

Residents Council Minutes

Date: September 19, 2023

Time Started: 3:00 pm

Time Adjourned: 4:00 pm

Facility Name: Villa Cathay Care Home

Officers in Attendance:

Executive Director: Szuchi Lee

KITCHEN DEPARTMENT

Director of Support Services: Frances To

COMMUNITY ENGAGEMENT

Director of Community Engagement: Joey Cheung

NURSING DEPARTMENT

Assistant care manager: Joanna Guo

Care Supervisor: Stephen Fok

SOCIAL WORK

Social worker: Edward Cheung

HUMAN RESOURCE

Human Resources manager: Dimpy Dsouza

REHABILITATION DEPARTMENT

Occupational therapist: Carina Yee

RECREATION DEPARTMENT

Recreation manager: Rikki Wu

Recreation assistants: Bobo Wong, Daley Chan, Kelvin Chiu, Leo Qiu

Residents in Attendance:

Binh Van Luu, Chow Haun Wong, Cui Rong Ye, Diep Duong, Gong Guo Zhang, Huanzhen Liang, Kee Sang Chan, King Wun, Lai Fong Lee, Lee Wan Qui Hui, Man Hong Cheng, Pien Huang, Siu Ngan Leung, Steven Chow, Su Ju Zhou, Sui Fun Chan, Suk Ching Che, Wan Yuk Leung, Yu Wing Lee, Yun Ming Wong, Zhi Gang Guo

Old Business (list follow-up from last month's minutes and identify person responsible. Move issues that were not resolved to New Business):

-Executive Szuchi Lee introduced new leadership members to all resident council participants

-A resident complained about her bed, and assistant managers Claire and Joanna were responsible for solving this issue

-A resident wanted to get a Chinese version of his medication receipt. The pharmacist and social worker helped translate and explain the receipt to this resident.

-Some residents lost their clothes because their clothes didn't have name labels. Director of support services Frances has reminded the laundry staff and care staff to help residents put name labels on their new clothes.

Minutes of previous Council Meeting: Read and approved as read by all resident council participants.

New Business:

Department Overview/Develop Action Plan

| Current Situation | What is our goal? | What do we need to do to get there? | Who will help us get there? | |
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| Need to celebrate Mid-autumn Festival | Have traditional food on Mid-autumn festival | Will provide moon cake or traditional desert for residents on the day | Frances | solved |

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| Unclaimed clothes | Help residents to identify these clothes and the clothes will not be donated | All unclaimed clothes are in lost and found area | Frances and her team member | Partially solved |
| Two residents complained their beds | Residents will sleep well on their beds | Help residents to fix their beds | Carina, maintenance staff | Partially solved |
| Need to celebrate Mid-autumn Festival | To have sense of achievement and enhance social and cultural life | Making moon cakes | Joey, Rikki, volunteers, and recreation assistants | Partially solved |
| Enjoy outdoor view | To reminisce and enjoy outdoor views | Continue to run bus outing program | Rikki and recreation assistants | solved |

Complements/Notes of Appreciation: Resident Council Vice Chairman acknowledges that the entire Villa Cathay care team has done a great job in taking care of residents.

Next Meeting(Date & Time): 2:30 pm on December 27, 2023