

Resident Meeting – Minutes

Thursday, February 6, 2020

Laura welcomed everyone, with special mention to any new residents in our midst and opened in prayer.

Updates on Projects:

- 1.) **North Wing Expansion:** Progress continues to be made for the North Wing, with the new resident's set to start moving in April 1st! Reception will also move over at that time also. There will be parts of the main common floor area that are under construction still in April, as there is a lot of details in the ceiling work and the different spaces.
- 2.) **Westend and Neerlandia Site:** Both of these projects are in the planning stages, we wanted the residents of Emmanuel home to be rest assured, that none of your rent goes to funding these operations. These projects will be sustained by the residents that live there.

Updates in the Home:

- 1.) **Life Lease:** Henry spoke about the Life Lease program. This program is available to all residents at Emmanuel Home. If you would like to invest some money into this, your return would be a reduction in rent. Please see Henry if you have further questions or would like to participate in this.
Questions: Is this a tax-free investment? Yes, this is a tax-free return on investment. All Life lease programs are.
- 2.) **Cashless System at Reception:** Henry spoke about the cashless system. This change is due to several reasons. Emmanuel Home is growing and becoming quite big which means tracking the amount of money from all the trips and events has been increasing significantly, which means this is also taking away Kassy's time spent with the residents. The reception desk is also moving further away from the main office. With all these changes, to move towards putting everything on-bill is easier for residents and reception. All charges will be itemized on your bill clearly. Reception will continue to track trip and event attendance and special meal tickets. Encouragement was given to residents to try this way for a few months and we will see if it works well.
- 3.) **Mice:** The residents were encouraged to notify Reception if they are having issues with mice. The maintenance department has been trying to tackle the problem with consistent efforts in placing traps, providing traps to residents, setting up traps for

residents etc. This year seems to be a worse year for mice, and they are quite little in size. We have been resorting to using the sticky traps as the other traps have been ineffective.

Please help us by trying to keep a tidy suite, with little to no crumbs or food left out. Making sure that under the stove or fridge is regularly swept and cleaned.

If you have a problem with mice, and are unable to clean under your stove, we can have housekeeping assist you with this.

- 4.) Bedbug Information:** As you are aware, we have had a recent case of bedbugs. This is not a new issue for us. As stated in the information memo sent out last month, please use mattress covers. These covers can be purchased from Reception if you have difficulty accessing them. When you return home from the hospital or even a stay in hotel, try to wash and DRY clothing and clean anything that has been with you. Also note that having bedbugs doesn't mean residents are dirty or have a dirty suite, bedbugs are a common problem that occur in the Edmonton Area. Please do not hesitate to notify us immediately if you believe you may have bedbugs or are even unsure! Our staff are well trained in detecting and eradicating this problem.

- 5.) Reminder to reduce use of laundry machines on Sunday:** Reminder that out of respect for the Sunday being the Lord's day, please try to refrain from doing laundry, unless due to an emergency.

Resident Family Council Information: Information is available to residents, and specifically to the DSL residents on the opportunity to form a Resident Family Council. Please see Laura if you would like more information on this.

Volunteers: Appreciation given to our volunteers among us, this month we would like to give thanks for the residents that regularly deliver mail and memos direct to suite. This special shout out includes Martina Steinkey, Art Van Leeuwen and Leroy Emerson. These tasks are much appreciated by all the admin staff!

We are actively seeking a new volunteer fire marshal for the East Wing, 3rd floor area. Please come see Laura if you would like to be a part of this.

Goals of Care: Marianne Peacock spoke in regard to Goals of Care and accessing 911 in an emergency situation. The goals of care is a form you fill out with your doctor, which instructs emergency personnel your wishes in the event you cannot speak for yourself or in an emergency. This form is then put into a green sleeve and is put on top of the fridge. When paramedics or any emergency personnel come to your suite, they will ask you or this document and/or look on top of your fridge for this document. Please see Marianne or your doctor with any questions or to have this done for you.

Calling 911: The residents are encouraged to call 911 first in an emergency. If you are unsure of whether it is an emergency, err on the side of caution and call 911 first! This is the best and fastest way to access medical care in an emergency situation. The LPN will be brought up to speed when the paramedics are there. The LPN, and/or any other staff, will NOT be angry or upset with you for calling 911. The LPN cannot always get to you as fast, as often they are in the middle of taking care of care of someone or are across the building. This time delay can add up and delay the urgent medical attention you may require.

