

Family Council Meeting Minutes

January 12, 2018 / 2:00 PM / 1st Floor Chapel

ATTENDEES

Alan & Arlene Caple, Linda Deneen, Eva Johnsen, Anne Nynas, Lee Pedersen, Lance, Sandy and Leandra Petersen, Jan & Jon Polecheck, Cindy Talerico, Sandra Tinsley.

Staff Moderators

Wendy Lane, Social Services & Shelly Raskovich, Activities

AGENDA

Welcome and Hello

1. Marty Brende welcomed the many family members at the first family council meeting since her administration. She explained that the Minnesota Board of Aging has designed a manual for conducting meetings for families who have loved ones in a long term care facility and the purpose of family council meetings. Being the first meeting in a long while, Marti explained that this was going to be a general meet and greet and hopefully proceed with some current concerns and desires for better family involvement at Aftenro Home.
2. Shayla Majhala took a few moments to explain Friends of Aftenro and how current and previous volunteers donate a small amount of their time every 3 months to help with resident birthday parties, running the gift shop, help decorate for holidays, etc. Family members were encouraged to contact Shayla at 218-728-6601 if interested in volunteering.
3. The meeting then was turned over to Wendy Lane of Social Services

New Business

- Wendy discussed the possible topics for future council meetings which included family concerns, education topics, length of meetings, meeting frequency.
- Wendy opened the floor to any discussion or family concerns.
 - Lee Pedersen opened the discussion about families frustration with not being able to leave a message for the nursing staff especially after normal business hours. Suggestions/concerns included:
 - Possibility of leaving voice-mail at nurses station
 - Wendy will bring this suggestion to the leader staff.
 - Nurses on duty carry a cordless phone
 - Bringing loved ones back to Aftenro after 1930 and the front door is locked and unable to get through to the nurses desk.
 - Reminded family members that the back parking lot blue door is open until well past 1930 and it is handicap accessible.
 - Family members would like to know the faces and names of new staff caring for their loved ones.
 - Wendy will bring this concern to Shayla in Human Resources.
 - Shelly suggested a staff picture board on elevators
 - It was suggested the weekly menu be posted on the Aftenro web site so families can decide when they would like to come have a meal with their loved one.
 - Suggestion was made that hot water be available in the sunrooms along with the coffee so that hot cocoa or tea can be made.
 - Linda Deneen requested to learn about Aftenro's Emergency Preparedness Plan.
 - Plan to have future family council meetings formatted to allow for 30 minutes of education time along with normal business items.
 - Wendy suggested education topics such as: Dementia, Hospice/Palliative Care, Macular Degeneration, Funeral Planning, Antibiotic Stewardship, Resident Rights explained by local Ombudsman. Another area of interest would be to have residents talk about their lives so that families get to know other residents and also allow residents to feel recognized.

ACTION ITEMS

1. **Follow up with and work on solutions for families' concerns about phones calls not answered by the nursing desk and at least being able to leave a voice mail with the nurses especially after normal business hours. ?**
Front door entry after hours
2. Follow up and report a possible solution to families recognizing new staff at Aftenro.
3. Follow up on the desire for weekly menus being posted on-line
4. Request from Administration and head of dietary the possibility of hot water in the sunrooms.
5. Plan monthly council meetings initially then quarterly thereafter by direction of the family members.
6. Meeting minutes and future meetings posted on the Aftenro Website as well as regular mailings to resident mailings
7. Family sign in sheet available at next meeting.

NEXT MONTHS MEETING: FEBRUARY 13, 2018 2PM FIRST FLOOR CHAPEL

FEBRUARY AGENDA

1. Announcements
 - a. Influenza and good stewardship
2. Old business
 - a. Phones
 - b. New employees
 - c. Hot water
 - d. How to find meals and family council information on website
3. Education
 - a. Dementia/Vs Influenza
 - i. Shelly Raskovich
4. New Business

