

Minutes

Meeting Date: April 2nd 2024 **Meeting:** Family and Resident Advisory Council (RAC)

Time: 10:30am to 12:00pm

Resident Attendance: MP1: 4 Residents, MP2: 4 Residents, MP3: 0 (On Outbreak)

Staff Attendance: Aliyah (Social Worker), Nadia (Recreation), Kelly (Recreation)

Guests: Mirajoy (Food Service Manager), Anna (Dietician)

Welcome Here & Meeting Called to Order at 10:30am by SW

Introductions: Name tags provided for all residents/staff in attendance as per request from previous RAC.

Resident Advisory Council Prayer

Resident Advisory Council (RAC) Overview:

A space for residents to come participate in a meeting to voice their needs and concerns. A space for residents to have input on the activities, policies and issues affecting their lives in this facility. A place to receive updates about the PCH.

Old Business: Our last Resident Advisory Council was held on February 6th 2024 at 10:30am, led by Social Work student Faith. Updates regarding new door access, changes to the spiritual health and recreation calendars and the return of pet visitation shared. Followed by a mindfulness meditation, self-care exercise, review of the Misericordia Place Bill of Rights, a review of the standing items from last council and round table.

Food Service Manager & Dietician Meet & Greet:

Mirajoy and Anna shared about their roles within the facility and shared general information about the RDF (Regional Distribution Facility) which is where all of the meals at Misericordia Place are made. Mirajoy and Anna sought feedback on the overall quality, quantity and diversity of the food served on site.

Residents expressed they would like to see more variation of foods served and that food items can be quite repetitive and that sometimes there are concerns with the temperature of food- (too hot/too cold) and that at times meat can be quite dry or tough likely due to being overcooked. Some praise given towards certain menu items. Residents would like to see the addition of more fresh fruit/vegetables. Residents are happy to see that the meal schedules are now posted on each unit and updated weekly again. Mirajoy to share resident feedback with RDF team.

Round Table:

Standing Item:	RAC members finding it difficult to gain entry to the	Follow up:
-----------------------	---	-------------------

Door Access	building after 6pm as a result of the Furby doors closing after 6pm. RAC members feel it is unsafe to navigate entering the building through the back entrance in the evenings	Front Furby doors allow for exiting after 6pm, but still no entry past 6 pm. Residents can phone nursing dept to be granted entry. Back link doors continue to be open with card access 24/7.
Standing Item: Wheelchair Accessibility	RAC members would like to see the back-entrance doors become wheelchair accessible, (Similar to the set of doors directly across that allow access to the MP courtyard).	Follow up: <u>Follow up required.</u> Security/Plant Services
Standing Item: MP2, MP3 Noise Concern	RAC members note that In the evenings they often hear staff chatting with one another quite loudly outside of resident rooms when residents are trying to get settled for bed and note this is disruptive.	Follow up: RCMs have reminded staff during huddles to be mindful of the volume of conversations in the evenings. Residents have noted there is an improvement.

Bill of Rights at Misericordia Place:

At Misericordia Place we have a Resident's Bill of Rights, this is posted on every unit in the common areas. The Bill of Rights and Responsibilities is reflective of Misericordias core value of caring, respect and trust and is intended to facilitate mutual cooperation, effective communication and a trusting, healing relationship between residents and staff. During each Resident Advisory Council meeting we will continue to review the Bill of Rights. We would like to seek feedback as to if you feel your rights are being followed/acknowledged, and if not- the recommendations you have as to what we as a facility could do better to ensure your needs, and the needs of other residents here are being met appropriately. [Accepted by Residents at RAC 02/April/2024](#)

Next Resident Advisory Council: Will be held on June 4th 2024 Guests: Nina Labun (Chief Nursing Officer) sharing an update from the Ethics Committee and Social Work Students presenting for World Elder Abuse Awareness Day.