



**The Simkin/Weinberg Resident Council  
Minutes**

**Thursday, September 14, 2017  
1:30 p.m.  
Boardroom**

**ATTENDANCE**

**Simkin Centre Staff:**

|                                                                    |          |                                    |          |
|--------------------------------------------------------------------|----------|------------------------------------|----------|
| Cindy Greenlay – TR & Support Services Mgr<br><b>(Facilitator)</b> | <b>X</b> | Alanna Kull – Director of Care     | <b>X</b> |
| Irwin Corobow - CEO                                                | <b>X</b> | Janet Conrad – Executive Assistant | <b>X</b> |
| Food Services – Valerie Burachynsky                                | <b>X</b> |                                    |          |

**Board of Directors:**

|              |          |
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| Selma Gilfix | <b>X</b> |
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**Guests:**

|                                                        |          |
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| Jackie Gonzales,<br>Volunteer/Companion<br>Coordinator | <b>X</b> |
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**Call to Order:**

Cindy Greenlay called the meeting to order.

**1. Welcome & Introductions:**

- Cindy introduced herself. Those present introduced themselves.

**2. Volunteer/Companion Coordinator:**

- Evening Staff – Volunteers – This issue comes from a comment from Resident Council stating that no staff were available between 5-7:30pm on the units. A suggestion was made to get volunteers to sit at the nurse station in case a resident needed something. Jackie canvassed her volunteers and came to the conclusion that there were no volunteers who would be able to answer any questions. We could get a volunteer to sit at this desk, but if they could not answer your questions, then they really wouldn't be of help. If anything, this would add to more frustration. Residents agreed. Residents were reminded that during this time period, it is really busy on the floors. Staff are assisting people to get ready for bed. The reality is that there are staff around, but they are very busy in the rooms taking care of resident.
- Sunday Tuck Shop – Two or three months ago, Resident Council expressed that they wished they could purchase tooth paste, Kleenex, or a greeting card here at the Centre. Jackie, the Volunteer/Companion Coordinator announced that a Tuck Shop will be open on Sundays (2 to 4 pm). It will be launched on October 1, 2017. One volunteer will be there to run the shop.
- Coffee, cookies, and tarts will be sold as well. Residents were asked what items they would like at the shop. They gave their input.
- On Sunday, starting October 1<sup>st</sup>, the Café will no longer be open on Sundays.

**3. Budget:**

- The June 2017 budget was presented.



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- The beginning balance was \$2,953.34. The monthly interest earned was \$25.99. There were no expenses. The balance for the end of the month was \$2,979.33.
- Any income we receive comes from table rentals, interest earned on resident trust accounts, the annual garage sale and fundraisers. Cindy reminded residents that we should only have about \$1,000 in our account.
- The money that we spend should be spent on something that the majority of residents can enjoy. Some of the items that resident council pays for are the new resident welcome bags, food for the bird, monthly magazines, etc.
- Since June, we purchased 5 lawn chairs. The chairs that Resident Council purchased are the lime green metal chairs outside at the front entrance.
- We also made money from the Annual Garage Sale. The proceeds from the sale were \$756.70 and this includes the BBQ.
- We are planning to have a pizza fundraiser on September 22<sup>nd</sup> for the Alzheimer's Society. Because the Café is closed in respect to Rosh Hashanah on September 21<sup>st</sup> and 22<sup>nd</sup>, we thought this would be a good time to do it. We are going to sell pizza and drinks to staff in the staff lounge. In the past, we use some of the money from the Garage Sale to support this event. Cindy asked if Residents wanted to contribute \$10 – \$20.00 to purchase a prize or buy a gift card to encourage staff to participate in the pizza fundraiser. Residents didn't think this was necessary. If staff wanted to participate, they would participate. They didn't need a prize.
- A resident suggested providing transportation for a school to come to the facility to perform a play or a short drama.
- Cindy will meet with Rod Biddell, Sol Masarsky, Selma Smordon and Gordon Criggar to come up with ideas to spend money and make some recommendations at the next meeting. This will be placed on the next agenda.