The residents are encouraged to have their address, phone number, and even birthdate beside the phone so that when the 911 caller asks this information and you may be panicking, you have this info. within easy reach to read to them. Rest assured, even the homecare staff carry this information with them for these exact reasons, because it is easy to forget.

Question: I called for the nurse, for my neighbour and the nurse came and said you are not registered so I cannot help you. How can I be registered? The nurse was speaking in regard to the resident she came to help as being an independent resident.

To be “registered” means that you are in the Alberta Health Services system to receive home care services.

An independent resident, not in the system, does not currently receive care from the healthcare team. There fore the Healthcare team will not have any information or authorization to provide care for them.

To access Homecare services, call Continuing Care access 780-496-1300 to become registered. If you require help with this, Marianne can assist accordingly.

Question: Do you need to update your Goals of Care if you have this already? Yes. It is important to regularly talk with your Doctor if you need to update this information.

Waitlist: Sonja gave an update on the waitlist. The waitlist for the west wing looks to the longest. With an estimated time of just under 2 years. These suites are in high demand because they are the lowest priced. These suites require you to be under a certain income level, and we are thankful to offer these suite options to assist those who cannot afford to live elsewhere in the building. The Centre and East wing suites waiting lists are shorter due to quite a bit of suite turnover lately.

Question: How much is the rent for the North Wing Suites? The one bedroom is \$2100, and the 2 bedroom is \$2800. These prices are higher due to the in-suite laundry, bigger space, balcony, and appliance finishes etc.

Recreation: Bus emergency Plan: Maria Bos spoke about the newly implemented bus emergency plan. The bus will not run if it is colder than -25 outside. If the bus breaks down, the plan will be to have the residents go into any heated facility available. If no facility is available,

then we will use the stored blankets and candles to keep warm until staff or emergency evacuation comes.

Recreation Updates: Aria provided updates from Recreation

1. We have a Special Breakfast coming up next Tuesday which (if you are not on the meal plan you will have to sign up for, if you are interested in attending). Check out the Thrive for more information.
2. KFC is back. We have heard you and we will have it this month on Tuesday, February 18. This year we will include gravy.
3. Shopping at Ikea is bumped to next month, due to the memorial service for Ted Bakker.
4. We had a visit from our Ward 4 councillor, Aaron Paquette, who informed the attendees of the proposed Edmonton Transit Route “revitalization.” The bus stops for 180 will no longer exist. If you are interested in writing letters, e-mails, or making telephone calls, we can take a stand and propose that routes become easier to access for Emmanuel Home residents. Please check the “What’s Happening” board for Aaron Paquette’s contact information.
5. Although Fun Bingo has not been on the calendar regularly. We will ensure that moving forward, it will be. Please note, Fun Bingo players, we will have Fun Bingo this Friday (February 7) as well as Friday, February 21 at 1:30 p.m.
6. Your Recreation Survey will come out with your “Recreation Mail” in April.
7. There has been a change in terms of Keep Fit and Morning Stretches. They will be combined to some extent, allowing “Keep Fit” to be every weekday (except for Morning Devotions mornings).
8. There are waivers that have been updated, but that not all residents have signed. These waivers include your consent to allow us to post your photo on Facebook, the Echo, on the resident photo board, in the Thrive, etc. Another newer waiver asks if you consent to have your name on the prayer board (if you are in the hospital) to allow residents to keep you in their prayers. Recreation will be sitting in the Centre Lobby on Wednesday, March 4 (from 9:00 – 10:30) to ensure if you would like to take a moment update your waiver.

Question Period:

Will we be getting a new exercise bike? At this point, not sure yet. We do take requests and feedback seriously so please continue to bring them. We are actively seeking exercise equipment donations though! So please extend this to any family or friends that may be thinking of getting rid of their equipment.

When is Chicken Soup? Is this still happening? Yes. Chicken Soup is happening every other week.

Comment: We should be careful with what exercise equipment we receive as some are unsafe.

Will the North Wing residents come to this dining room to eat their meals? Will we have enough space for them? Yes. The North Wing residents will be coming to this dining room. There is no other dining room available. We don't expect a large influx of residents having meals here, but only time will tell. There is a Café space in the North Wing that will host special lunches and that will also alleviate some use of the existing dining room.

The residents are thanked for their participation and the meeting is adjourned.