

**VILAS COUNTY COMMISSION ON AGING
NUTRITION ADVISORY COUNCIL**

NOVEMBER 19, 2008

Chairperson Platner called to order the Nutrition Advisory Council meeting of the Commission on Aging at 9:00 a.m., on November 19, 2008, at the Vilas County Courthouse, Conference Room #1 in Eagle River, Wisconsin.

Present: The following persons were present: Lois Bodam, Betty Gussick, Betty Hansen, Ray Johnson, Danielle Montgomery and Donna Rollmann, Staff present were Director Joe Fortmann and Nutrition Coordinator, Susan Richmond. Guest present was Verdelle Mauthe.

Approve Agenda: Rollmann moved and Gussick seconded the motion to approve the Agenda as mailed, which order may be changed at the discretion of the Chair. Carried.

Chairperson Platner asked each of us to tell something about ourselves since this was a newly formed Committee:

- Mary Platner, Chairperson, from St. Germain and she has two golden retrievers.
- Donna Rollmann, Commission on Aging member from St. Germain, monitors water quality for Found Lake.
- Ray Johnson, from Conover and he has lived there all of his life.
- Betty Hansen, Commission on Aging member from Phelps, just had a great grandson born on November 18, 2008. Congratulations Betty!
- Betty Gussick, Commission on Aging member from Eagle River, loon watcher.
- Lois Bodam, from Boulder Junction, originally from Chicago and she just moved to Boulder Junction area in September. Welcome Lois!
- Danielle Montgomery, Commission on Aging member from Lac du Flambeau, has four children from 13 years to 7 months old. Three of her children have 4.0 GPAs.
- Susan Richmond, Administrative Secretary/Nutrition and Transportation Coordinator, loves to play tennis.
- Joe Fortmann, Director, came from Michigan, originally from Chicago, is a huge fan of the Chicago Cubs.
- Verdelle Mauthe, Visitor, PrimeTimer's President and is the site manager from Fibber's Restaurant.

Agenda Item #4 Approve responsibilities of Council:

- ✓ Richmond gave an explanation of the reason we need to be in compliance with the State Policy
- ✓ Richmond distributed the Senior Dining Site Review, which is part of our By-Laws
 - Richmond stated she is very confident that our site managers will pass with shining colors. All of them are just wonderful!
 - Mauthe brought up a question regarding "meal tickets" that appeared on the Senior Dining Site Review. Richmond stated some of this would not be applicable for our sites, but the form was generic for the State.
- ✓ Fortmann stated he wants this Committee to advocate for our services when they are out and about at the sites.

There was a motion to approve the Nutrition Advisory Council By-Laws by Rollmann with a second by Gussick. Carried.

Agenda Item #5 Establish rules for hearing participant grievances:

- Platner questioned if these would be everyday complaints about food or is this more serious complaints.
 - Fortmann stated we do have a policy on complaints in our office. Food complaints have to do with Contracts with the vendors and starting in 2009, we will be deducting money if we are shorted or the quality of food is not good.
 - Richmond stated that the site managers have a form they fill out for the everyday complaints/good comments on the food.
- Hansen gave an example of HD Meal problem: She felt the meals were too small going to the Home Delivered Meal participants. She connected with the site manager and the problem was fixed. If the problem had not been fixed, then the participant could have filled out a Grievance Form.\
- Discussion was held on the prayer issue from earlier in the year.
- Fortmann clarified that we will do our best to fix the problem right away and then it will be brought to this Committee and then to the full Commission on Aging Board.
- Platner asked if participants were “harassed” to pay the full amount of the donation.
 - Hansen said in the past, Sandy Mutter has told her that if the meal wasn’t cancelled, they would have to pay for that meal.
 - Richmond stated that this problem has been fixed since then. We are no longer able to ask for reimbursement from a cancelled meal.
 - Richmond stated she will bring a copy of the Donation Letter to the next meeting.

There was a motion to approve the Grievance Procedure by Gussick with a second by Rollmann. Carried.

Agenda Item #6 Approve Nutrition Program Survey:

- ❖ Richmond explained that due to State Policies we need to provide a satisfaction survey twice a year.
- ❖ Fortmann stated that we will do this survey in January and July.
- ❖ Montgomery suggested that when someone discontinues Home Delivered Meals that we could send them a survey at that time.

There was a motion to approve the Nutrition Survey by Hansen with a second by Montgomery. Carried.

Agenda Item #7 Discussion of WAND Conference:

- Richmond explained that WAND stands for Wisconsin Association of Nutrition Directors. She is a member of this Association.
- Richmond distributed her notes from the conference.
- Richmond stated they have conferences two times a year, in the spring and the fall. She promises to bring notes back to the Committee after each training.

Agenda Item #8 Suggestions from Members:

- ✓ Platner stated she has several magazines from home that she would like to donate to a senior center.

- ✓ Fortmann suggested that she cut the labels off of each magazine.
- ✓ Gussick stated that Platner could bring them to the Kalmar Senior Center to their library. And mentioned that if anyone had any books they wanted to dispose of, they should bring them to Kalmar's library.

**Next Meeting Date will be: Wednesday, February 18, 2009, at Fibber's Restaurant.
We will have lunch at noon and the meeting will follow at 1:00 p.m.**

Gussick made a motion to adjourn at 10:25 a.m., Johnson seconded the motion. Carried.

Minutes reflect the recorders notations and are subject to approval by the appropriate board or committee.

Submitted by:

Approved by:

Susan Richmond
Nutrition Coordinator

Joe Fortmann
Director