



**Edmonton Chinatown Care Centre
Family Town Hall**

MEETING MINUTES

Date: February 24, 2022

Place: Via Zoom

Facility Attendees: Kelly, Roopjit, Eva, Matthew, Keely, Amanda (OT Student), Emily (OT Student)

Recorder: Keely Quilley

Agenda Items	Discussion/Action
1. Call to Order	Call to order at 1401
2. Agenda Items	<ul style="list-style-type: none"> • Introductions • Outbreak Summary • Food Survey & Upcoming Surveys • Recreation Update • IPC Update • OT Update • Visitation Update
3. Terms of Reference	Terms of Reference are coming for Resident-Family Town Hall meetings, we are not there yet, but we are working towards it.
4. Outbreak Update	<p>Our outbreak was lifted on February 27, 2022.</p> <ul style="list-style-type: none"> - We had a total of 20 covid positive staff and one positive resident (remained asymptomatic) - We believe all cases were community acquired. - We thank all the families participation in following IPC protocols. <p>The site is doing well. We have closed the cottage to help with staffing contingency temporarily.</p>

	<p>We are planning to open the cottage soon. We are at 79/96 residents. We will only be admitting Asian residents and we will have enough staff when we open the kitchen.</p>
5. Food Survey	<p>Survey open from February 04- 14th, 2022.</p> <ul style="list-style-type: none"> - 30 residents participated (interviewed by Wendy: Recreation Therapy Aide). - 6 families participated. <ul style="list-style-type: none"> - These results were sent to Alberta Health auditor and he signed off on our Food Survey compliance. - However, there is a lot of work we had to do in food services. Just because we are compliant with Alberta Health does not mean the work is done. <p>Thank you for your participation.</p> <p>*Please see below for the survey results*</p> <ul style="list-style-type: none"> - Please note: Residents are not served options because they received both options. Moving forward we are aiming to offer residents options rather than giving them both. - We are also working toward increasing our dietary service and meal time assistance to ensure that residents are being assisted with meals in a timely manner and getting hot food.
6. CARF	<p>Commission on Accreditation of Rehabilitation Facilities is coming in August 2022.</p> <ul style="list-style-type: none"> - Because of this we will be sending out a Resident and Family Survey. - This will be coming out in the next couple weeks: please take the time to full it out with detailed feedback.
7. Recreation Update	<p>Even throughout the outbreak residents were offered Recreation Activities.</p> <ul style="list-style-type: none"> - This is a big change from the last outbreak. - We have seen a maintenance of resident well-being because of the continued activities. <p>The recreation department is short staffed right now. One of the full-time staff stepped down to part time and the part time staff stepped down to casual.</p>

	<ul style="list-style-type: none"> - This has impacted the number of activities and virtual visits being offered because they are less staff to cover these activities. - We are recruiting for a full-time position that is the right fit and speaks Chinese. - We are doing the best we can to offer residents activities 3-4 times a week per unit. - Nursing staff are also offering activities to residents when recreation staff are not on site. <p>Roopjit and the recreation team are working on putting together Resident Story Boards. Roopjit will be reaching out to all the families to gain information about the residents and their lives. This is important for our mission of offering Resident Centered Care. We can care and offering more individualized care to residents if we know their life stories.</p> <p>Story boards will be located in the resident room and offer staff a full glance of the residents' lives.</p>
8. IPC Update	<p>Vaccine update:</p> <p>Covid Vaccine for residents is 97.4% fully immunized and 94.8% received booster. For staff 100% fully immunized and 77% received booster. Provincially 79.5% are fully immunized- we are well above the provincial average.</p> <p>Influenza Vaccine for residents is 97.4% and 92% for staff. Provincial average is 26.7%.</p> <p>Eva praised the recreation department and how important they are for maintaining residents' quality of life.</p> <p>As of September 27, 2021: masks and face shields were implemented for all care staff. As of December 22, 2021: masks and face shields were implemented for all staff and visitors.</p> <p>Case numbers are going down in Alberta and Edmonton.</p> <ul style="list-style-type: none"> - 584 people have died since December 22, 2021 in Alberta. <p>We believe that early implementation has contributed to our very well managed outbreak.</p>

	<p>Thank you to all the families for your support in implementing early safe measures and continuing to support the leadership at ECCC.</p> <p>Eva is planning to provide Hand Hygiene education to families at the next Town Hall.</p>
9. OT Update	<p>There is a new staff member in the OT department: Mindy Quang. She is Cantonese and Mandarin speaking.</p> <p>Since the outbreak is lifted, we are planning to open the gym.</p> <p>Rehab is being offered on each unit for 3-4 days a week.</p>
10. Visitation Update	<p>Visitation has been increased to two days a week. This started on February 25th.</p> <ul style="list-style-type: none"> - Regardless of Jason Kenny decisions there will be no changed in Long Term Care. - The honor system will be applied to visitation. - We are hoping to increase visitation once the cases in community decrease. - We will keep everyone updated. <p>We did not survey the residents prior to making this decision. This decision was made based on Eva's risk assessment of the site and community.</p> <p>We do required all visitors to be fully vaccinated, while wearing and mask and face shield.</p>
11. Questions	<ol style="list-style-type: none"> 1. When will the hair salon be opened? ECCC needs to submit some paper work to the City of Edmonton for them to approve Goldie's business permit. We are hoping the salon will be open in the next couple weeks. 2. Can you please clarify what you mean by nursing staff assisting with activities? Staff have access to all the Recreation supplies to set up activities for residents when Recreation staff are not on site. 3. Are Recreation staff the only ones who operate Zoom? Yes, this is why virtual visits have decreased. 4. Can we please revisit companions?

