

**RESIDENT COUNCIL MEETING**  
Purdy Pavilion

**DATE:** February 27, 2024

*DRAFT FOR APPROVAL BY COUNCIL*

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| <b>PRESENT:</b>   | P1:<br>Mervyn<br>Helen<br>Doris<br>Reg<br>Sheila & David<br><br>P2:<br>M. Angie<br>Daniel A<br>Carol   | <b>STAFF PRESENT:</b> | Raylee DeVlaming, SW<br>Eric Aure, Patient Food Services<br>Stephanie Tsang, Patient Food Services |
|   |  | <b>REGRETS:</b>       | Lucy G<br>Daniel C<br>Linda M<br>Ross  |
| <b>RECORDER</b>   | Raylee DeVlaming, SW   |                       |  |
| <b>TOPIC</b>  | <b>DISCUSSION</b>  | <b>ACTION</b>         |  |
| 1.0 Previous month meeting minutes  | Motion of approval of previous month's minutes by Dan; seconded by Carol.  |                       |  |
| 2.0 Discussion with Eric Aure, Assistant Manager and Stephanie Tsang, Manager – Patient Food Services | <b>Representatives from Food Services to Discuss Spring Festive Lunch and Resident's Food Questions/Concerns</b><br><br><b>Spring Festive Lunch: March 19-21</b> <ul style="list-style-type: none"> <li>• Residents and representatives from food services agreed on the following menu:             <ul style="list-style-type: none"> <li>○ Appetizers: Sausage rolls and spanakopita.</li> <li>○ Main: Lasagna, garlic bread or breadsticks, and Greek salad.</li> <li>○ Dessert: Pies</li> </ul> </li> </ul> |                       |  |

- **Resident request:** Can the pie be served with icecream?
  - **Answer (Eric):** We will see if this is a possibility.

**Christmas Dinner Concerns:**

- **Resident comment:** The pumpkin pie served at the Christmas lunch were individual tarts, not pie as advertised.
  - **Answer (Eric & Stephanie):** This was a mistake because they accidentally entered 'pie' instead of 'tart' into the computer system.
- **Resident question:** Why didn't residents get real turkey at the dinner? It was processed turkey that did not taste good. Why not cut a real turkey?
  - **Answer (Eric & Stephanie):** In December we switched suppliers and there were so many choices of turkey available that I believe we may have ordered the wrong option. It should have been the turkey breast that was ordered, and we have found the correct one to order going forward. We apologize for that. Unfortunately, the kitchen does not have the capacity to cook and break down whole turkeys.
- **Resident Question:** Why was there only one veggie served with Christmas dinner and why was it Brussel sprouts?
  - **Answer (Eric & Stephanie):** We usually only have one option of a vegetable, but we can switch it from Brussel sprouts if the residents prefer something else.

**General Food Questions/Concerns:**

- **Resident question:** Can we switch up the juice options? Normally, it is the same few juices, and we would like some new options – pineapple, mango, etc.
  - **Answer (Eric & Stephanie):** We can definitely investigate to see if that is possible. It can be complicated because we are constrained to a limited number of vendors that have contracts with VCH.
- **Resident question:** Why is the quality of the food so different on the weekends? Especially the soups.
  - **Answer (Eric & Stephanie):** We are working on our consistency. It does come down to how closely individual chefs are following the recipe and I will speak to the weekend chefs about this. In the future, it helps for us to know exactly which days are inconsistent, so we can accurately identify who may need more direction.
- **Resident question:** Can we have a suggestion box on each floor for residents to give suggestions to Food Services?
  - **Answer (Eric & Stephanie):** Yes, we can do that. We were planning to put our phone number extensions on each floor in case residents wanted to call our office.

**Issues with New Dining Room Service:**

- **Resident comment:** The new system is not working. The food gets cold, and people are served at different times. We understand that sometimes the food is ready, and the issues with timing come down to staff, not the kitchen.
  - **Answer (Eric & Stephanie):** We have been in talks with Nicole and the RCCs about this. Successful dining room service will fluctuate depending on the staff support and how much food they are tasked with bringing up that day. We agree the timing

