



**Fair Haven Homes Society  
Family Council  
Tuesday, November 24, 2024  
6:15 – 7:30 p.m.**

**MEETING MINUTES**

**Topic:** Nourishing Care: Diets and Textures

**Guest Speakers:** Sanam Attaran, Support Services Manager, Vancouver Lodge and Patti Kean, Dietician

**Chair and Staff Liaison:** Anne Shatkin

**1. Welcome & Introductions**

The meeting opened with informal conversation and check-ins among attendees. Anne Shatkin welcomed everyone and introduced herself as the staff liaison for Family Council. Special welcome to Stewart Wong, attending for the first time. Attendees introduced themselves and shared updates on their family members residing at Fair Haven.

**2. Presentation on Food Services and Nutrition**

Speakers:

- Sanam, Manager of Support Services, Vancouver

- Patty, Registered Dietitian

Sanam provided an overview of her responsibilities, including overseeing kitchen, food services, housekeeping, and laundry at Fair Haven Vancouver Lodge. She described how menus are planned on a 5-week cycle and updated twice per year, and explained the Suzy Q cart system for meal service. Families are encouraged to give feedback.

Patty gave detailed information about diet types (diabetic, low-sodium, vegetarian, etc.) and texture-modified diets (regular, cut-up, easy-to-chew, minced, pureed, and thickened fluids). She emphasized the importance of proper assessments to match each resident's dietary needs, and explained the challenges of providing appealing meals across texture levels.

### **3. Family Feedback and Discussion**

- One family member raised concerns about inconsistent soup textures and the use of black garbage bags for soiled laundry. She requested cream soups be truly emulsified and suggested using clear or white bags to prevent item loss.
- A family member praised the staff for the food preparation overall, asked about meal cancellation when residents are taken out – families should notify the neighbourhood nurse, who will notify the kitchen - and confirmed that residents can request seconds. He appreciated learning more about how meals are prepared and served.
- Another family shared concerns about room service delivery, especially the lack of supervision when trays are delivered. They suggested more attention be given to ensuring meals are properly positioned and monitored. Staff confirmed food intake is charted and promised follow-up.

### **4. Additional Updates**

- New menu will be uploaded to the website shortly.
- The daily budget for three meals and two snacks per resident is \$8.90.
- Leftovers are repurposed creatively by kitchen staff.

### **5. Other Business**

- Elevator repairs are underway at Burnaby Lodge.
- No Family Council meeting will be held in December. Meetings will resume in January 2025.
- Families are invited to suggest future meeting topics or guest speakers.

### **6. Meeting Adjourned**

The meeting concluded at 7:30 p.m. with thanks to all attendees, particularly Sanam and Patty for their informative presentation.