	<p>Absolutely, yes to companions. Please speak to your Clinical Lead to set up the schedule. Companions must be fully vaccinated and WILL NOT count towards one of the family visits.</p> <ul style="list-style-type: none"> - We are bringing back visitors to help with evening meal assistance. Clinical leads and members of the leadership team will be adjusting their schedules to assist as well. - Companions and volunteers will have to attend Orientation and IPC Education.
12. Thank You	<p>Thank you for joining and your continued support. Thank you for your generous donations.</p> <p>5 pallets of hand sanitizer were donated by the board and we will be offered these bottles (500ml) to families in the coming days.</p>
13. Adjournment	<p>We are planning our next meeting after a provincial update is made.</p> <p>Meeting adjourned at 1456.</p>

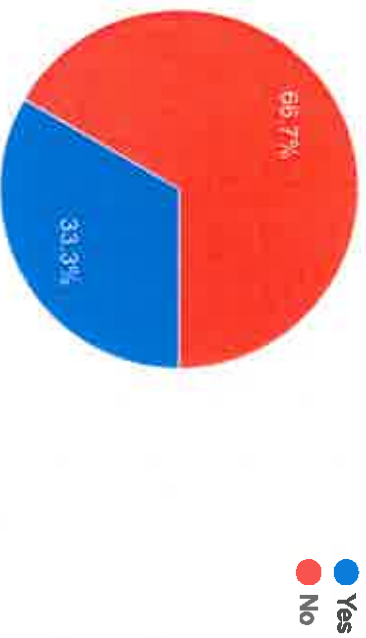
Resident/Family Meal Questionnaire

6 responses

[Publish analytics](#)

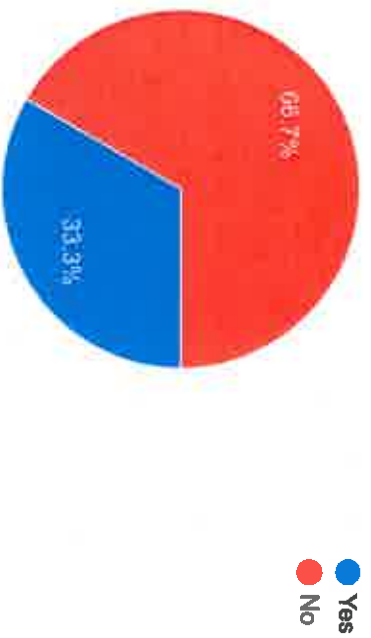
Does my family member's food tastes good?

6 responses



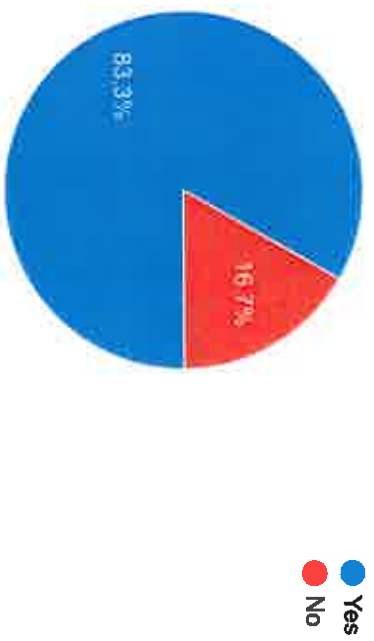
My family member's food looks good when brought to them.

6 responses



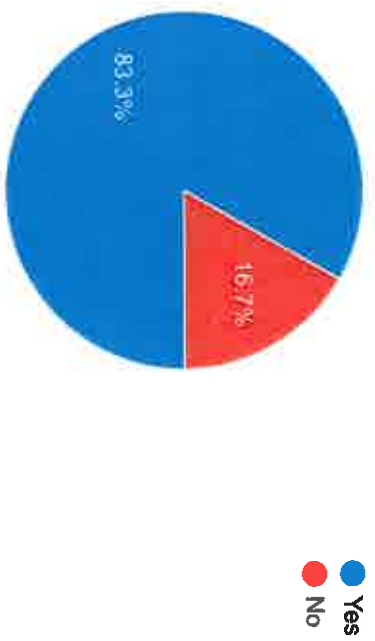
My family member can smell the food? (If your loved one cannot smell, please do not answer)

6 responses



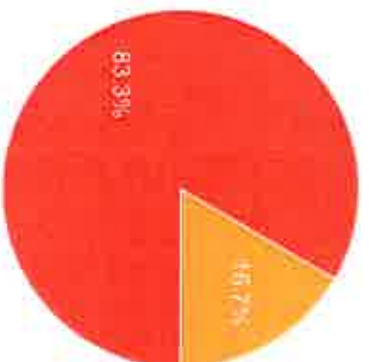
Food is served at the correct temperature.

6 responses



Staff serve my family member:

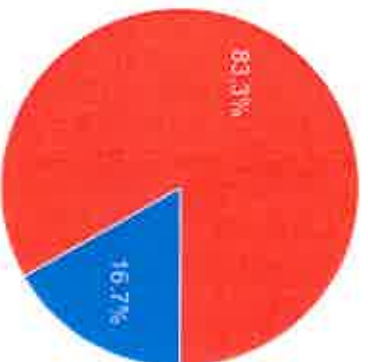
6 responses



- Too much food
- Just the right amount
- Not enough food

If my family member doesn't like the meal they are served, they are offered another choice.

6 responses

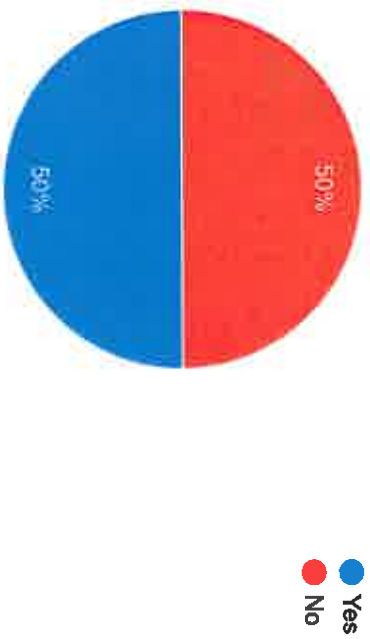


- Yes
- No



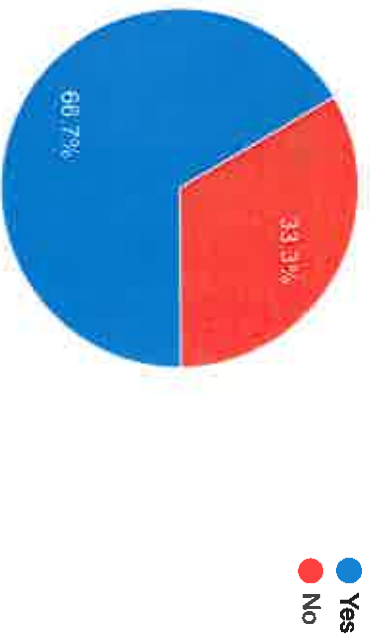
The menu offers good meal variety.

