

Notes from May 13th extraordinary Family Council mtg with LB Food Services

Present:

Family Council: Keren Gertsman, Tamara Guner, Fran Harrison

LB: Loren Tisdelle, Jose Espinoza, Manpreet Arora

For reference: Here are the discussion points;

Dietary needs vs menu vs food served to residents, pureed food quality

.pureed food:

- Did Manpreet and her staff receive training from Nestle Representative re: thickening agents to improve pureed food? What did they learn? What will be new? Follow up on gmail to Manpreet that Lisa sent on Apr 20th

Coordination between resident needs, dietician, Manpreet and kitchen staff.

Cutting food up for residents who can feed themselves but cannot coordinate knife and fork

Special meal or meal pre requests (why sometimes it comes out of the kitchen and other times it does not)

*Communication of resident needs/requests and accurate follow through with them
Ongoing issue is the food/ quality of/ correct food being placed on the trays*

serving sweetened plain yogurt as plain yogurt (did not have fruit but was sweetened) to residents who are diabetic

The meeting was set up by food services, was scheduled for 30 minutes through Microsoft teams.

Keren started by trying hard to ascertain the communication process between food services, dieticians, nursing, care aids & families.

Whatever is on the tray card for each resident is placed on the tray. Dietician to notify specifics for tray card.

If families &/or residents have complaints/concerns should email Manpreet & Jose

Jose mentioned there will be restructuring in food services will start June 6th.

Manpreet mentioned every other day there is a "huddle" of food services staff to discuss issues and any updates. Also, at Keren's persistence, Manpreet works until 7:00pm m-f and someone is always there until 8:00pm with similar coverage, 10 – 6:30 pm on weekends.

3 jugs of Juice per floor are available for breakfast & dinner. Lunch time water only.

Manpreet said Nestle Representative did come to Louis Brier and started the training. Will be back to work with the nurses the end of May and then follow up with food services 2nd week of June.

Manpreet & Jose requested Family Council send a communication to all family members regarding proper communication with food services. Include email addresses of Jose & Manpreet

Cutting food up for residences who can feed themselves but cannot coordinate a knife and fork.

Answer: Kitchen staff was never required to do this that would be Recreation Department assistance.

Next regular Food Services Cttee Mtg: Jose responded by letting us know they are setting up a new calendar. Starting in June, they are hoping for a month meeting of 1 – 1.5 hours. Will be in touch with food services committee.