.

Kim Kavanagh-Activities

- Thanksgiving Dinner will be offered at lunchtime for residents and family members who want to join us. The cost is \$10 for the family member and can be paid for at the receptionist desk. Cutoff date is November 22nd. Turkeys are roasted on each neighborhood and even in the Garden of Life.
- If family members are taking their loved one home for the holiday please give the CNR at least 24-48 hour notice for any medications that might need to travel with you. Please inform your neighborhood manager.
- Activities in December:
 - Christmas Carolers come in and travel the floors to sing songs to the residents.
 - There will be a “Giving Tree”, all residents names will go on the tree with items they have requested for Christmas.
 - Breakfast and a photo with Santa will be December 21st at 8:00am.
 - Christmas presents will be handed out to all the residents.
 - Christmas Dinner will be served to all residents and any family member that wants to join. The cost is \$10; you can sign up and pay at the receptionist.

Stephen Woodruff – Director of Long Term Care

- The Dialysis Extension Clinic is looking at potential Vendors. We no longer have connections with Noyes. Noyes had staff exit and had no replacements to fill these positions. With the next partner it will take at least 6-8 months to get the paperwork and licenses completed. The LCCNR is aggressively working to get a partner for Dialysis, once we have more information we will share that with you.
- We would like to stay with the Monday, Wednesday, Friday schedule with the new partner for dialysis.
- We discussed concerns with consistent staffing and the National shortages. What are we doing about it?
 - Every month there is an Employee Appreciation Lunch. (free for all staff)
 - Complimentary coffee
 - New employee break area
- Want to offer more CNA classes. We are trying to keep classes together for consistency.
- LCCNR works with employees schedules that are currently going to school.

Eric Townsend- Deputy Director of Long Term Care

- The LCCNR had a new Podiatrist start roughly about 2 months ago; his name is Dr. Jeff Teibel. Dr. Teibel is very personable and we are happy to have him on board.
- Emergency Evacuation Plans & Safety Training has been completed with all staff recently.
- The Home Observer is available across from Tidbits and if it is out we can ask Kim Kavanagh to print us a few more copies.
- Any organization that accepts Medicare or Medicaid funding has to give Trauma Informed Care. This will be given to our staff in the coming weeks.

Minutes of all the Family Forum (Family Council) meetings can be accessed at the link below:

<https://www.livingstoncounty.us/AgendaCenter>

At this time the next meeting is set for February 12th, 2020 at 1:30 pm in the Administrative Conference room.

Meeting was adjourned at 3:45 pm.

Respectfully submitted,

Bonnie Morris
Social Work Secretary