

**Maxville Manor Family Council – virtual meeting**  
**September 16, 2021**

Family Council members	Judith Stanway (Chair), Liane Green, Heather Ross, Rainer Pethke, Muriel Aitken
Guest	David Rhodes
Regrets	Lynn Stevenson, Beverley Hersovici, Sharon MacMillan

1. Welcome and opening remarks
2. Presentation on Ministry requirements for food services at the Manor, followed by Qs and As with David Rhodes (Director of Food Services)

All meals are provided and prepared at Maxville Manor and served in the unit dining rooms. There are two entrée choices at every meal. A nourishment / beverage service is available daily in between meals.

Maxville Manor has a Registered Dietitian whose role consists of evaluating Residents nutritional needs and then in collaboration with the Director of Food Services, providing a well-balanced meal plan. Meal planning consists of three-week cycles. The menu is then reviewed by resident council for feedback and when completed, the Activity Director, Dina Murray-MacDonald posts the menu on the TV screens found in each unit hallway. If last minute changes are made to the menu, they are indicated on the white board located in each dining area.

Other information discussed and provided:

- The Ministry allocates \$9.54/resident/day;
- The Manor's primary food supply warehouse is from Cisco Canada;
- Meal times follow Ministry Standards and are as follows: breakfast is served between 8:15 to 8:30 am, lunch is served at 12:00pm and supper is served no earlier than 5:00pm;
- Resident Council is sent a survey after each three-week cycle to gather input on the menus provided. The survey answers are then analyzed by the Director of Food Services and archived for future planning. Menus are set for Spring/ Summer and Fall/Winter;
- There are currently 24 staff in dietary: including students and casual staff.
- Ministry of Health does periodic inspections on all food services provided;
- All dining rooms have recently had their dining furniture replaced with adjustable tables and new modern dining room chairs;

- Diets are to be posted above each steam table in each wing and the unique dietary requirements for each resident are posted above the steam tables in each wing kitchenette;
- The Dietician is to be on site 30 minutes per resident per month. Therefore averaging a minimum of 16 hours a week;
- The Food Services manager is accountable to the CEO, resident council as well as meet all compliance standards. They are also to create and implement the resident menus with the dietician and organize and supply meals for Meals on Wheels, look after internal caterings and responsible for purchasing all food.
- At mealtime, all PSWs are to come to the steam table, provide the kitchen staff the residents name and the residents meal choice and the kitchen staff is to know what diet to serve the resident;
- During non-pandemic times, visitors and staff are welcome at the Town Square coffee shop where meals can be purchased at a reasonable price. Foods provided there are funded through the Manor raw food budget, and are provided on a cost- recovery basis.

As of 2010, new cooking staff at the Maxville Manor are required to have a completed culinary management program, a food and safety program that is to be renewed every 5 years as well as an infection control certificate. Cooks are extremely hard to find at this time therefore the Manor has implemented a lot more cross training to allow dietary aids help with cold meal prep.

### 3. Report on Redevelopment virtual meeting - Judith Stanway

Judith Stanway provided a quick summary of the redevelopment meeting that she attended virtually on August 17. In addition to the Building Management Committee, the Manor Management team and the architects, participants included two representatives of the Residents Council and the chair of Family Council. This included:

- The Manor has retained an architectural firm and a team of Project Managers;
- The architects provided a series of design plans to consider;
- One set of design options met the basic requirements to meet the immediate requirements to add new resident rooms and to update/replace those resident rooms that do not meet current Ministry requirements. The other set were more enhanced options which include all the basic requirements but which include upgrading other areas of the Manor to support future demands. Both sets of designs included one and two story components;
- There was discussion about the various options – Resident Council representatives expressed opinions that a single story model was preferred.
- Participants were asked to indicate one preference from each of the base and the enhanced options (democracy).

#### 4. Other

Members of the council expressed concern over the physiotherapy department being overly cautious with the residents and not providing the residents with fully developed programs. Physiotherapy is a contracted service and the Family Council would like to seek additional information on this department.

5. Next Meeting will be scheduled on November Tuesday 16<sup>th</sup> 7-8pm