

RESIDENT COUNCIL

Minutes

Date: Tuesday June 25/24 **Place:** Auditorium
Time: 2:00 p.m. **Chair:** Judy Esch
Co-Chair: John St.Jean

- 1.0 Welcome all Members and introduce any new Members
- 2.0 Old Business:
 - 2.1 Outbreak
- 3.0 New Business:
 - 3.1 Continuous Quality Improvement Plan – Quarterly Update
 - 3.2 Hydration
- 4.0 Resident Bill of Rights - #14 Manage Finances
- 5.0 Round Table
 - 5.1 Concerns brought up about home being cold
 - 5.1.1 **ACTION:** Jillian shared the FLTCA regulations on temperature, and advised to tell staff if they are uncomfortable with the temperature so it can be checked.
 - 5.2 Concern with doorbell in alcove taking a long time to answer in evenings
 - 5.2.1 **ACTION:** Jillian explained visitor policy and the process for a formal complaint
 - 5.3 Question asked about the North Tower during redevelopment
 - 5.3.1 **ACTION:** Jillian explained how it is undetermined, but there is the possibility for it to be made into non-living spaces
 - 5.4 Question was asked about smoking
 - 5.4.1 **ACTION:** Jillian shared how we cannot force a resident to not smoke unless they are unsafe, and they come to her with individual concerns
 - 5.5 Questions were asked about the timing and order of resident's moving into the new building.

5.5.1 ACTION: Jillian discussed how there are building delays, and how the order of the move will be decided closer to moving.

5.6 A concern about food

5.6.1 ACTION: Jillian invited the resident to attend the food committee meeting

5.7 It was asked if there would be a rent increase this year

5.7.1 ACTION: Jillian explained how it increases yearly on July 1st, that the rate is set by the MHLTC, and is based on taxes

5.8 Concern shared about a crack in the path in the oval garden, making it difficult for wheelchairs

5.8.1 ACTION: Request for repair sent to maintenance.

5.9 Resident shared they were missing a blanket that was sent to the laundry.

5.9.1 ACTION: Jillian advised them to follow up with U.M.

5.10 Resident shared that they moved to Cassellholme from a different LTC in Quebec, and that he likes this home better

5.11 Question was asked on visitor information during outbreaks

5.11.1 ACTION: Jillian shared that the RPN will have the most up-to-date information

6.0

Adjournment

Next Meeting: July 23, 2024 at 2:00pm