

**Misericordia Health Centre**

**Misericordia Place**  
**Resident Advisory Council Meeting**

**Wednesday, November 22, 2017**  
**2:15 p.m.**

**Attendees:**

**20 Residents**  
**1 Family Member**  
**3 Recreation Staff**  
**1 Social Worker/Social Work Student**  
**1 Spiritual Care**

- **Call Meeting to Order**
- **Michele led the Council in an opening prayer.**
- **New residents/members** were introduced. All members shared their names and unit.
- **Business Arising from minutes of September 27, 2017**

**Audits:** Pressure Ulcer Prevention Audits, Health Records Audits and Bill of Rights Audits were reviewed. Residents indicated that they were appreciative of the information and were directed to RCMs for further information as required. Residents noted that Bill of Rights audit results were reflective of their opinion of MP.

**Vaccines:** Flu vaccines have been completed on all units

- **Standards Update:** MP site visit for Standards review has been scheduled for January 30, 2018

**MHC Changes:** Rosie Jacuzzi, President and CEO, is retiring in December 2017. RAC will be advised of her replacement once it is announced.

### **New Business:**

**Satisfaction Surveys:** Surveys have been mailed out to responsible parties of MP residents. Survey responses are due Dec 1, 2017. Results of the survey will be shared with RAC at the February 2018 meeting.

**Christmas Newsletters:** Newsletters have been sent to responsible parties of all residents of MP and copies are available on the units and online. Highlights of the newsletter were shared with members, including information about special Christmas event dates, gift ideas, social leaves. RAC members were reminded to have any electrical Christmas decorations checked with Plant Services prior to usage.

- **Spiritual Care update:**  
Residents were reminded to check the calendars for services and programs. Christmas schedule has been posted. Michele reminded members to please contact her if they desire confession/communion and she can arrange with Fr. Vincent.

- **Recreation update:**
- Residents reminded to check schedules for all programs and activities.

Dates for special Christmas lunches :

MP1 December 21, 2017

MP2 December 6, 2018

MP3 December 15, 2018

Numerous special events for the Christmas season have been planned and are available on resident calendars.

### **Resident Bill of Rights and Responsibilities:**

**Residents have the right to be treated with courtesy and in a way that promotes dignity and individuality.**

RAC members reviewed the above right and discussed in relation to the Bill of Rights audit and Observable Indicators. RAC members noted that, most of the time, they feel they are treated with courtesy. Some members noted that, at times, they feel that staff are rushing or taking too long to respond to call bells. Some members stated that they are trying to be patient as there are so many people to be cared for and staff cannot be expected to be available immediately. Discussion ensued about the struggles of congregate living and the need to develop coping strategies. RAC members noted that they have the opportunity to discuss any concerns with the RCMs if they feel their rights have not been respected.

There being no further business the meeting was adjourned.

