

Minutes

Meeting Date: September 28, 2020

Name of Committee/Meeting: Resident Advisory Council

Venue: MP 1, 2 and 3

Time: 1000 (MP1), 1040 (MP2), and 1120 (MP3) hrs

1. Present/Apologies:

Attendees:

28 Residents
3 Recreation Staff
1 Social Worker
1 Spiritual Care

- **Call Meeting to Order**
- Chris led the Council in an opening prayer.
- **New residents/members** were introduced.
- **Business Arising from June 15/20 minutes**

Audits: Deferred.

- **Spiritual Care Update:** Chris continues regular Spiritual Health programs on the unit. Many services are being streamed to the units. Chris asked residents to let her know if there is a specific service they would like streamed to let her know. Residents noted that they are satisfied with the accessibility to date.
- **Recreation Update:** Recreation calendars are posted in all resident rooms and unit boards. Recreation facilitators reminded residents to please share any ideas, requests they have for programming. All programs continue to be available to residents. Group size is limited to 10 residents at this time. Due to the COVID situation the schedules are subject to change. RAC members stated that they have really enjoyed them as they miss live music.
- **COVID19 update: Misericordia Place** continues to follow the guidelines as implemented by Manitoba Health. These guidelines change as the situation evolves and residents will be updated as policies are revised. Courtyard visits are available for general visitors by calling reception. Indoor, on the unit, visits are available for designated caregivers and do not require an appointment. One visitor permitted on the unit per resident at a time.

- **Hairdressing** services were resumed however we are now in Code Orange therefore services suspended.
- **Standards Review:** Standards review occurred on August 5/20. One reviewer came to MP and reviewed charts, audits, interviewed staff, residents and family members. The official written results are pending. MP met the standards as required by Manitoba Health.

New Business

- **Flu shots:** Flu vaccines will be available in October 2020. Information sheets regarding the vaccine have been distributed to residents and families and consents are being processed. If you have any questions about the vaccine please talk to your nurse on the unit.
- **COVID 19 Review:** RAC members engaged in a discussion regarding the impact of COVID 19 restrictions within the facility and the impact on their quality of life. Please see insert for the questions posed to residents. The residents indicated that they miss the hairdresser very much and look forward to her return. Also noted that they miss Mass and receiving Communion. Many noted that they miss being able to go outside, go to a restaurant or park and pet visits.
- Residents on all units stated that they do not like the staff wearing masks and goggles because they cannot understand what staff are saying and do not easily recognize staff. Many noted that they were and are scared and understand that staff are doing their best to protect the residents. They further stated that they feel lucky that they are being cared for in a timely manner and are becoming accustomed to the new way of living.
- Residents noticed that they are not receiving some items from dietary. Carrie, dietician, informed residents that there are some products that, due to the pandemic, are not readily available (e.g., Ginger Ale). Carrie informed residents that the RDF is looking at options and will try to accommodate with alternatives.
- Most residents stated the saddest and hardest to cope with is the family/visitor restrictions. Residents were understanding of the reason for the restrictions but were able to state that their hearts are aching. Many stated that Facetime and phone calls are welcome but do not replace their loved ones. Some residents stated that they are feeling lonely and worried about how their family and friends are managing. Residents stated that the freedom to see family/friends has impacted their mood and appetite. Residents stated, again, that they are trying to understand the reasons but it doesn't take the pain away. Residents expressed being grateful for outdoor visits (though they wish they could hug) and designated caregivers being able to see them.
- Residents were encouraged to reach out to staff with any concerns and/or questions about the COVID guidelines as they change based on community situation. They were encouraged to engage with family and friends through phone and facetime as much as possible.

Bill of Rights was reviewed based on above and residents noted that many of the rights have been compromised by the restrictions but acknowledged that they are also responsible to assist in keeping each other safe.

Meeting was adjourned.