

Welcome & Call to Order (Introductions given and agenda/purpose reviewed)

New policies that affect residents

- *No new policies since last meeting.*

Updates & Announcements

- *Reminder of Door Decorating Contest*
 - Voting will go live on Dec. 23, both online (Facebook) and in person (will be a ballot box in A/R). Whoever's door has the most votes by the end of Christmas Day is the winner!
- *InTouch Link--* The system has been “soft launched” in Lobby & Dining Room. Feedback so far?
 - General positive remarks; people are enjoying it.
 - Suggestion that the text be made larger and darker, and that the slides rotate slower so they can be read.
 - i. We will adjust the fonts and slide duration accordingly.
 - A visitor pointed out that there are several colors and blocks of information on the screen at a time, which may be distracting. Suggested having one item on the board at a time for 2-3 minutes before changing, and moving the weather, clock, and menu to their own rotating slides.
 - i. We will experiment with different screen layouts that have fewer blocks. It was noted that several residents like having the “extras” like the weather and clock fixed on the screen to reference at any time, but we will keep tweaking it to find a layout that works for as many people as possible.
 - We appreciate everyone's patience as we iron out the kinks and learn the inTouch system ourselves. If anyone has more feedback, please let us know!
- *Salon Holiday Hours (Closed Christmas, Boxing Day, & New Year's Day):*
 - **Christmas week:** Extra day on Mon. Dec. 23rd. Closed Wed. 25th & Thurs. 26th. Regular hours Fri. 27th.
 - **New Year's week:** Extra day on Mon. Dec. 30th. Closed Wed. Jan. 1st. Regular hours Thurs. 2nd & Fri. 3rd.
 - A memo will come closer to the holidays with these details.
- *"Holiday Highlights" flyer is available--* Posted throughout building and sent to families.
- *Tree Lighting was a great success!*
 - This year, used a different sound system and introduced new “Jingle Mingle” to the event—Any feedback?
 - i. General positive comments; was well enjoyed! Noted by many that the refreshments at the Jingle Mingle were special, and the Sherwood School Choir sounded excellent.
 - ii. There was a request to have the choir come back for another performance.
 - 1. We will reach out and see if it's possible!
 - iii. Comments of gratitude for all the staff who put in extra work for the event!
- *Nativity Scene Showcase*
 - After Christmas, don't put your Nativity Scene away just yet! Details to come.

Follow-Up & Actions Taken Since Last Meeting

- *Noise from the dining room chairs*

- o Tennis balls are here! Staff will be making note of which chairs need balls installed. If your chair or a neighbour's chair needs them, let one of the staff know.
- *Staircase Safety: Feedback on the trial of raised yellow dots?*
 - o A suggestion was made for flashing/light-up indicators.
 - o No feedback offered on the raised yellow dots—if able, residents are encouraged to check out the dots that have been installed at the stairs by the front office, to see what they think before we add them to the rest of the stairs or decide to go another route.
- *Heating concerns*
 - o Any feedback from the residents who said they were cold last month?
 - i. Several comments that this has improved greatly.
- *Towel shortages*
 - o Multi-Service is working on distributing more towels—won't be as many shortages now.
 - o It was noted that this has improved, and the linen closets have been better stocked lately.
- *Toilet seats being left up after cleaning*
 - o Has been reviewed with Multi-Service staff.
- *Bedmaking techniques*
 - o Bedmaking directions have been reviewed with staff, but many people like their beds made in different ways. If you have a specific way you'd like your bed done, let staff know.
 - o It was noted that this has improved.

Open Floor Discussion & Feedback

- *General Admin / Operations*
 - o It was suggested that there should be lights at the entrance, where the driveway meets the road—when it's dark, the crosswalk sign is the only indicator.
 - i. This idea will be passed along.
 - o There was a suggestion for creating a lost and found.
 - i. There's a lost and found in the front office—if you ever lose or find something, check in with them.
- *Facilities (Multi-Service & Maintenance)*
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- *Care*
 - o It was noted by several residents that they are happy with the care they receive.
- *Activities*
 - o It was mentioned that the Activities recorded voicemail greeting has the incorrect name.
 - i. We will get this switched over; apologies for any confusion this may have caused.
 - o It was noted that the Police Choir had a huge crowd Wednesday night in the Activity Room. They sounded wonderful, but it was very packed. Last year in the Chapel, not many residents came, so it wasn't an ideal location and the audience was too spread out. Given the vastly larger attendance this year, it was suggested that the Police Choir should be switched back to the Chapel next year.
 - i. This has been made note of for next year's holiday planning. Based on last year's small turnout in the Chapel, and the resulting resident feedback of difficulties hearing, it was scheduled for the Activity Room this year to better suit the anticipated audience size. Next year we'll definitely plan for the Chapel again, and hope for a similarly large turnout!
- *Dietary (is discussed in more depth at bimonthly dietary forums. Next forum will be in February)*
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Concluding Statements & Adjournment