**4. Correspondence:**

- A letter was prepared for the Gall Family thanking them for volunteering at the Centre. Cindy read the letter and residents signed it.
- A letter was prepared for Bill Weismann from the Shaarey Zedek thanking him for the donation of estrog and lulav. Cindy read the letter and residents signed the letter.



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- Cindy shared that the Board of Directors at the Centre will be thanking the doctors and nurse practitioner that take care of residents, by taking them out to dinner. Cindy asked residents if they would be interested in preparing a thank you letter from Resident Council. Residents thought this was a good idea. The letter will be brought to the next meeting.

**5. New Call Bell System Update:**

- Every month, Irwin has been providing an update about the status of replacing our call bell system after the December 2016 flood. There has not been very much to report. He is working with the Board of Directors negotiate with the insurance company on a settlement. An offer was received by the insurance company. However, this offer was not satisfactory to us. They do not want to pay us for the full amount of the call bell system. If necessary, we will take legal action. This will be kept on the agenda.

**6. Sale of the Land Update:**

- The land next to us is land that the Centre owns. Irwin reported that the Board decided to sell the land. They made this decision based on the need to continue to support the programs not funded by the government. They plan to use the proceeds from the land sale to generate revenue so that we can continue to support these programs.
- The programs not supported by the government are Spiritual Care, Volunteer/Companion Coordinator position, and weekend/evening program. The Board would also like to begin looking at enhancing our food services.
- They don't plan to spend the proceeds, but plan to invest and use the interest for these areas.
- Selling the land will save us money in that we will not longer have to pay taxes on it. The Centre has owned this land since 2002. The Board did approach the Jewish Community, at one point, to see if they were interested in using this land for anything. However, they were not interested at this time.
- Irwin stated that if residents have been listening to the news, they will have heard that the government is cutting back on funding in health care in the Province. Personal Care Homes haven't been hit quite as hard as hospitals. But, this year we were notified by government that our budget will be reduced. The Board took a responsible position to determine how to best handle the future with respect to how to sustain our programs and perhaps even create new ones.
- The Board did retain a small portion of land, approximately ½ an acre, in case we wanted to do something in the future.



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**7. Tub Room Sub-Committee:**

- Several months ago a resident asked if we could upgrade the tub rooms to make them more comfortable. It was suggested using the Resident Council money to purchase blanket warmers.
- A sub-committee was supposed to look at different options to improve the tub and shower rooms. The rooms are cold and uncomfortable.
- This item has been pending. Rod Biddell and Cindy will meet and bring back recommendations to the next meeting.

**8. Reports:**

**8.1 Nursing Department**

- Alanna Kull reported that we have recently become aware that there has been a Health Canada Alert placed on the lifts that we use to place residents into the tub. We take this warning seriously because there have been people in nursing homes that have been injured by these lifts. We've asked our Occupational Therapist to do an assessment on all of the people that live here to determine who is or is not safe to go on the lift. There are a number of people that are not safe to use this lift. We are looking at other options to bathe those residents.
- A resident asked about being weighed when sitting in the lift. Alanna explained that although there are scales on the lift and weights can be taken, they are not 100% accurate. We do weigh you once a month using a new floor scale. Every unit has one. However, if you want to know your weight when you are in the lift, you can ask, but just know that it is not 100% accurate.
- This year Manitoba Health is recommending a change to the flu vaccine for anyone over the age of 65 years of age living in a nursing home. We will be offering a flu vaccine that is 4 times stronger than the vaccine that you would have received in previous years. What they have found is that most people who live in nursing homes are susceptible to one certain strain in the strains that normal flu vaccine provides protection for. As a result, they have reduced how much strains of the virus they are protecting you against and made a more concentrated dose of 3 of the common ones that they find in nursing homes.



