

Welcome to the webinar:

Through Our Eyes: Bringing the Residents' Bill of Rights Alive

Presented by: Dee Lender from Ontario Association of Residents' Councils

Moderator: Kate Ducak from Schlegel CLRI & RIA

Wednesday, February 22, 2017

10:00 A.M. – 11:00 A.M. EST

RESEARCH

EDUCATION

PRACTICE



Enhancing the quality of life and care of older adults through partnerships in *research*, *education* and *practice*.



Enhancing Life

Kate Ducak

Culture Change Project Officer,
Research Institute for Aging (RIA)

- Kate Ducak is a gerontologist with over 15 years of professional and personal experiences in Ontario long-term care homes, including supporting her grandmothers.
- Kate's goal is to ensure that long-term care communities are enjoyable places to live, work and visit!



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Questions/Comments?

**Please enter your questions
and comments in the
Questions box.**



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OARC Ontario
Association
of Residents'
Councils

Through Our Eyes: Bringing the Residents' Bill of Rights Alive

A New Way of Learning!

Feb 22, 2017

Dee Lender



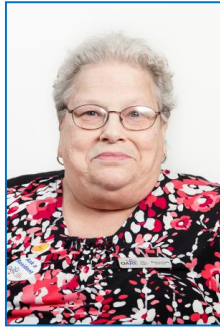
Executive Director
Ontario Association
of Residents' Councils

Culture change
Relationship & learning
Common thread
Person- Centred Care

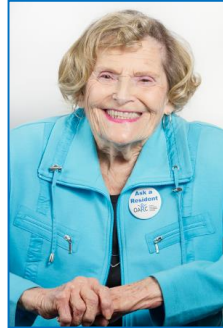
What is OARC?

- 35 year old not-for-profit association
- MOHLTC ↔ LTC Home Residents' Councils
- Collective voice
- Residents' Councils: formation,
sustainability & effectiveness
- Governed by Board of Directors

OARC Board of Directors 2016-2019



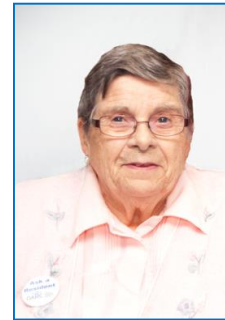
Sharron Cooke
President



Devora Greenspon
Secretary/Treasurer



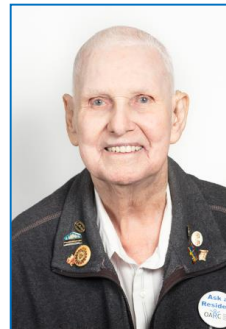
Sam Clark
Director



Josie Ince
Past President



David Kent
Director



Gord McIntee
Director



Wendy Thorburn
Director

Poll Question:

What sector do you work in?

- Long-term care
- Retirement
- Community care
- Education
- Other



THROUGH OUR EYES: Bringing the Residents' Bill of Rights **ALIVE**



Residents' Bill of Rights



The Fundamental Principle and the Residents' Bill of Rights under the Long-Term Care Homes Act, 2007

Home: the fundamental principle

1. The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met. 2007, c. 8, s. 1.

Residents' Bill of Rights

3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. **Every resident has the right** not to be neglected by the licensee or staff.
4. **Every resident has the right** to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. **Every resident has the right** to live in a safe and clean environment.
6. **Every resident has the right** to exercise the rights of a citizen.
7. **Every resident has the right** to be told who is responsible for and who is providing the resident's direct care.
8. **Every resident has the right** to be afforded privacy in treatment and in caring for his or her personal needs.
9. **Every resident has the right** to have his or her participation in decision-making respected.
10. **Every resident has the right** to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. **Every resident has the right** to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and

iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. **Every resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. **Every resident has the right** not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. **Every resident has the right** to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. **Every resident who is dying or who is very ill has the right** to have family and friends present 24 hours per day.
16. **Every resident has the right** to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. **Every resident has the right** to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
 - i. the Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 135 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.
18. **Every resident has the right** to form friendships and relationships and to participate in the life of the long-term care home.
19. **Every resident has the right** to have his or her lifestyle and choices respected.
20. **Every resident has the right** to participate in the Residents' Council.

21. **Every resident has the right** to meet privately with his or her spouse or another person in a room that assures privacy.
22. **Every resident has the right** to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. **Every resident has the right** to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. **Every resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
25. **Every resident has the right** to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. **Every resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. **Every resident has the right** to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).