6 responses



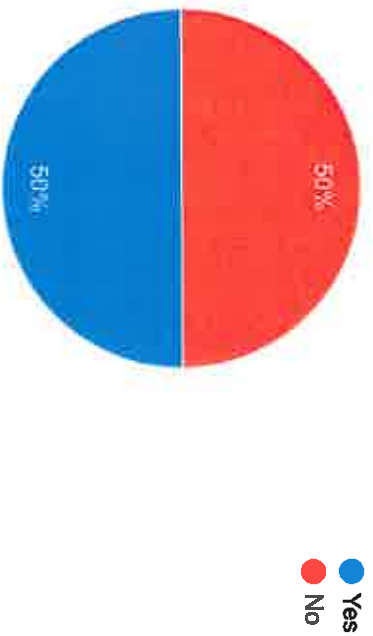
The menu offers good dessert variety.

6 responses



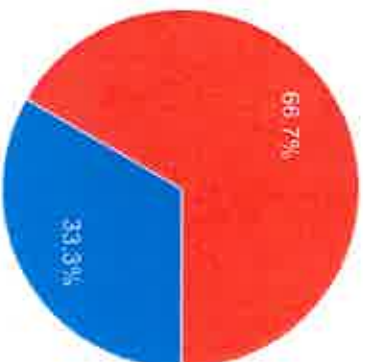
My family member get snacks with a beverage twice a day.

6 responses



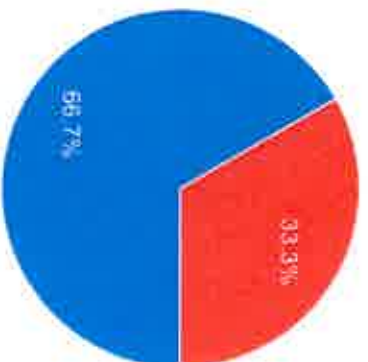
The snacks are good and varied.

6 responses



My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

3 responses

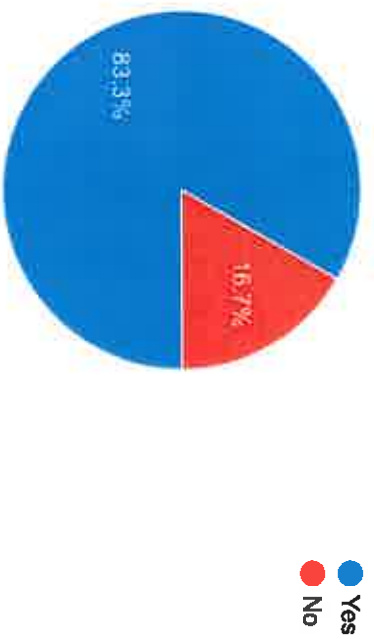


Yes
No



Staff serve my family member their meals in a pleasant manner.

6 responses



My family member's LEAST favorite foods here are:

6 responses

broccoli, cabbage, and other foods that he says gives him gas and make him feel bloated

beef

Don't

I didn't know

Over cooked rice.

Bean, Chinese sauerkraut & cabbage



Resident/Family Meal Questionnaire

February 2022

Edmonton Chinatown Care Centre staff are constantly striving to improve the services our residents receive. This is a survey to let us know how we are doing in the area of food services.

We rolled out our winter menu on January 10, 2022. Please base your responses on the changes made in the last four weeks.

Please complete the survey by February 13, 2022. All surveys will be kept CONFIDENTIAL. Your participation is greatly appreciated.



Does my family member's food tastes good? *

Yes

No

My family member's food looks good when brought to them. *

- Yes
- No

My family member can smell the food? (If your loved one cannot smell, please do not answer)

- Yes
- No

Food is served at the correct temperature. *

Hot foods served hot and cold foods served cold

- Yes
- No

Staff serve my family member: *

- Too much food
- Just the right amount
- Not enough food

If my family member doesn't like the meal they are served, they are offered another choice. *

Yes

No

The menu offers good meal variety. *

Yes

No

The menu offers good dessert variety. *

Yes

No

My family member get snacks with a beverage twice a day. *

Yes

No

The snacks are good and varied. *

- Yes
- No

My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

- Yes
- No

Staff serve my family member their meals in a pleasant manner. *

- Yes
- No

My family member's LEAST favorite foods here are: *

Don't

My family member's favorite foods here are: *

Don't know

If I could add something to the menu, it be: *

Scrambled eggs

Additional Comments?

This content is neither created nor endorsed by Google.

Google Forms

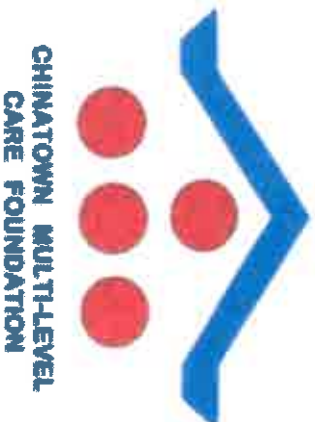
Resident/Family Meal Questionnaire

February 2022

Edmonton Chinatown Care Centre staff are constantly striving to improve the services our residents receive. This is a survey to let us know how we are doing in the area of food services.

We rolled out our winter menu on January 10, 2022. Please base your responses on the changes made in the last four weeks.

Please complete the survey by February 13, 2022. All surveys will be kept CONFIDENTIAL. Your participation is greatly appreciated.



