

FAMILY COUNCIL - January 21, 2026 4:00pm

Attendees: 10 family members

Parks' Place Representative: Christine Drasher (for first 20 minutes)

Facilitator: Elaine Lofquist

Purpose of the Family Council Advocate for residents' well being and quality of life Create a safe place for families to share, connect and support one another Build constructive communication between families and facility staff Educate families on care issues, resources and resident rights

Update from Parks' Place - Christine Drasher

- Life Enrichment: Demo on the new Engage Program family app.
- Certified Nursing Assistant Program – another successful group, many have been applied for job after their experience with clinicals here, we also have great word of mouth from the students' referring others for jobs. School representative gave us feedback that students were very happy with experience and we are their top choice in providers for future programs. Many of our local assisted livings and care centers are participating in the program too and we stand out with all students.
- Taxes – CRPs are sent out in January, if you need more information for taxes reach out to Sarah or Christine
- Immigration (ICE) – policy in place and was communicated to all staff
- Next Family Council Meeting – 3/23 at 2:30 pm

Feedback & Questions & Suggestions from Family Members

Life Enrichment:

Appreciate all the music that is provided to the residents, especially the live music. Good comments about the joy of seeing residents engaging with the bunnies. The Activities Staff really attempts to engage all the residents in activities even as just observers. Seems to be a "lull time" in the evening. **Evenings activities schedule is expected to be provided. Ongoing support and education to our evening staff is a top priority. Additional changes to our evening programs will occur in April and addition of enjoying the outdoors will be a focus as the weather warms up.**

Cares:

Aside from wet washcloth provided to resident at mealtime, when is resident encouraged and assisted in washing hands or using hand sanitizer? **Residents are encouraged to wash their hands during morning care and after toileting. For residents who are unable to**

independently wash their hands at a sink, hand-sanitizing wipes are now being provided as an alternative.

Hand-sanitizing wipes are stocked in each resident room to ensure easy access. In addition, staff have received further communication and education emphasizing the importance of proper hand hygiene practices.

Discussion about the use of a camera in a resident's room and how it can provide comfort to the family. Appreciation of how Parks' Place partners with the family. What is the protocol for how motion detectors are utilized and maintained? **Motion sensors operate daily between 10:00 PM and 6:00 AM.** When motion is detected in a room, a notification is sent to the "purple phone" carried by the NOC shift staff. Notifications will continue every three minutes for up to eight minutes or until the movement has been addressed.

Once staff respond and confirm the situation has been taken care of, the notifications will stop.

The motion sensors are a supportive tool to help alert staff to movement in resident rooms. However, they are not solely relied upon to ensure resident safety. Staff will continue to perform regular safety checks for every resident as part of standard care procedures.

Please keep in mind that staff are frequently assisting other residents throughout the building during the night. Depending on care needs, including residents who require two-person assistance and incontinence care completed, rounds and safety checks can take over an hour to complete. Staff will respond to motion sensor notifications as promptly as possible while ensuring all residents' care needs are safely met.

Culinary:

Food is excellent and staff is responsive in accommodating individual requests.

Housekeeping: Facility is well maintained and clean.

Facilities:

Frustration with moving in day. "Walk us through the day" Suggestion: Engage with new families for feedback - on how moving in could be less stressful for the family - what further information would have been helpful Nursing: Discussion of medications, PRN and communication with nursing staff about when medications are given. This can get complicated when multiple medications are involved

We understand that move-in day can be both stressful and emotional. At Parks' Place, we are committed to making this transition as smooth and supportive as possible. Each resident and family's situation is unique, and we strive to individualize our approach to meet the resident's needs at the time of admission. We also remain flexible and adjust in the moment as needed to ensure the best possible experience.

The clinical and medication processes can feel tedious; however, there are strict regulations and multiple required steps that must be followed to ensure resident safety and compliance. We recognize that clearer communication about this process would be helpful for families, and we are working on improving how we share this information during the admission process.

To further support continuous improvement, we will be sending a survey to families of residents admitted within the past six months. Our goal is to gather valuable feedback and insight on how we can better support families and enhance our admission experience.