



## STAFF REPORT INFORMATION ONLY

### 2<sup>nd</sup> Annual Residents' Councils Summit

<b>Date:</b>	December 2, 2008
<b>To:</b>	Advisory Committee on Long-Term Care Homes and Services
<b>From:</b>	General Manager, Long-Term Care Homes and Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### **SUMMARY**

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The Long-Term Care Homes and Services Division continues to be fortunate to have active, involved, engaged and vocal Residents' Councils in each of the ten (10) homes. The division has a commitment to and a reputation for supporting and enabling the Residents' Councils, at both a home level and a divisional level. The division views Residents' Councils as critical organizations within the division, as their efforts in planning, organizing and advocacy positively impact the quality of life for all residents in the community of their homes.

In 2007, the division established a process of holding annual Residents' Councils summits, bringing together the Presidents or their designates from each of the Residents' Councils for a half-day of learning, information sharing and networking. The 2<sup>nd</sup> annual Residents' Councils Summit was held on October 27<sup>th</sup> at Cummer Lodge. This report provides a high-level overview of the proceedings of the 2<sup>nd</sup> annual Residents' Councils Summit and the intended next steps.

#### **Financial Impact**

There are no financial implications arising from this report.

#### **ISSUE BACKGROUND**

On Monday, October 27, 2007, the division facilitated the 2008 Residents' Councils Summit at Cummer Lodge. Although the program design had included the participation of two (2) delegates from each of the Residents' Councils, due to some exceptional circumstances, a total of twenty-two (22) delegates from the ten (10) Residents' Councils attended the 2008 Residents' Councils Summit. The Summit was scheduled from 1000 – 1400 hr., with transportation provided from each home, either by the home, taxi or Wheel-Trans.

Based on lessons learned from the 2007 Residents' Councils Summit and the ongoing dialogue, feedback and suggestions from delegates regarding topics and content to be incorporated into the 2008 Summit, the morning session included a welcoming address, a formal presentation by the General Manager highlighting the role that Residents' Councils can take to enhance safety and quality and presenting a draft Residents' Safety Plan (entitled "Influencing Quality and Safety") in accordance with the Accreditation Canada framework and a presentation by Gail Ellis, Toronto Public Health (Healthy Living) regarding 'Prevention of Falls' and how residents can take steps to self-manage falls prevention. The morning sessions were followed by lunch and a facilitated round-table discussion with the Resident-Client Advocate which continued to incorporate discussion regarding resident safety.

Again, as last year, the 2008 Residents' Council Summit was an overwhelming success as demonstrated by written evaluations, anecdotal feedback to homes' staff and formal feedback by delegates at their subsequent Residents' Council meetings.

Written evaluations offer the following outcomes:

- 94 percent of the delegates completing the evaluation felt that the day was a worthwhile experience;
- Highlights as to why the delegates felt that the day was productive included:
  - \* *Because I was able to meet with other people from other homes;*
  - \* *It provided useful information and it was also very educational;*
  - \* *Because it is an opportunity to come together and "speak your mind";*
- What delegates most enjoyed about the day included:
  - \* *Listening to the different speakers, and to learn how we can play a role in safety;*
  - \* *The opportunity to discuss with other residents from other homes;*
  - \* *The afternoon discussion with the Resident-Client Advocate and an opportunity to exchange ideas;*
- 75 percent indicated that they had learned some new information that would be helpful to them in their continued work with their Residents' Council. Equally, 75 percent indicated that they felt that they would take back ideas/suggestions from the day and share them with their individual Residents' Council;
- 63 percent of the delegates indicated a very high (9 or 10 on a 10-point scale) overall satisfaction rating on the Residents' Councils Summit; and
- 100 percent of the delegates indicated that they would recommend that Residents' Councils Summits be planned for the future.

Highlights captured within this section of the evaluation included:

- *Because you learn so much;*
- *Some good ideas are brought forward from the lecturer, as well as the other residents; and*

- *By bringing people together, they get to talk and share ideas.*

## **COMMENTS**

The last session of the day was facilitated by the Resident-Client Advocate, with no other staff present, providing delegates with an opportunity to continue their discussion regarding safety through a roundtable approach. Delegates identified what was important to them when talking about safety and requested that the following key themes be provided to the division's managers and staff:

- Although there is need for a safe and comfortable environment within the home, there is also a need for safe access to the immediate outdoor spaces around the home;
- Delegates identified that the concept of safety often evokes a sense of “feeling safe”; delegates shared that it was important to them to have “confidence that they are being cared for in a safe manner”;
- One of the barriers identified to “feeling safe” is when staff are rotated and specific staff members are no longer available to them as the caregiver; delegates identified that they develop trusting relationships with caregivers over time and they begin to feel comfortable with and depend on the caregiver; staff rotation disrupts this relationship and they “have to start again” in establishing a new relationship of comfort and trust;
- Delegates identified that from their experiences they do not always have confidence in staff communication from one shift to the next;
- Delegates stated that they value information sharing and educational opportunities where they have an opportunity to gain new knowledge;
- There was strong consensus from the delegates that they feel that all of the homes have taken reasonable measures to provide a safe and comfortable environment that is free from intruders;
- Delegates noted that they feel anxious and unsafe when co-residents demonstrate aggressive, unpredictable and confrontational behaviours;
- In discussing safety within the broadest terms, there was strong support indicating that to provide a safe environment and approach requires additional staff. Delegates voiced their support for any advocacy activities that would increase staff at the frontline; and
- Delegates said that some of the dining rooms are “chaotic and agitating”; in seeking clarification regarding the connection between the dining experience and safety, delegates shared their feelings about being safe and comfortable and the connection with maintaining a healthy lifestyle.

Delegates verbalized that they were generally very pleased with the care and service provided in the homes and offered their comments in the interest of ongoing quality improvement. The Resident-Client Advocate has prepared a summary of the feedback from the Summit and distributed it to all Administrators for follow up. Despite this very encouraging and gratifying response from the delegates, there were again operational lessons learned from this second Summit and these will be considered in future planning.

First, transportation arrangements from the contracted taxi company were not effective and the residents from Seven Oaks waited for over 2½ hours for the taxi to arrive. Finally, Bendale Acres arranged for their bus and driver to come back to Cummer Lodge and pick up the Seven Oaks residents. Seven Oaks has followed up with the taxi company. Transportation for future Residents' Councils Summits will be closely managed.

Second, delegates continued to say that they did not have sufficient time for all of the networking and information sharing that they would have liked. This feedback will be considered in planning of future events, but the length of the session will need to be balanced with the frailty of many delegates and transportation arrangements.

Based on the delegates' feedback, the division continues to feel that the opportunity to bring delegates together from the different Residents' Councils adds value to the system of supporting residents. A 2009 Residents' Councils Summit will be planned.

From the evaluations, one of the delegates provided their summation of spending the day at the Residents' Councils Summit:

*Attending the Residents' Councils Summit gives you a sense of ability and what to look for (in resident safety), and the reassurance that the Residents' Council can make a difference.*

Special recognition is extended to Cummer Lodge for their warm hospitality, and appreciation is extended to Media and Communications for their advice and assistance in promotion, set-up and photography.

## **CONTACT**

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## **SIGNATURE**

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