Does my family member's food tastes good? *

Yes

No

My family member's food looks good when brought to them. *

Yes

No

My family member can smell the food? (if your loved one cannot smell, please do not answer)

Yes

No

Food is served at the correct temperature. *

Hot foods served hot and cold foods served cold

Yes

No

Staff serve my family member: *

Too much food

Just the right amount

Not enough food

If my family member doesn't like the meal they are served, they are offered another choice. *

- Yes
- No

The menu offers good meal variety. *

- Yes
- No

The menu offers good dessert variety. *

- Yes
- No

My family member get snacks with a beverage twice a day. *

- Yes
- No

The snacks are good and varied. *

Yes

No

My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

Yes

No

Staff serve my family member their meals in a pleasant manner. *

Yes

No

My family member's LEAST favorite foods here are: *

I didn't know

My family member's favorite foods here are: *

Congee

If I could add something to the menu, it be: *

Corn soup

Additional Comments?

This content is neither created nor endorsed by Google.

Google Forms

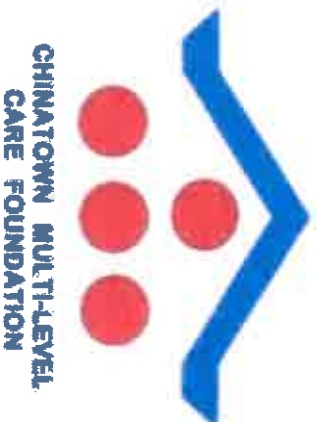
Resident/Family Meal Questionnaire

February 2022

Edmonton Chinatown Care Centre staff are constantly striving to improve the services our residents receive. This is a survey to let us know how we are doing in the area of food services.

We rolled out our winter menu on January 10, 2022. Please base your responses on the changes made in the last four weeks.

Please complete the survey by February 13, 2022. All surveys will be kept CONFIDENTIAL. Your participation is greatly appreciated.



Does my family member's food tastes good? *

Yes

No

My family member's food looks good when brought to them. *

- Yes
- No

My family member can smell the food? (If your loved one cannot smell, please do not answer)

- Yes
- No

Food is served at the correct temperature. *

Hot foods served hot and cold foods served cold

- Yes
- No

Staff serve my family member: *

- Too much food
- Just the right amount
- Not enough food

If my family member doesn't like the meal they are served, they are offered another choice. *

- Yes
- No

The menu offers good meal variety. *

- Yes
- No

The menu offers good dessert variety. *

- Yes
- No

My family member get snacks with a beverage twice a day. *

- Yes
- No

The snacks are good and varied. *

- Yes
- No

My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

- Yes
- No

Staff serve my family member their meals in a pleasant manner. *

- Yes
- No

My family member's LEAST favorite foods here are: *

beef

My family member's favorite foods here are: *

fish, seafood, steam chicken, buns, rice noodle, congee, vegetables, oranges

If I could add something to the menu, it be: *
more fish and seafood

Additional Comments?

sometimes the meal is too salty! ALSO, if my family member doesn't like the meal they are served, they should be offered another choice.

This content is neither created nor endorsed by Google.

Google Forms

Resident/Family Meal Questionnaire

February 2022

Edmonton Chinatown Care Centre staff are constantly striving to improve the services our residents receive. This is a survey to let us know how we are doing in the area of food services.

We rolled out our winter menu on January 10, 2022. Please base your responses on the changes made in the last four weeks.

Please complete the survey by February 13, 2022. All surveys will be kept CONFIDENTIAL. Your participation is greatly appreciated.



Does my family member's food tastes good? *

Yes

No

My family member's food looks good when brought to them. *

- Yes
- No

My family member can smell the food? (If your loved one cannot smell, please do not answer)

- Yes
- No

Food is served at the correct temperature. *

Hot foods served hot and cold foods served cold

- Yes
- No

Staff serve my family member: *

- Too much food
- Just the right amount
- Not enough food

If my family member doesn't like the meal they are served, they are offered another choice. *

- Yes
- No

The menu offers good meal variety. *

- Yes
- No

The menu offers good dessert variety. *

- Yes
- No

My family member get snacks with a beverage twice a day. *

- Yes
- No

The snacks are good and varied. *

Yes

No

My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

Yes

No

Staff serve my family member their meals in a pleasant manner. *

Yes

No

My family member's LEAST favorite foods here are: *

Bean, Chinese sauerkraut & cabbage

My family member's favorite foods here are: *

shrimp, fish & egg

If I could add something to the menu, it be: *

Shrimp fried eggs (虾仁炒蛋)

Additional Comments?

I often see my mother's meal has been put on the dining room table, but the HCA has not wheeled my mother to the dining room. So a lot of times when my mom eats, her food is already cold. This normally happens at dinner time. My mom needs someone to feed her. However the HCA who feed her doesn't feed my mom first, she usually feed my mom after the others. So when my mom eats, her food is already cold.

This content is neither created nor endorsed by Google.

Google Forms

Resident/Family Meal Questionnaire

February 2022

Edmonton Chinatown Care Centre staff are constantly striving to improve the services our residents receive. This is a survey to let us know how we are doing in the area of food services.

We rolled out our winter menu on January 10, 2022. Please base your responses on the changes made in the last four weeks.

Please complete the survey by February 13, 2022. All surveys will be kept CONFIDENTIAL. Your participation is greatly appreciated.



Does my family member's food tastes good? *

Yes

No

My family member's food looks good when brought to them. *

- Yes
- No

My family member can smell the food? (If your loved one cannot smell, please do not answer)

- Yes
- No

Food is served at the correct temperature. *

Hot foods served hot and cold foods served cold

- Yes
- No

Staff serve my family member: *

- Too much food
- Just the right amount
- Not enough food

If my family member doesn't like the meal they are served, they are offered another choice. *

Yes

No

The menu offers good meal variety. *

Yes

No

The menu offers good dessert variety. *

Yes

No

My family member get snacks with a beverage twice a day. *

Yes

No

The snacks are good and varied. *

- Yes
- No

My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

- Yes
- No

Staff serve my family member their meals in a pleasant manner. *

- Yes
- No

My family member's LEAST favorite foods here are: *

Over cooked rice.

My family member's favorite foods here are: *

Beef potato

If I could add something to the menu, it be: *

More fishing foods

Additional Comments?

Sometimes we found the rice is overcooked or with too much water. Which makes the rice tasted like congee and does not have the texture feeling of rice. I think it could be fixed easily.

