

## George Derby Centre (GDC)

### Family Council – Meeting Minutes

**May 08, 2024 3:00 p.m. – 4:00 p.m. (Boardroom & Zoom Link)**

**Attendees:** Dave, John, Ron, Mary, Susana, Sohila

**Guest:** Brittany Perri (SW)

**Regrets :** Deborah, Don, Jennifer, Tessie, Lorraine

Topic	Discussion	Action	Person Responsible
1) Call to Order at 3:00 p.m.			Chairperson
2) Land Acknowledgement			Secretary
3) Welcome / Introductions			All
4) Review of Agenda		Approved	All
5) Prior Meeting Minutes April 10, 2024 Meeting	Previously emailed	Sent April 11 - Approved	All
6) Councillor's reports	No report		
7) <b>UNFINISHED</b> business:			
a) Follow up on residents' meal services	According to families' feedback, the quality of the food hasn't improved. The	The SW indicated that the dietitians would be meeting the following day. She	Brittany

	<p>meat served was tough, and the overall food was too salty. However, there were positive comments regarding the improved quality of the soups.</p>	<p>planned to discuss the issue with them.</p>	
<p>b) How to improve staff communications with residents.</p>	<p>It has been observed that some staff members approach residents with sad or sour expressions, and in some cases, they raise their voices towards the residents.</p> <p>The social worker pointed out that the differences in communication with the residents are often influenced by their individual personalities. In some cases, staff may need to establish boundaries to manage the behavior of specific residents.</p> <p>Families acknowledge the social worker's perspective, but they provided examples that don't align with the issues mentioned. For instance,</p>	<p>The social worker proposed inviting Ronda, the Director of Care, to address the families' concerns in our upcoming meeting.</p>	<p>Brittany</p>

<p>c) Tidiness of residents' rooms and how to improve it.</p>	<p>there are concerns about residents falling or not receiving necessary assistance in case of injury. Additionally, some families noted instances where residents' diapers haven't been changed or their rooms haven't been cleaned.</p> <p>It has been observed that some rooms have been particularly messy lately, with residents' clothes or towels found on the bathroom floor, bedsheets left untidy, and loose paper cups and napkins scattered on the floor and tables.</p>	<p>The SW mentioned that although the staff set up the beds every morning, some residents return to their beds and make them messy. Additionally, residents occasionally bring food to their beds and discard garbage on the floor. She plans to address these issues with the nurses.</p>	<p>Brittany</p>
<p>8) <b>NEW</b> business:</p>			
<p>a) Update on the tables and chairs for the front area.</p>	<p>The social worker mentioned that the new chairs and tables have arrived and will be set up in a couple of days. Additionally, the curtain in the main south area will be</p>		<p>N/A</p>

	replaced to match the one in the main north area.		
9) Round Table			
a) N/A			
10) Meeting adjourned at 4:00 p.m.			
<b>Next Meeting – Jun 12, 2024 3:00 pm– 4:00 pm (GDC Boardroom &amp; Zoom)</b>			