

Misericordia Place Family and Resident Advisory Council Minutes

June 12th 2025, 10:30am – 11:30am

Attendance: MP2: 6 residents & 1 family member, MP3: 4 residents **Staff in attendance:** social worker, SW student, food service manager

Resident Council Overview Resident Councils are organized, self-governing, decision making groups of long-term care homes like Misericordia Place. Residents participating in a Resident Council meet regularly to voice their needs and concerns and to have input into the activities, policies and issues affecting your lives in this facility. **Reminder- This resident advisory council meeting was opened up to families/friends/caregivers of residents to join as well.*

Resident Advisory Council Prayer

Last Resident Council The last resident council was held on May 15th 2025 in which general updates from recreation, spiritual health, dietary department and social work were shared, followed by review of the bill of rights and round table.

Elder Abuse Awareness Day – June 15th 2025 World Elder Abuse Awareness Day is observed annually on June 15th. The purpose of this day is to raise awareness about elder abuse and neglect and to promote understanding of the issue. In Winnipeg, as well as other cities and provinces, events and activities are organized to raise awareness and provide resources for seniors and their families. Individuals can wear purple, or a purple ribbon on Elder Abuse Awareness Day to raise awareness on this topic.

Open Conversation with Dietary Department Residents shared general feedback on the food quality and menu option choices available here at Misericordia Place. Food Service Manager Megan provided education on the food preparation, the relationship between WRHA sites and the RDF (Regional Distribution Facility) and took down all comments made by residents to share with the RDF.

Follow up from last meeting and round table:

Standing Item: TV systems	RAC members noted ongoing issues with TV picture quality and obtaining certain TV channels.	Follow up: 31/January/2025, Director of LTC Services Jennifer and Plant Services team completed a walk through to help resolve any outstanding issues. 15/May/2025, RAC members note issues are still present with the television quality throughout the building. Follow up on-going. 12/June/2025- Follow up on-going.
Standing Item: Silver utensils	RAC members noted that at times the silver utensils provided are not in good condition (example: forks with twisted prongs, spoons that are flat, utensil that appears not well sanitized etc.)	Follow up: Food Services Manager Megan relayed concerns to RDF- she notes that an individual at the RDF had a whole shift dedicated to removing utensils in poor conditions. Please advise dietary dept if issue persists. Accepted by RAC members 12/June/2025
Standing Item: Food not re-heated properly	RAC members noted that it is not uncommon for meals to not be heated up properly. RAC members state that certain foods on tray will be cold, and others will be too hot.	Follow up: Food Services Manager Megan provided explanation on re-heating process to RAC members. She states that RDF has been working on a project geared to pairing foods that heat better together for more consistency in overall temperatures of food. This is being done by measuring weights of foods and other testing methods. Changes should be apparent soon. Accepted by RAC members 12/June/2025.
Standing Item: Clothing hangers	RAC members note that the wire clothing hangers currently used are damaging resident clothing and some have protruding/sharp edges. Members wondering if facility would consider moving towards plastic hangers.	Follow up: Please alert nursing/social work/managers of specific clothing items that have been damaged by hangers to relay concern manager of laundry services.
Standing Item: Staff personal conversations and noise	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.	Follow up: RCM's to remind staff during huddles. Pending.
Standing Item: Staff foreign language use	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.	Follow up: RCM's to remind staff during huddles. Pending.
Standing Item: Clothing items being left in rooms	RAC members noted clothing items to be left in rooms on beds, chairs, floor after changing/care is provided. Members would like reminder made out to staff to do a check of room before leaving to ensure all articles of clothing are put in laundry basket.	Follow up: RCM's to remind staff during huddles. Pending.
Standing Item: Loading zone parking in front of MP	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.	Follow up: Social work & Director of LTC to connect with 311. Pending.

Next Resident Advisory Council Meeting: Resident Advisory Council to take place in September 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.

Meeting Adjourned at 11:20am.