Further guide to interpretation

- (2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a resident's rights set out in subsection (1) are respected:

1. This Act and the regulations.
2. Any agreement entered into between a licensee and a resident or an agent of the Crown.
3. Any agreement entered into between a licensee and a resident or the resident's substitute decision-maker. 2007, c. 8, s. 3 (2).

Enforcement by the resident

- (3) A resident may enforce the Residents' Bill of Rights against the licensee as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents' Bill of Rights. 2007, c. 8, s. 3 (3).

Regulations

- (4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents' Bill of Rights shall be respected and promoted by the licensee. 2007, c. 8, s. 3 (4).

Question:

How is the Residents' Bill of Rights education provided in your organization?

**Enter your responses
in the Questions box.**



RBR Advisory Group

RESIDENTS

Staff Educators PSW Lawyer

RC Assistant Police Managers

Administrators Social Worker

Current Residents' Bill of Rights (RBR) Education

DOES IT WORK?

Asked Advisory Group

Asked Residents Advisory Group



THROUGH OUR EYES: Bringing the Residents' Bill of Rights **ALIVE**



What Makes this Different?

Emotional support CULTURE CHANGE

Reporting abuse and neglect

Story-telling & connection LTC Community

Resident Engagement

Experts by Experience Facilitation

3 Plagues in LTC

Self-Determination Mandatory Education

Core & Enhanced Activities

Adult learning principles

Question:

Does the *Through Our Eyes* program sound encouraging or feel different to you?

**Enter your responses
in the Questions box.**



Guess What?

>65%

Cognitive changes

Learning Objectives

- 1.To develop an **awareness** of the Residents' Bill of Rights (LTCHA 2007)
- 2.To demonstrate an **understanding** of the Residents' Bill of Rights (LTCHA 2007)
- 3.To critically evaluate **real life situations** to ensure residents' rights are upheld

What Does It Look Like?

Worksheet RBR002

Meeting Planning

This Worksheet is designed to help you schedule your session date and planning meetings. We recommend that you complete this Worksheet in the first meeting and refer to it at the beginning of each meeting. The resources column indicates the Worksheets designed for each meeting to support you in your discussions.

Meeting	Topic	Time	Resources	Next Meeting	Meeting Date
1	First Steps	1.5 hour	- RBR002 - RBR003 - RBR004	3-5 days later	
2	Review Materials	1 hour	- RBR004 - RBR005 - RBR007	5-7 days later	
3	Forming Our Session	1.5 hours	- RBR006 - RBR007 - RBR008 - RBR009	3-5 days later	
4	Planning Session 1	1.5 hours	- RBR006 - RBR007 - RBR008 - RBR009	3-5 days later	
5	Planning Session 2	1.5 hours	- RBR006 - RBR007 - RBR008 - RBR009	3-5 days later	
6	Practice	1 hour	- RBR008 - RBR011 - RBR012	1 day after session	
7	Session Arrives	1 hour	- RBR008 - RBR010 - Evaluations	3-5 days after session	
8	Debrief – Part 1	1 hour	- RBR008 - RBR010		
9	Debrief – Part 1	1 hour			

NOTES:

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Everything You Need!

		Circle/highlight lead person	
		Resident	Staff
Topic 1:		Resident	Staff
Context:		Resident	Staff
Reflections:		Resident	Staff
Observations/Suggestions:		Resident	Staff
Resident Experience:		Resident	
a) When I hear _____ I feel _____.			
b) When I see _____ I feel _____.			
c) When I witness _____ I feel _____.			
d) When _____ is done to me (physically), I feel _____.			
e) Resident story: An example I'd like to share with you is:			
f) Ask the audience:			
• Does that make sense to you?			
• How would you feel if that happened to you?			
• How would you feel if you observed that?			

Video Example

<https://www.youtube.com/watch?v=0aB9EpcfwuY>

Usability Test

- 11 LTC Home teams from across the province
 - 54 – 263 people home
 - Mix of for-profit and not-for-profit
 - Rural and urban setting
- The facilitation teams were made up of one staff person and one resident



Usability Test Questions

- Manual and supporting materials easy to use?
- Time estimates provided accurate and reasonable?
- Want to use the manual & resources again?
- Recommend the product to other LTC homes?
- Has everything needed to feel confident and prepared for the session?