This content is neither created nor endorsed by Google.

Google Forms

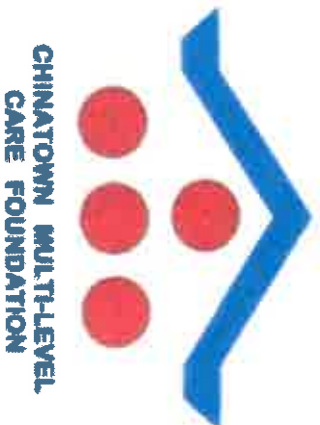
Resident/Family Meal Questionnaire

February 2022

Edmonton Chinatown Care Centre staff are constantly striving to improve the services our residents receive. This is a survey to let us know how we are doing in the area of food services.

We rolled out our winter menu on January 10, 2022. Please base your responses on the changes made in the last four weeks.

Please complete the survey by February 13, 2022. All surveys will be kept CONFIDENTIAL. Your participation is greatly appreciated.



Does my family member's food tastes good? *

Yes

No

My family member's food looks good when brought to them. *

- Yes
- No

My family member can smell the food? (If your loved one cannot smell, please do not answer)

- Yes
- No

Food is served at the correct temperature. *

Hot foods served hot and cold foods served cold

- Yes
- No

Staff serve my family member: *

- Too much food
- Just the right amount
- Not enough food

If my family member doesn't like the meal they are served, they are offered another choice. *

- Yes
- No

The menu offers good meal variety. *

- Yes
- No

The menu offers good dessert variety. *

- Yes
- No

My family member get snacks with a beverage twice a day. *

- Yes
- No

The snacks are good and varied. *

Yes

No

My family member get the help they need to eat their meals. (If your loved one doesn't need the help, please do not answer)

Yes

No

Staff serve my family member their meals in a pleasant manner. *

Yes

No

My family member's LEAST favorite foods here are: *

broccoli, cabbage, and other foods that he says gives him gas and make him feel bloated

My family member's favorite foods here are: *

food that have some texture and not pureed; favourites include fresh fish and other seafoods

If I could add something to the menu, it be: *

A weekly "western" or other meal to provide variety - e.g. bacon, eggs, and toast for breakfast, roast beef with mashed potatoes/veggies, turkey for Thanksgiving, Christmas/Easter, and/or other ethnic foods to mark a special day for that group

Additional Comments?

For a couple of the questions, a "I don't know" category would have been suitable for me--eg. questions re snacks since I have never been there at a time when a snack was served. Also, since this survey is for the last 4 weeks and visitations were limited to only one per week, wondering if the time frame limits the validity of responses. I have rarely observed family members of residents visit during meal times on the 3rd floor so not sure how many would know what is being served. I have met some visitors to the 2nd floor who would come at meal time to help their loved ones. This was prior to the recent visitation restriction.

This content is neither created nor endorsed by Google.

Google Forms

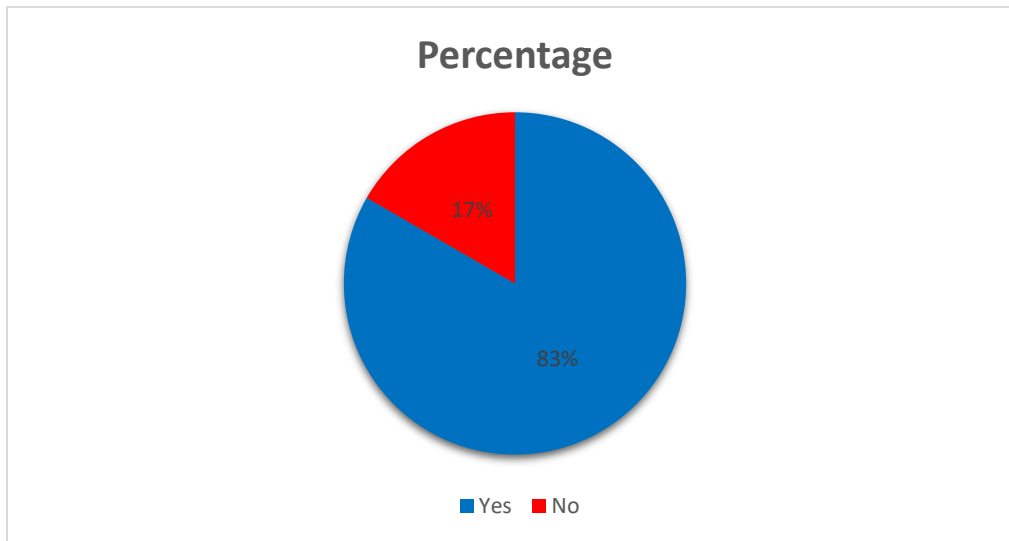
Summary:

Total Residents surveys completed: 30

Question 1: My food tastes good?

Yes: 25

No: 5

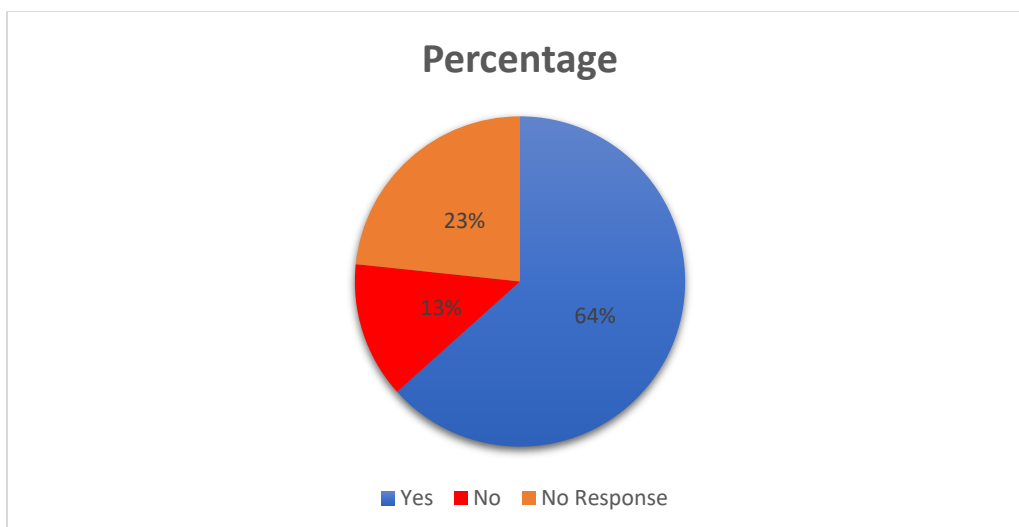


Question 2: My food looks good when brought to me?