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|                               | <p>needs to get better and we are slowly working on it.</p> <ul style="list-style-type: none"> <li>• <b>Resident Question:</b> What was the reasoning behind changing the food service to dining room service in the first place? <ul style="list-style-type: none"> <li>○ <b>Answer (Eric &amp; Stephanie):</b> It is a high-up VCH decision that was made in an effort to make the facility more 'homestyle' and we are actually one of the last sites to make the change.</li> </ul> </li> <li>• <b>Resident Question:</b> How can we keep the food warmer? Is it possible to keep the food under warmers? Or use ceramic plates? <ul style="list-style-type: none"> <li>○ <b>Answer (Eric &amp; Stephanie):</b> We will discuss some options with Nicole to keep the food warmer. Ceramic plates are a safety concern, unfortunately.</li> </ul> </li> </ul>  |  |
| <p>3.0 Department Updates</p> | <p><b>Social Work:</b></p> <ul style="list-style-type: none"> <li>• It's tax season again! We will be running a free virtual income tax clinic again this year. The same volunteer is again graciously supporting us. This is for folks with simple tax situations. There are some consent and information forms to be completed that your social worker can support you with. If you are interested, please let your social worker or unit clerk know.</li> </ul> <p><b>Recreation Therapy:</b></p> <ul style="list-style-type: none"> <li>• Spring Festive Lunch will be on the following dates: <ul style="list-style-type: none"> <li>• March 19: P3</li> <li>• March 20: P2</li> <li>• March 21: P1</li> </ul> </li> <li>• Catholic Mass to be moved to the afternoon of the 1<sup>st</sup> Thursday of the month @ 2:30PM.</li> <li>• Spring Garden Clean-Up will happen on March 8<sup>th</sup> – any and all residents that would like to help are welcome!</li> </ul> <p><b>Rehab:</b></p> |  |

- Dan (OT Assistant), who did his OT training overseas, has *finally* qualified to work as an OT in Canada! He'll be leaving to start his OT career in March. We'll miss him, but we're very excited for him to start this next phase of his journey!
- Occupational therapy is hoping to hire another OT Assistant to fill in until Cailin returns from maternity leave in the summer.
- Darien will be working Monday, Wednesday, Friday for the month of March.
- Caitlin, SLP, has officially moved on from Purdy. Management is still currently recruiting for the position.

**Dietitians:**

- Currently, there is one permanent Purdy Dietitian, Maryam, working Monday – Friday from 8:00am – 2:15pm.
- The other dietitian position is currently being covered by casuals, who are doing a wonderful job of supporting Purdy.
- There is a new whiteboard on the dietitian office door that notes the dietitian coverage on each floor (updated on a weekly basis).

**Nursing:**

- No updates.

**Management:**

- RCCs Update:  
A big thank you to Pat and Jocelyn for their commitment and hard work over the years at Purdy. Pat's last day is Feb 27 and Jocelyn's last day at Purdy was Feb 23.  
New RCC Assignments:  
Purdy 1 - Jennifer Kanwal starting on March 11.  
Purdy 2 - Venee Fuentes starting on Feb 26.

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|                                     | <p>Purdy 3 - Ella Recto.</p> <ul style="list-style-type: none"> <li>Another option for a foot care nurse, Monette Baltazar, will be providing services effective March 2024. This will be a cheaper option at \$50 and the process to receive her services is still being worked out.</li> </ul>  |   |
| 4.0 New Business                    | <p><b>Lack of Staffing:</b></p> <ul style="list-style-type: none"> <li><b>Resident Comments:</b> There is significantly less staff now, as it seems that staff have been leaving Purdy at a much higher rate over the past few months / the past year. It is very stressful for the residents to have a revolving door of staff and there is a serious lack of care aids. Residents are not receiving showers at their regular times due to short staffing and this is not acceptable as then they are required to wait another week before having their hair washed.</li> <li><b>Resident suggestions/questions re: lack of staffing:</b> Residents have heard that Purdy has stopped calling in staff for coverage when the floor is short on nurses and care aids, is this true? Is it possible to get volunteers from UBC to fill the gaps with the lack of care aids? Is Purdy paying staff enough to make them want to stay? Why isn't the parking free for staff? Residents are aware that staff are often commuting from far away and they should get some sort of bonus for travelling to UBC. <ul style="list-style-type: none"> <li><b>Nicole has requested to attend the March Resident Council meeting to discuss these concerns in person.</b></li> </ul> </li> </ul> | <p>Sent comment to management.</p> <p>Sent suggestions/queries to management.</p> |
| 5.0 Meeting Adjournment             | Motion to end meeting by Carol: seconded by Doris.  |   |
| <b>Next Meeting: March 26, 2024</b> |   |   |