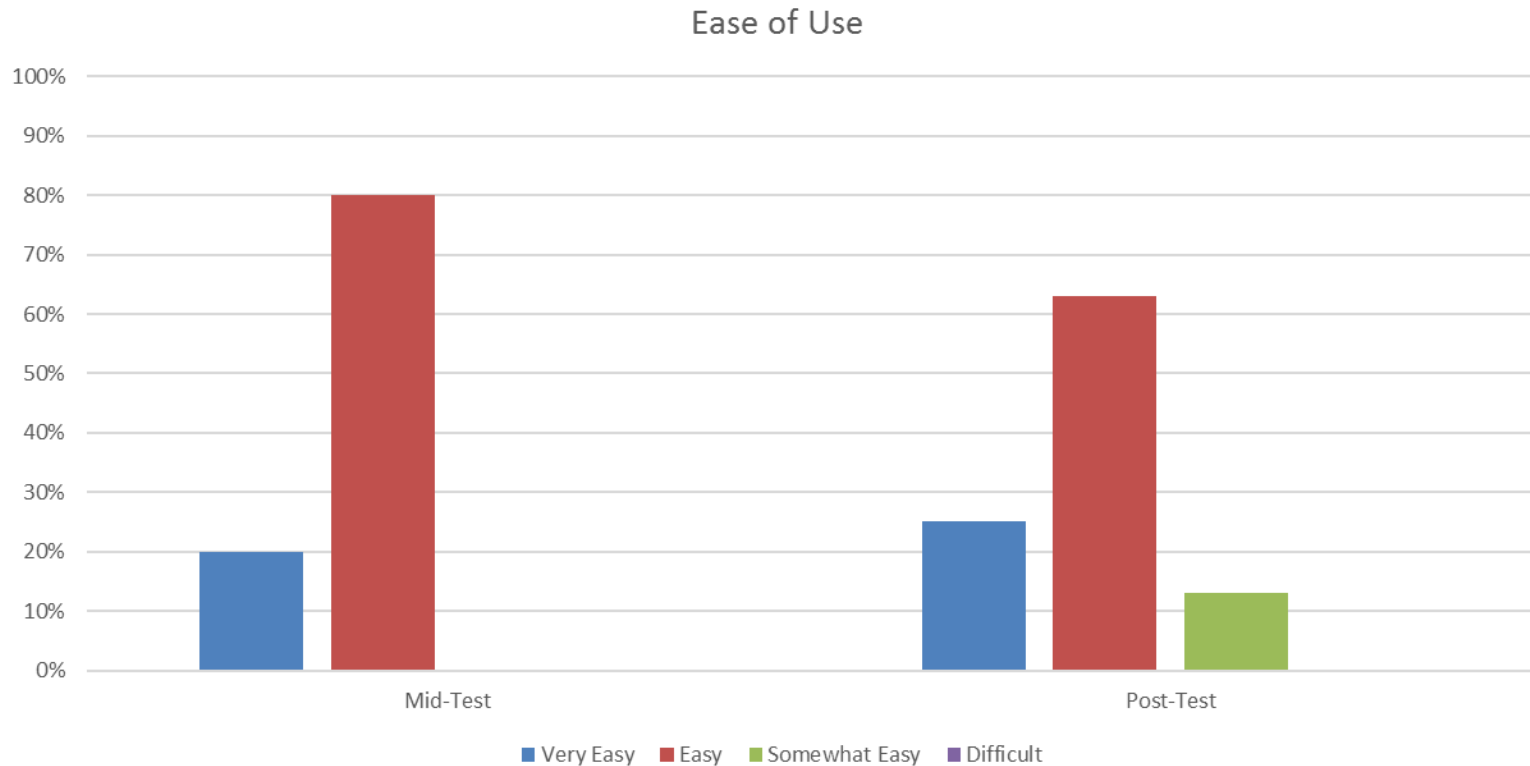
Participants' Hopes

- To create the best possible training tool for the Residents' Bill of Rights (LTCHA, 2007)
- Looking for new and innovative ways to get our residents involved
- Involving a resident and see the Bill of Rights through their eyes
- To make sure residents are treated with dignity and respect