Yes: 19

No: 4

No response: 7

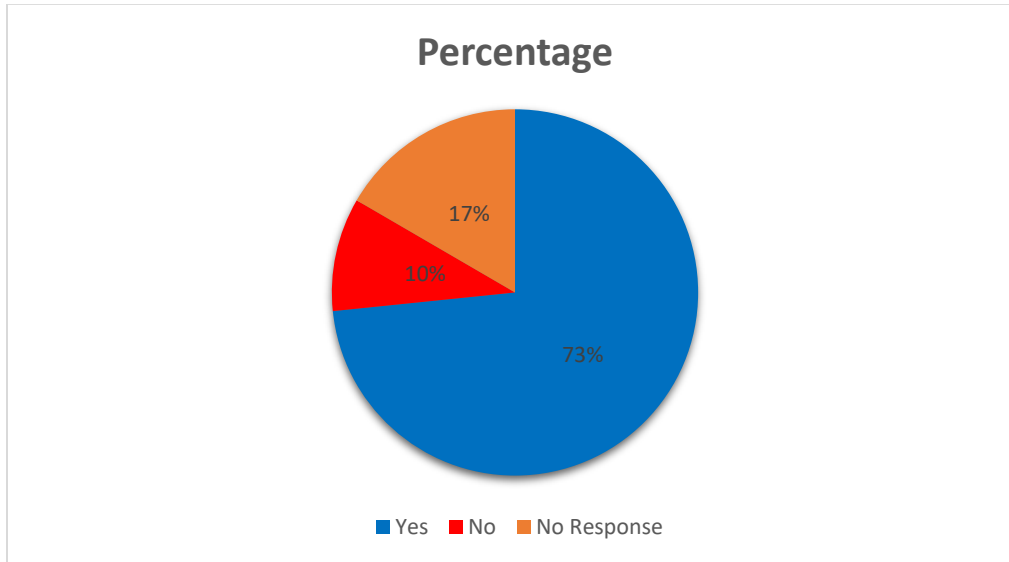


Question 3: I can smell the food?

Yes: 22

No: 3

No Response: 5

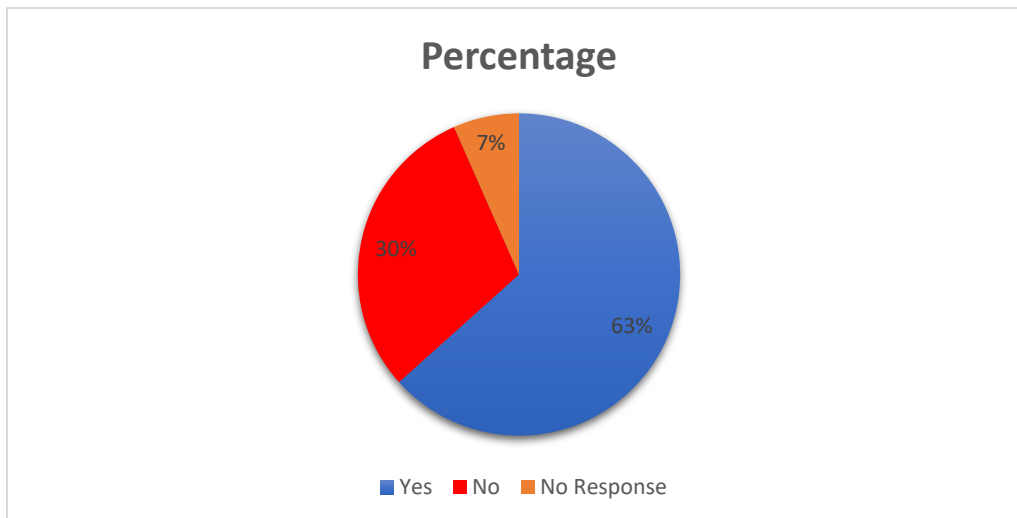


Question 4: My food is served at the correct temperature?

