



Edmonton Chinatown Care Centre
Resident- Family Food Focus Group

MEETING MINUTES

Date: November 29, 2021

Place: Via Zoom

Facility Attendees: Kelly Kontek, Amanda Patterson, Roopjit Mann, & Keely Quilley

Recorder: Keely Quilley

Agenda Items	Discussion/Action
1. Call to Order	At 1404 by Kelly Kontek
2. Welcome & Intros	Kelly welcomed all the families and all staff members introduced themselves. <ul style="list-style-type: none"> - 7 family/ primary contact members joined via zoom - Residents decline to attend (verbal feedback from survey included in below notes)
3. Food Survey Results	<ol style="list-style-type: none"> 1. My family member's food tastes good? 61.5% NO 2. My family member's food looks good when brought to them? 53.8% NO 3. My family member can smell food being cooked? 76.9% NO 4. Food is served at the correct temperature? 61.5% YES 5. Staff serve my family the right amount of food? 69.2% Just the right amount 23.1% Not enough 7.7% too much food 6. If my family member doesn't like the meal they are served, they are offered another choice? 76.9% NO 7. The menu offers good meal variety?

	<p>76.9% NO</p> <p>8. The menu offers food dessert variety? 61.5% NO</p> <p>9. My family member gets snacks with a beverage twice a day? 53.8% YES</p> <p>10. The snacks are good and varied? 61.5% NO</p> <p>11. My family member gets the help they need to eat their meals? 71.4% YES</p> <p>12. Staff serve my family member their meals in a pleasant manner? 92.3% YES</p>
<p>4. Actions Step Taken Since Survey</p>	<p>Kelly outlined the actions steps we have taken so far to enhance the dining experience for residents:</p> <ul style="list-style-type: none"> - Snack Rounds: Roopjit, Amanda, and Sui have worked together to develop a snack rotation. Recreation staff serve snacks after the afternoon activity each day to residents. Three times a week Wendy (evening Recreation Aide) serves snacks to residents after the evening activity. Snacks are only served to residents who are in the dining room- snacks are not served in the residents' room. - Kitchenette: Amanda developed a kitchenette stock list that kitchen follow to keep the kitchenettes stocked for residents at all times. Items include: juices, warm water, and milk, congee, boiled eggs, fresh fruit, fruit cups, sandwiches, pudding, oatmeal, bread and condiments, along with cookies. - Kitchenettes are for the residents. We are working with the staff to shift the mindset from being staff kitchenettes to resident kitchenettes. Renovations to the kitchenettes will be coming once the pandemic is over. We plan to remove the locks and gated doors to allow residents free access to the kitchenettes. If families would like to access something from the kitchen for the residents, please ask a staff member for assistants. - Modified Diets: Unfortunately, some residents are on modified diets (puree, diced, minced, etc.). Mechanically Altered Diets are not available to have choice. Currently, menu choice A and B are being provided to the residents.
<p>5. Standards</p>	<p>Kelly discussed the standards that guide our practice:</p> <ul style="list-style-type: none"> - As per CCHSS we are to provide residents with 3 meals and 3 nourishment rounds each day. We are working towards this.

	<ul style="list-style-type: none"> - We are required to offer choices with each meal. Right now, residents are given all options of food choices rather than choosing A or B. They are given A & B. We will be working towards changing this practice.
6. Kitchen Manager	<p>Sui is our kitchen manager and she works very hard to meet the residents needs. She is on the floor asking residents what they like and accommodating their meals to what they like.</p> <p>Sui has never been shared survey results before so she was shocked to see these results. Sui takes your feedback very seriously and is dedicated to taking the feedback and make the necessary changes to enhance the dining experience for residents.</p>
7. Menu	<p>As of right now we are working on creating seasonal menus:</p> <ul style="list-style-type: none"> - Fall/ Winter: September to March - Spring/ Summer: April to August <p>We are working on creating the Winter menu to be implemented by the end of December. We will be sending out another survey at the end of January for your feedback on the Winter Menu. In the Spring we will hold another Food Focus Group for your feedback on the Spring/ Summer menu.</p>
8. Chefs Choice	<p>In the new menu, every Tuesday lunch will be “Chef’s Choice”. The Chef will be choosing the meal. We are very excited to implement Chefs Choice meal and surprise the residents once a week with a delicious meal.</p>
9. Moving Forward	<p>Kelly expanded on our plans moving forward:</p> <ul style="list-style-type: none"> - Like stated above, Amanda and Sui will be creating the new seasonal menus. We will host another Resident- Family Food Survey about a month after the Fall/ Winer menu is implemented to see if resident satisfaction improves. - We did have an audit from Alberta Health last week that reviewed our Food Survey and according to Accommodation Standards, resident meal satisfaction needs to be greater than 50%. It is our goal to exceed this. - Residents are our #1 priority. We want to ensure that they enjoy their meals and are given choices. - There will be education provided to families later in the spring around modified diets- dates and times to follow. - We have no plans to change the menu to a Western diet. We are committed to an Asian menu and providing the residents with foods that they enjoy and like!

<p>10. General Info</p>	<p>CPR trained staff are required to monitor residents during all meal times. There are certain residents who like to eat their meals in their rooms. We strongly encourage residents to eat in the dining room for resident safety and socialization.</p>
<p>11. Feedback from Residents and Families for Breakfast Menu</p>	<p>Residents: Dislikes-</p> <ul style="list-style-type: none"> - Less steam buns <p>Families: Add-</p> <ul style="list-style-type: none"> - Scrambled eggs - Steam bun & congee - Rice rolls - Egg variation - Bake buns - Noodles - Bacon/ sausage/ ham - Toast with peanut butter and jelly - Oatmeal with banana - Avocados
<p>12. Feedback from Residents and Families for Lunch/ Supper Menu</p>	<p>Residents: Dislikes-</p> <ul style="list-style-type: none"> - Meals are repetitive and boring. - The soups are bland - Less steam veggies and green beans <p>Likes-</p> <ul style="list-style-type: none"> - Sweet & Sour Pork - Beef Brisket - Chicken Legs - BBQ Pork

	<ul style="list-style-type: none"> - Fish and Shrimp - Chinese Vegetables <p>Families: Add-</p> <ul style="list-style-type: none"> - More beef - Sauces with the meat (oyster sauce for example) - Add more variation to the menu - Dumplings - Chow Mein <p>Kelly asked the attendees if their family member would like a western meal served every now and then?</p> <ul style="list-style-type: none"> - According to some families their loved one would not like that.
<p>13. Comments/ Concerns from Families</p>	<ol style="list-style-type: none"> 1. Concern that there are not enough nutrients in the food. Kelly reassured the families that all vegetables served to residents are fresh from a local grocer. Congee is fresh daily. Meat is frozen but there is no way around that. 2. Family commented that the soup is mediocre with no taste. Kelly will take this feedback to the kitchen. 3. Family member took a picture of the menu in the fall and there were no beef options. Kelly will take this feedback to kitchen. There will be beef options added to the Fall/ Winter menu being created.
<p>14. Thank You</p>	<p>Kelly thanked all the family members and residents for completing the survey. Your feedback is very important to use and we encourage you all to participate in the reevaluation survey coming in January as well.</p> <p>Thank you everyone who attended.</p>
<p>15. Adjournment</p>	<p>Meeting was adjourned around 1445.</p>