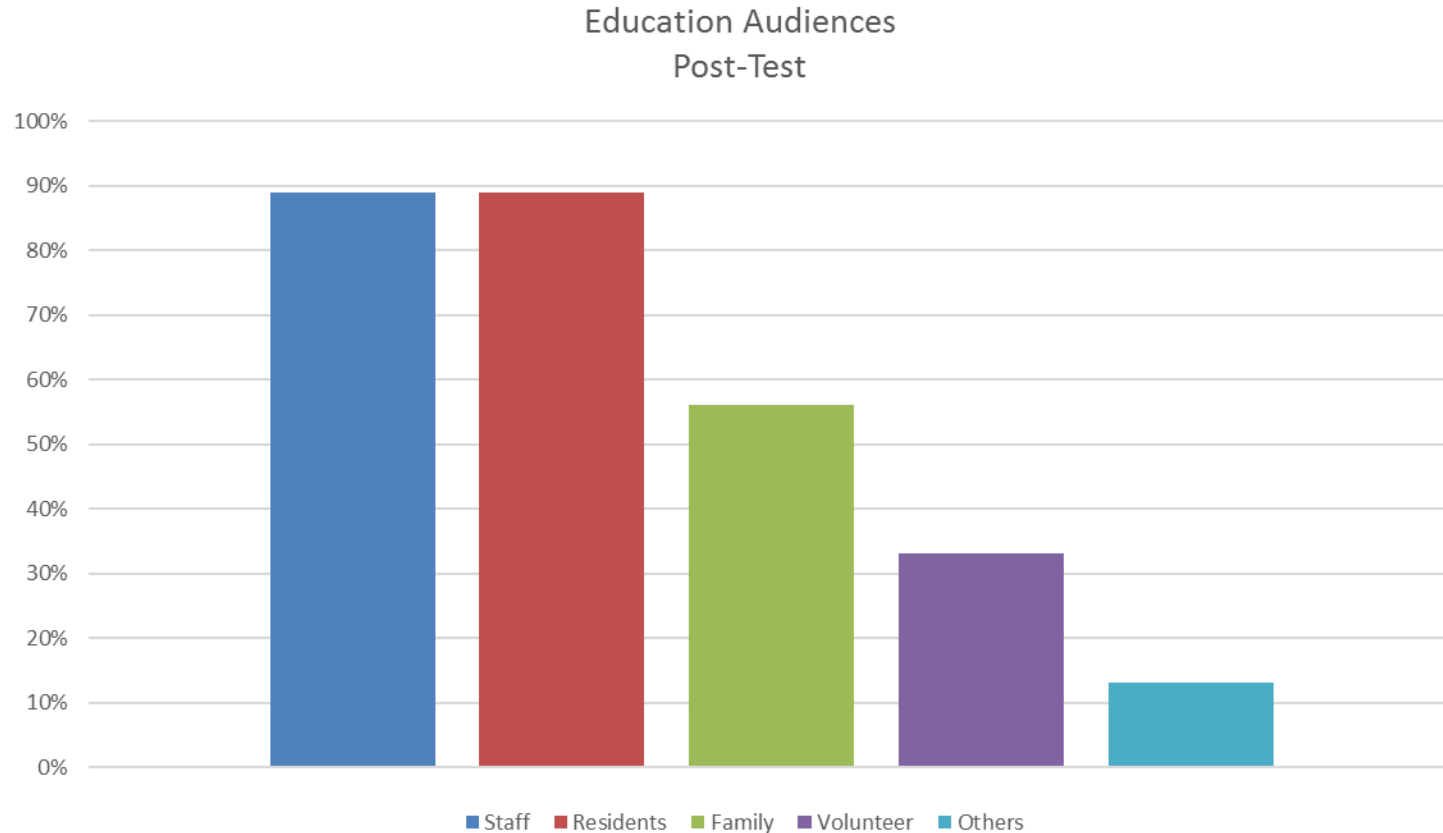


Results

Materials Were Easy to Use



Program Audience: Who Was Educated



Program Contents: Resources

Before and after the delivery of their education session(s), **100% of the participants agreed** that they had everything they needed with the materials provided to use the program.

Program Success: Would participants use the program again?

Post-test, **100% of participants agreed** that they would use the program again.

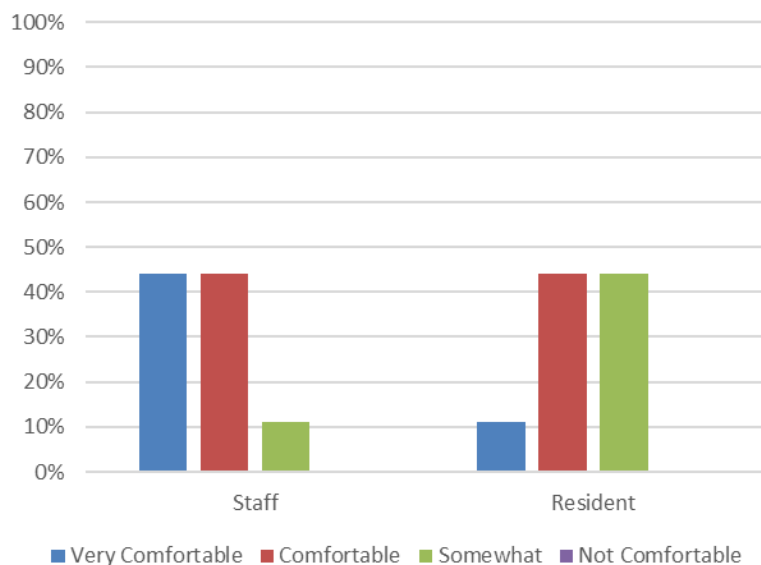


Program Future: Would participants recommend the program?