Yes: 19

No: 9

No Response: 2

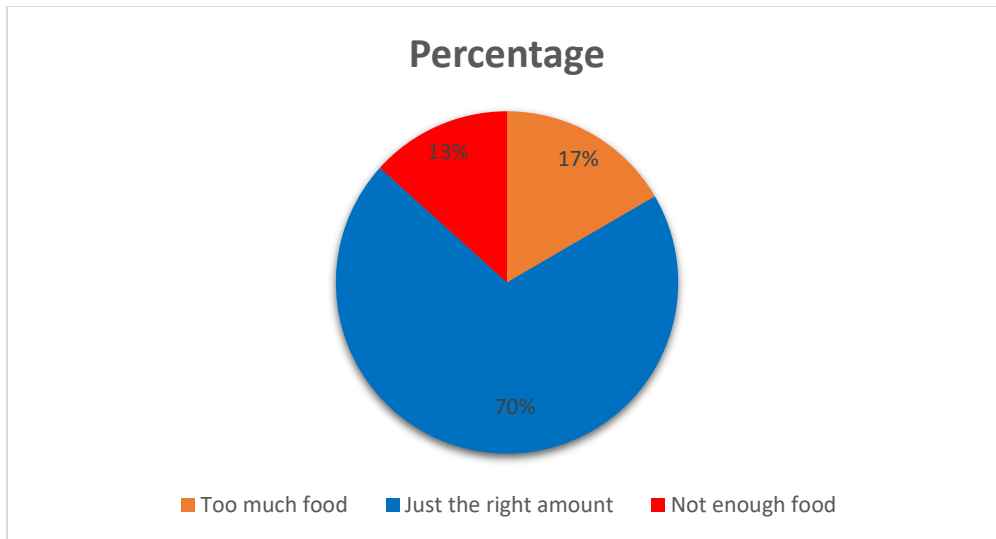


Question 5: Staff serve me

Too much food: 5

Just the right amount: 21

Not enough food: 4

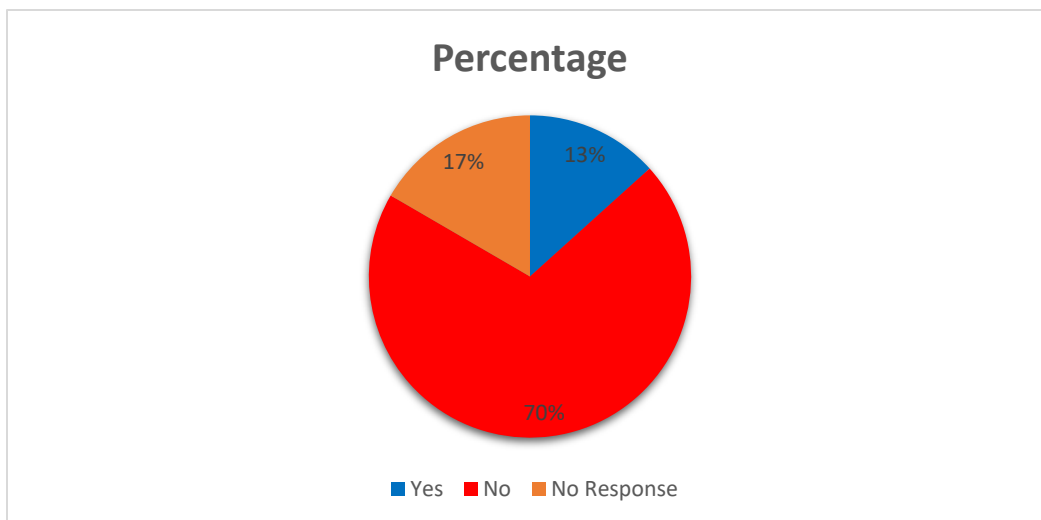


Question5: If I do not like the meal I am served, I am offered another choice?

