

# Minutes

## **Family and Resident Advisory Council (RAC)**

**Meeting Date:** October 20<sup>th</sup> 10:30am to 11:30am

**Location:** MPR Main Floor

**Resident Attendance:** MP1: 5 residents, MP2: 5 Residents, MP3: 4 Residents

**Staff in Attendance:** Aliyah (Social Worker), Brielle (Occupational Therapist) Jude (Recreation), Maria (Recreation),

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

### Welcome Here & Resident Advisory Council Prayer

**Resident Council Overview** Resident & Family Councils are organized, self-governing, decision making groups of long-term care homes like Misericordia Place. Residents & Families participating in these councils meet regularly to voice their needs and concerns and to have input into the activities, policies and issues affecting your lives in this facility.

**Last Resident Council** The last resident council was held on June 12<sup>th</sup> 2025, which included a presentation on the topic of Elder Abuse Awareness Day, which is observed annually on June 15<sup>th</sup> and followed by a round table discussion and review of follow-up received from the meeting before. We've taken a break for the summer and are now resumed for the year.

### General Updates:

#### Social Work:

**Resident Advisory Council is now a Resident & Family Advisory Council.** We have opened up our Resident Advisory Council meetings to families and friends of residents if they are interested in attending. Our goal is to create a space where residents, families and friends are able to share perspectives and ensure experiences are heard and reflected in the decision-making process.

#### **Objectives:**

- Provide feedback and advice regarding policies and practices at Misericordia Place PCH
- Provide input on a broad range of health and human service issues that impact the lives of people who live at Misericordia Place PCH and their support network
- To identify opportunities for improvement initiatives
- To participate in the planning, implementation, and evaluation of quality improvement initiatives.
- To improve communication between residents, families, and staff of the Long-Term Care program.
- To bring resident and family voice to program planning, services, and the space here at Misericordia Place PCH.

#### Nutrition and Food Services:

**Welcome Connie!** Clinical Registered Dietitian, Connie will be working Mondays, and alternating Tuesday and Thursdays, from 6:45 a.m. to 2:45 p.m.

**Food Quality and Safety** Food Services Manager, Megan, continues to closely monitor food temperatures to make sure meals are served safely and at the right temperature. Hot food is served between 74-84°C, ensuring both quality and food safety for everyone. You might notice that the cutlery on your tray has been moved slightly. We made this change after hearing that utensils were often quite cold to the touch, they've now been placed more towards the center of the tray to keep them warmer and more comfortable to use.

**Resident Feedback Matters** on October 7<sup>th</sup>, WRHA completed the Annual Food Services Resident Satisfaction Survey at Misericordia Place. Volunteers visited residents to collect valuable feedback, which helps us improve meal service and ensure your dining experience continues to meet your preferences and nutritional needs. Thank you everyone who participated – your input truly makes a difference!

**Holiday Meal Successes** We are thrilled to share that our recent Thanksgiving celebration was a great success! The special menu featured roast turkey with gravy and cranberry sauce, mashed potatoes with stuffing, peas and squash, and pumpkin tart – plus a new minced/puree pumpkin pie dessert for residents on texture modified diets. If you have any feedback on the meal, please share with Connie, the dietitian or the customer service clerk. Your thoughts help us make each holiday even better. We are already looking forward to planning our Christmas holiday meal!

**Diet Aide Presence at Misericordia Place** As of August 1<sup>st</sup>, residents at Misericordia Place may have noticed more Diet Aide support throughout the day. Thanks to additional funding, diet aides are now on site from 6:00 a.m. to 7:00 p.m. This extended coverage means there will be more team members available to assist with meal service, answer questions, and help improve your dining experience.

#### Spiritual Health:

**October 19<sup>th</sup> to 25<sup>th</sup> is Spiritual Health Awareness Week!** It's important to reflect on the vital role that spiritual health practitioners play in supporting the emotional and spiritual wellbeing of patients, families, and staff. Spiritual health isn't just about religion – it's about meeting people where they are and offering empathetic, non-judgmental support in some of life's most difficult moments. Miriam to share more.

#### Recreation:

**Welcome Denise!** Manager, Spiritual Health, Therapeutic, & Volunteer Services

**Welcome Maem!** Clinical Service Lead, Recreation

Denise to share more about up-coming recreation activities.

**Follow up from last meeting and round table:**

<b>Standing Item:</b> Staff personal conversations and noise <b>On-Going</b>	RAC members noted that some staff continue to be quite loud outside of resident rooms in the evening/night and early mornings. RAC members note that this is disruptive and an on-going concern.	<b>Follow up:</b> RCM's to remind staff during huddles. Pending.
<b>Standing Item:</b> Staff foreign language use <b>On-Going</b>	RAC members noted that some staff continue to speak in foreign languages on the unit and while providing care to residents, especially during personal care and bathing. RAC members state this can lead to feelings of offense and exclusion.	<b>Follow up:</b> RCM's to remind staff during huddles. Pending.
<b>Standing Item:</b> Loading zone parking in front of MP <b>On-Going</b>	RAC members noted non-emergency and non-handicap vehicles are still parking in the loading zone in front of MP for extended periods of times. RAC members feel that bigger/better signage, or yellow markings on the road would help highlight this.	<b>Follow up:</b> Social work & Director of LTC to connect with 311. Pending.
<b>Standing Item:</b> Loading zone In the event of a fire <b>Oct 20<sup>th</sup> 2025</b>	RAC member is requesting further information on what happens in the event of a fire at MP. Is there a meeting place? How are fires managed in PCH settings? What happens?	<b>Follow up:</b> TBA
<b>Standing Item:</b> Newspaper Delivery System <b>Oct 20<sup>th</sup> 2025</b>	RAC member wondering if this task can completed by volunteers, nothing that when left at the desk people not on the list to receive the paper are picking this up at the desk and now leaving some residents who rely on the paper without a copy.	<b>Follow up:</b> TBA

**Next Resident Advisory Council Meeting:** Resident & Family Advisory Council to take place in December 2025. Please speak to Social Work if there are any other ideas for special guests, topics, education/presentations etc. that you would like to see at future Resident Advisory Council meetings.