

Minutes

Family and Resident Advisory Council (RAC)

Meeting Date: October 10, 2024 **Time:** 10:30am to 11:30am

Resident Attendance: MP1: 0 Residents, MP2: 3 Residents, MP3: 6 Residents

Meeting Led by: Aliyah (MP Social Worker)

Guest Speakers: Sara (Social Work Student)

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

Resident Advisory Council Prayer: (Led by Nadia, Spiritual Health Practitioner)

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 council was held on June 4, 2024, in which we had a presentation from past TCU Social Workers, Faith and Mercy, on the topic of Elder Abuse Awareness Day. The goals of the presentation were to a) recognize the warning signs of elder abuse; b) recognize ageism; c) respond safely and supportively; and d) find help in your community. At this meeting, we also had a presentation from Nina Labun, the Chief Nursing Officer here at Misericordia Place speaking about the Ethics Committee.

General Updates: Recreation shared that on October 31, 2024 (Halloween), children from the daycare across the street will be visiting Misericordia Place to Trick or Treat and complete a costume parade. SW Student Sara shared that Misericordia Place is currently renovating the nursing stations on each floor to create a larger working space with an entrance and exit point. The new nursing desk on MP1 has been completed, MP2 is currently underway, and MP3 will be next. It was further shared that the Misericordia Place Vaccine Clinic began on October 8, 2024. The clinic schedule, along with types of vaccines given, are posted at the nursing desk of each floor.

Bill of Rights at Misericordia Place:

Residents reminded that at Misericordia Place we have a "Bill of Rights" posted in all common areas of the home. The Bill of Rights encompasses the rights residents can expect to receive here at Misericordia Place. Bill of Rights audits continue to be completed at every RAC meeting, along with individual audits at random.

Narrative Therapy & Tree of Life Presentation from Social Work Student (Sara): Narrative therapy is a tool that allows us to explore how our life stories actively shape our experiences and our sense of self. The central idea

behind narrative therapy is that we make meaning in our lives based on the stories that we live and the experiences that we have. The four key principles behind narrative therapy are 1) we interpret our experiences through the language we use; 2) Individuals can have different experiences of the same reality; 3) Interactions with other impact how we experience reality; and 4) Narratives can help us make sense of our experiences. The Tree of Life is an exercise which utilizes the principles of narrative therapy by using a tree as a visual aid to represent various aspects of life. It helps people talk about the stories of their lives in ways which make them stronger. It focuses on the good and positive stories of peoples lives to give people hope and encouragement and support them in tackling the problems of life. By completing the Tree of Life you can not only begin to discover (or rediscover) aspects of yourself shaped by the past, but you can then begin to actively cultivate how you want your life to be moving forward. Handouts were provided to all those in attendance. Additionally, Residents may schedule a time with Social Work Student (Sara) to complete this exercise or discuss it in more detail.

Round Table:

<p>Standing Item: Staff entering resident room</p>	<p>RAC members noted that they have noticed that health care staff are entering resident rooms during the evening to take supplies from the washroom without asking. Additionally noted was that when this occurs staff will often leave resident's doors open (when they were initially closed) or leave items in disarray.</p>	<p>Follow up:</p>
<p>Standing Item: Bathroom Handrails</p>	<p>RAC members noted that when their bathrooms are being re-stocked with supplies, the hand rails are being left in the folded-up position. RAC members noted that this is often quite difficult for them to get these back down by themselves.</p>	<p>Follow up:</p>
<p>Standing Item: Resident concerns around bedtime</p>	<p>RAC members noted that there is not enough staff around bedtime at MP. RAC member noted a recent incident where they were advised that they could either go to bed at 8:45PM or wait until 11:30PM. RAC members are concerned by this as it is disruptive to their normal schedules.</p>	<p>Follow up:</p>
<p>Standing Item: Welcome Cards</p>	<p>RAC member inquired if it would be possible for a welcome card from management / staff / residents to be given to new residents upon admission. Shared that they</p>	<p>Follow up:</p>

	feel it will help welcome them to their new home.	
Standing Item: Introductions of New Residents & Birthday Announcements Lunch	RAC members inquired if it would be possible for Spiritual Health to include a welcome / introduction of any new Residents to the unit wing during their meal prayer. Additionally, RAC members inquired if Spiritual Health could also announce birthdays when they occur. RAC members felt that this would help welcome new residents and make current residents feel extra special on their birthday.	Follow up:
Standing Item: Fire Alarms	RAC members noted that the new fire alarm system has been causing disruption to the residents.	Follow up:
Standing Item: Call Bell Lights	RAC members requested an explanation on how the call bell light system works, specifically what each color means. RAC members have experienced long wait times when pressing their call bell and would like reassurance that there will still be a staff member coming to assist when they are next available.	Follow up:
Standing Item: TV Sound Quality	RAC members noted that the sound quality on the televisions is deteriorating. The speakers built into the TV are not loud enough on their own for residents to be able to hear them properly. Additionally, the sound itself is muffled.	Follow up:
Standing Item: MIX Bus	RAC members inquired if the MIX bus is available for Misericordia Place to borrow for resident outings.	Follow up:
Standing Item: Shower Chairs Need Foot Support	RAC members brought up that they would like to see foot supports installed into the shower chairs.	Follow up:

Next Resident Advisory Council: Will be held on November 28, 2024 at 10:30am.