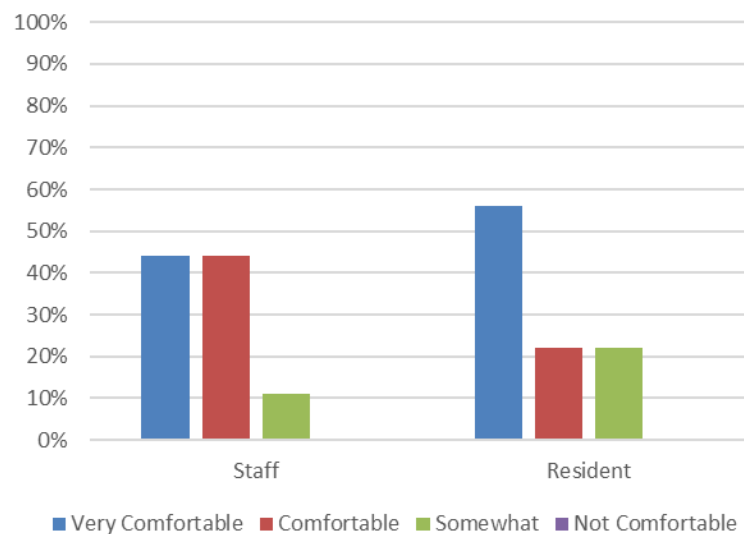
At the mid-test point, 90% of participants agreed that they would recommend this program to other long-term care homes. 10% were not sure. Upon completing the program, **100% of participants would recommend this program** to other long-term care homes.

Program Delivery: Comfort Level/Confidence

Comfort Level/Confidence Mid-Test



Comfort Level/Confidence Post-Test



What Teams Liked About the Program

“Having a resident deliver the education, sharing that ‘lived experience.’”

The resident facilitator, “uncovered her gift of public speaking and connecting with others.”

“The user friendliness of the guide.”

“This project really increased our sense of community amongst residents.”



Debrief was Wed
Nov 23, 2016

Discussion Questions

What made your experience special?



“I AM”



Tell us about your debrief with your Administrator...



Did anyone work with a resident living with cognitive changes?



To infuse resident engagement into education requires a commitment of time.

This program is a significant change from the education currently being offered in LTCHs about the Residents' Bill of Rights (LTCHA, 2007)

Is it worth the investment?

Next Steps

- Fine edits
- Program summary to be distributed to all participants (done)
- Marketing plan developed for dissemination with Schlegel CLRI
- LTC Community friends and partners
 - Call to action & Support opportunities
 - Target release date early Spring

THROUGH OUR EYES: Bringing the Residents' Bill of Rights ALIVE **Vision: every home with multiple co-facilitation teams - change**



How can we move this program forward into all homes?



Question:

Do you have suggestions for how the *Through Our Eyes* program can be moved into LTC homes?

Enter your responses in the Questions box.



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Final thoughts: A Participant's Quote

“It was special to be engaging and encouraging residents to take an active lead in the education and teaching of the residents rights. It was very impactful on all of those that attended the sessions. The program was well laid out. The on line resources were helpful. Positive feedback was received from team members, they appreciated hearing from the residents and requested this style of learning again. Powerful tool and resources. We will continue to use and recommend that it become available to other homes.”

Thank You

Dee Lender | Executive Director

dlender@ontarc.com

**Josie Lee Gibson | Education and
Community Support Manager**

jgibson@ontarc.com

Jennifer Langston | Client Relations

jangston@ontarc.com

Questions/Comments?

**Please enter any other
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OA**RC**

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Councils

For more information:

Kate Ducak, Culture Change Project Officer

(519) 904-0660 ext. 4107 kate.ducak@uwaterloo.ca

www.the-ria.ca/schlegel-clri/



March 16th, 2017 in-person and
via online live-streaming

www.the-ria.ca/cce-march-2017

Thank you for participating!

Your feedback is important to us!

A link to a **webinar survey** will be emailed to you following this webinar.