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- Alanna stated that we do recommend residents get this vaccine. However, if you are not comfortable getting this new vaccine, it is your choice to refuse. We will still be offering the regular vaccine. There will be two choices offered. Manitoba Health said that the United States has been offering the new vaccine to people living in nursing homes since 2009. It has not been available in Canada until now. Manitoba is the first Province in Canada to offer this new vaccine. Alanna answered some questions that residents had. The flu clinic will be available at the Centre in mid to late October.
- Our Social Worker, Tana, resigned and her last day was September 1<sup>st</sup>. We did hire someone to take her position, but that person quit after 3 days of training. So, at this time, we do not have a Social Worker. Sara and Alanna are doing this work in the interim. We have placed another advertisement for this position.
- Alanna addressed a concern brought up at a previous Resident Council meeting about staff telling residents “you are not my responsibility” when residents asked for assistance. She explained the following:
  - In the morning, each Health Care Aide is assigned so many residents that they are personally responsible for. During the day shift, there are 5 HCA’s on each floor. Each HCA is assigned approximately 8 residents.
  - If you are asking for help from a HCA during the time that they are supposed to be in the room giving someone else care, they will say to you “you’re not in my section”. The HCA that has been assigned to you is the person that needs to complete your care.
  - However, in the afternoon, you can ask for help from any staff because you are no longer assigned to anyone’s section.
  - We acknowledge that HCA’s should not be saying, “you are not in my section”. Instead, they should say, “I’ll let your person know”. We plan to meet with all of the nurses on all of the shifts next week to reinforce this protocol. As our nurses meet with the HCA’s at the report times, we will have them reinforce this message. Alanna thanked residents for speaking up and letting us know about this issue.



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- Alanna updated residents about the progress of our Resident Decision Making project. This project was initiated after the WRHA conducted a resident/family survey to all PCH's. The feedback from residents was that they wanted to be more involved in decisions made about their care. It is important that residents who are able to make their own decisions have that opportunity. Alanna outlined the following:
  - Every resident has contacts that we would call if something were to happen to you. We refer to them as your #1 contact. The health care system is set up to automatically refer to your #1 contact if there is any decision that needs to be made about you. We also automatically call that person if a doctor or nurse practitioner makes changes to your medications or treatment plan. We have not been good about letting you, the resident, know about these changes.
  - For those residents who can make your own decisions, we are going to start putting your name in the #1 contact spot. Your family would then be put in the #2 contact spot.
  - We plan to update our admission handbook and likely conduct some presentations informing families that this is the direction we are headed in.
  - She asked Resident Council if they felt this was a good first step. Residents agreed.

**8.2 Spiritual Health Department**

- Barb is back from vacation. Barb, Carla and Jo-Anne are all working their normal schedules.
- We will continue to have the monthly Non-Denominational Services in the MPR. Shabbat Services are still conducted every Saturday morning. Steven Hyman is also back from vacation, so you will be seeing him conducts services again.
- Steven Hyman will be conducting our High Holiday Services. The High Holiday Serves schedule is at the Security Desk and on your Recreation Calendars.

**8.3 Therapeutic Recreation Department**

- This department works very closely with Spiritual Care to ensure that the High Holiday Services are successful and are preparing for these special days.



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- In October, they plan to have a Thanksgiving Luncheon in the MPR. This is not necessarily for Christians, but will be a non-denominational event. We are not sure if the meal will be kosher, depending on what caterer we can hire. Residents can decide if they want to attend. We plan to invite various staff/managers to sit at each table and enjoy conversation with residents, just like you would at home with family. This is the first time we've done this, so we will see if it is something that we do again.
- The annual pumpkin decorating party will take place next month. Residents were encouraged to think of ways to decorate their unit pumpkin for the contest.

**8.4 Dietary Services Department**

- Valerie Burachynsky reported to residents the work she is doing about how food is presented when serving meals. Several months ago residents expressed displeasure about how unappetizing the food was when presented to them sloppy. She explained that the cooks do a really nice job when preparing the food. However, there is a problem when the food is scooped and served onto the plate. Staff will need to be reminded about using the proper serving tools when portioning out food to the plates. On September 27<sup>th</sup>, the Food Services Department is having a department meeting. This will be on their agenda for discussion. In November, they will be launching a training program so that the dietary aides in the serveries learn to put the food on the plate better.