Yes: 4

No: 21

No Response: 5

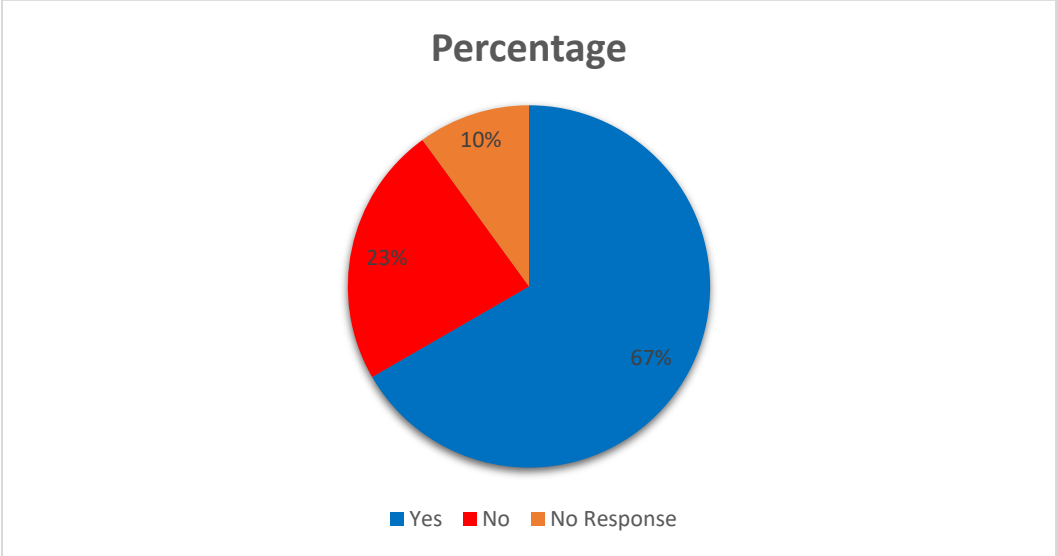


Question 6: The menu offers a good meal variety

Yes: 20

No: 7

No Response: 3

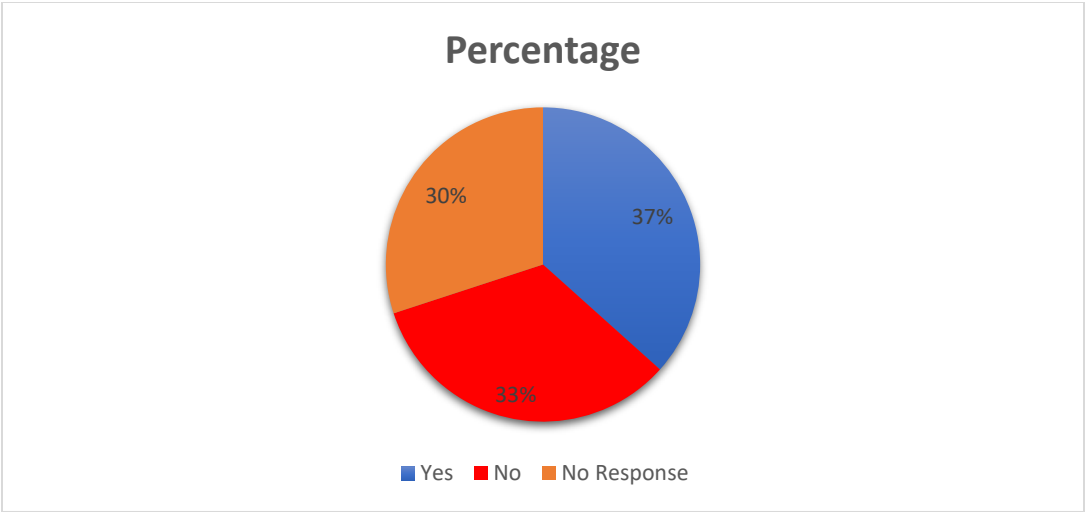


Question 7: The menu offers good dessert variety

Yes: 11

No: 10

No Response: 9

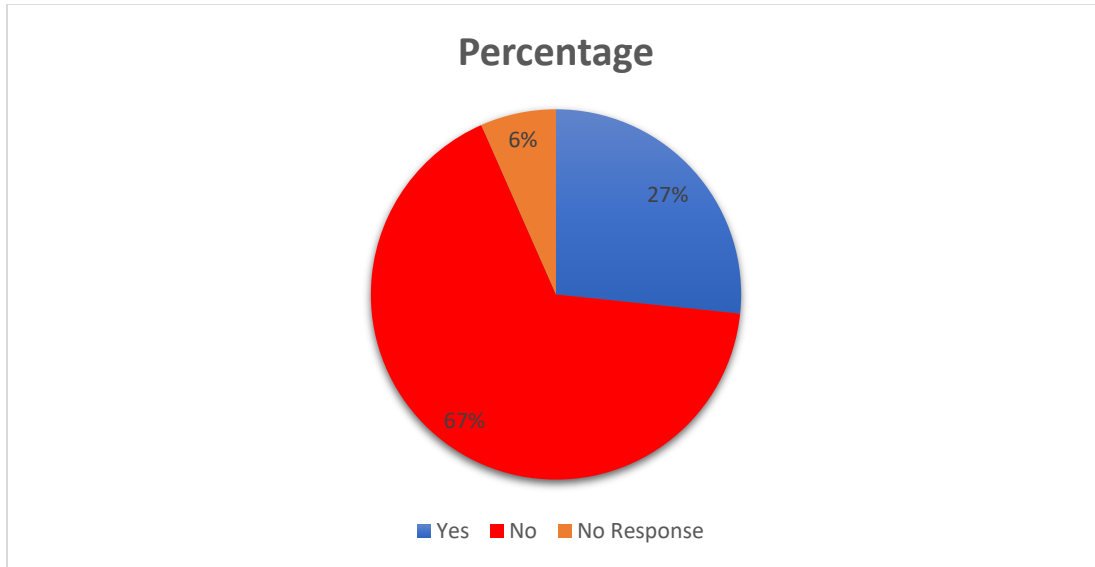


Question 8: I get snacks with a beverage twice a day.

Yes: 8

No: 20

No: Response: 2

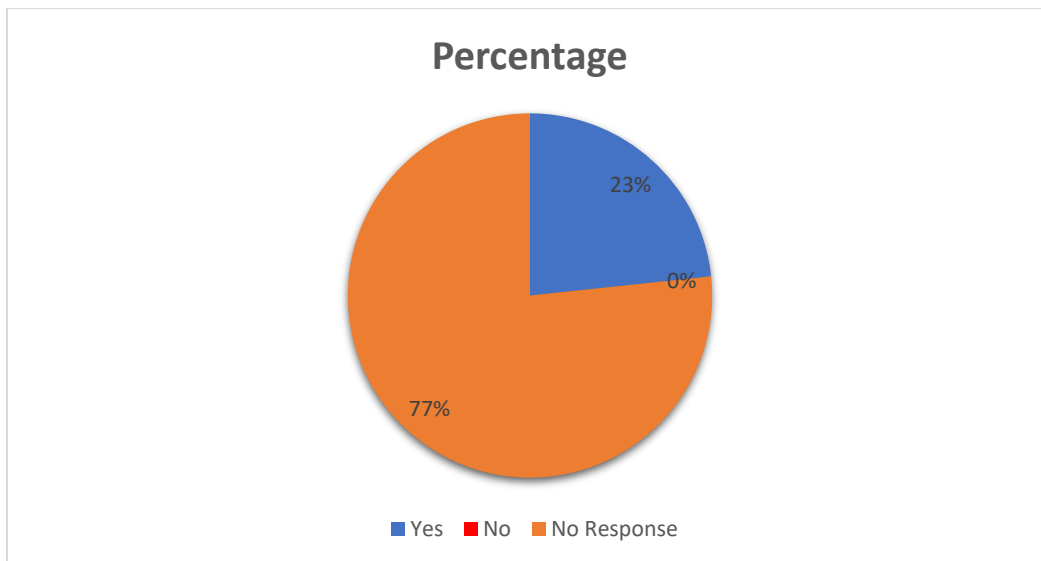


Question 9: The snacks are good and varied:

Yes: 7

No: 0

No Response: 23

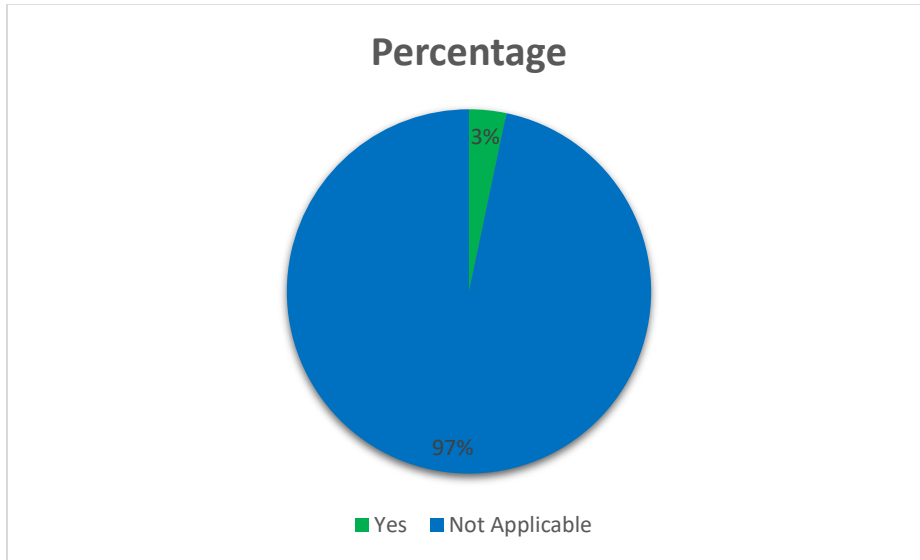


Question 10: I get the help I need to eat my meals.

Yes: 1

No: 0

Not Applicable: 29



Question 11: Staff serve me my meals in a pleasant manner.

Yes: 21

No: 2

No Response: 7