**9. Beefs, Bouquets, and Suggestions:**

- A resident stated that the chicken breast that was served was very good, cooked perfectly. Also, the fish was very good. Valerie thanked him for the feedback and will make sure that the cooks get this message.
- A resident commented about how many flies there are in the building. Cindy will contact Abell Pest Control to find out what can be done to take care of this in a safe way.
- Some residents were complaining about the laundry service. Sometimes laundry loses their items, sometimes their zippers are broken. Cindy reminded residents that laundry has 3 days to wash and return clothing. If it is longer than 3 days, then residents are supposed to report it to the nurse on the unit or to Leonie, the Housekeeping/Laundry Supervisor. Sometimes clothing isn't labeled properly or sometimes laundry is placed in the wrong room.



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- Sometimes the labels fall off clothing. Managers use staff who are on a gradual return-to-work program to go through resident rooms to ensure that they have their clothing and not someone else's clothing. Cindy will check with Leonie to find out why zippers are getting broken, why buttons are not on clothing when they are returned. Cindy did remind residents that the machines we use to wash are industrial models, not the domestic models that are used in people's homes. These machines are very rough on clothing. Residents are encouraged to have sturdy clothing, not delicates. Cindy will invite Leonie to the next Resident Council meeting to explain how the laundry system works.
- A resident commented about the water being brown when he was getting ready to take a bath. Cindy explained that the discolored water we have been experiencing from time to time is a City of Winnipeg issue, not a Simkin Centre issue. We have talked to 311 and the City. When speaking to the Water and Sewage Department at the City, they told us to call our Councillor. The City explained that there is a certain chemical that they are using to treat the water to make sure that we don't get sick from any bacteria in the water and that is reacting with the pipes in the system that is causing the brown water once in awhile. The City is telling everyone that it might take another year or two before they solve this problem. We have a Disaster Team at the Simkin Centre and there is a plan in place when the water is discolored. There is an inventory of bottled water in the building for emergencies.
- A resident who attends Resident Council on behalf of other residents on her floor, reported that in the past, her group has asked her to complain about the food, which she has. Today, she reported that they asked her to report that the food has improved tremendously.
- A resident said that we need to announce when it is time for supper. It seems that people arrive in the Dining Room later and later. Sometimes, they are with their family visiting in the Atrium or somewhere else and maybe forget what time it is. Or, during the summer months, they are outside enjoying the nice day. Cindy suggested that maybe the Security Guard can remind people at 4:30pm that supper is in 30 minutes and to start heading to their Dining Room. Residents thought this was a good idea.
- A resident commented that when they are served supper, they are served all three courses at once (soup, main course, dessert). This will be forwarded to Valerie Burachynsky so that she can discuss with her staff at her department meeting.



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- A resident wondered if Resident Council ever has a moment of silence for residents who have passed away and who attended Resident Council. Cindy stated that Resident Council has not done this in the past, but it is something to think about. This will be put on the next agenda for consideration and discussion.
- A resident requested that at the bottom of these minutes to note the date of the next meeting.

**Pending Items**

- Netflix/Shomi and TMC Channel – Jackie is responsible for scheduling Wednesday afternoon movies. She shared with residents that she has been using Amazon Prime Video. It is similar to Netflix. We have to pay a monthly subscription to access the movies. It is accessible through the internet. The movie selection is limited. However, she is able to locate good, quality older movies. Residents were encouraged to let Jackie know if there was a particular movie that they would like to see. This will be taken off pending items.
- A resident stated that he observed that there were only 12 people present at the last movie showing. He was concerned. Cindy explained to residents that if they look on their recreation calendar they will notice another activity scheduled on Wednesday afternoons, in addition to the movie. This allows residents to choose. Not everyone wants to watch a movie.

**NEXT MEETING:      October 19, 2017 – 1:30pm in the Boardroom**