



STAFF REPORT INFORMATION ONLY

3rd Annual Residents' Councils Summit

Date:	October 2, 2009
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

The Long-Term Care Homes and Services Division values the active, involved, engaged and vocal Residents' Councils present 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 and divisional level, viewing Residents' Councils as critical organizations, 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 hosting annual Residents' Councils Summits, bringing together the Presidents/designates and other representatives from each of the Residents' Councils for a half-day of learning, information sharing and networking. The 3rd annual Residents' Councils Summit was held on September 23, 2009 at Cummer Lodge.

This report provides a high-level overview of the proceedings of the 3rd annual Residents' Councils' Summit and the intended next steps.

Financial Impact

There are no financial implications arising from this report.

ISSUE BACKGROUND

On Wednesday, September 23, 2009, the division hosted the 2009 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 an exceptional circumstance, a total of twenty-one (21) delegates from the ten (10) Residents' Council attended the 2009 Residents' Councils Summit. Based on previous years' feedback and

experiences, the Summit was scheduled from 1030 to 1415 hr., with transportation being provided and coordinated from three (3) of the homes, based on geographic location.

Utilizing lessons learned from previous Residents' Councils Summits and the ongoing dialogue, feedback and suggestions from delegates regarding topics and content to be incorporated into the 2009 Summit, the morning session included a welcoming address and a presentation by the General Manager highlighting the vital role that residents can play in enhancing and promoting safety, entitled "Balancing of Quality of Life and Safety", the presentation was interactive, enabling residents to identify some safety concerns and dilemmas that they perceive or face. Prior to lunch, the Resident-Client Advocate led an exercise entitled "Which Residents' Council?", where the accomplishments and triumphs from the individual Residents' Councils were highlighted and celebrated. After lunch, delegates participated in a facilitated round-table discussion with the Resident-Client Advocate.

COMMENTS

During the discussion with the General Manager about quality of life and safety, delegates identified priorities and suggestions for improvement, including:

1. a desire to understand more about strategies and approaches to prevent falls;
2. a desire for larger and clearer font in printed words on nametags and business cards and to ask those staff who provide direct personal care to not use lanyards for attaching their nametags;
3. a desire for clearer signage at various locations in the homes, including appropriately located bulletin boards;
4. a desire for clearer communication and signage when elevators are out-of-service for repairs, including an estimated time for return to full service;
5. a desire to understand more about how bedrails should and/or should not be used for safety or personal security;
6. the need to ensure consistent clear passage on one side of the hallways in the homes, so that residents can travel without hazards or barriers; this is particularly important for those with visual impairment; and
7. an interest in learning more about medication management and safe personal practices in medication use; this was prompted by one of the CWT delegates sharing information about the quality project that the home was engaged in with the Ontario Health Quality Council.

All suggestions are in the process of being followed up.

The exercise recognizing the many achievements of the various Residents' Councils was highly enjoyed by residents, both as a celebration and as a sharing of good practices that might be adopted by other homes.

The afternoon round-table facilitated by the Resident-Client Advocate was conducted with no other staff present, providing delegates with an opportunity to have candid discussion. At the conclusion of the session, the themes identified by the delegates were

verified they agreed to share the themes and their learning with staff. All suggestions are in the process of being followed up. The identified themes included:

1. Delegates identified and debated the challenges regarding the balance between quality of life and safety and were able to identify potential dilemmas that this may create in the home. As one delegate observed, “the home has to consider the needs of all residents, but not all residents are able to make safe decisions”.
2. Delegates shared while they understand some of the needed compromises, there are times that it would be helpful and beneficial for them to “have the information” that went into the decision-making in addressing safety issues.
3. Delegates identified the fact that “*safety is everyone’s responsibility*”, and that Residents’ Councils may be able to assume a more active role within this partnership.
4. All delegates indicated that they felt that they were empowered in raising issues and concerns at their respective Residents’ Council. Equally, delegates felt that the homes work with the Residents’ Councils to resolve issues or concerns. Therefore from a systemic perspective, it was affirmed that this was not a barrier to the enhanced strategy regarding resident safety and the Residents’ Councils assuming a more active role.
5. Delegates felt that all residents would benefit from additional strategies that could be put in place to enhance education, information sharing and communication. In regards to education, delegates advised that they would like to see enhanced education regarding: (i) falls prevention; (ii) medications; and (iii) understanding and dealing with challenging behaviours of co-residents. A suggestion offered by the delegates was that these topics could be added to the list of annual education sessions included on Residents’ Councils’ agendas. In regards to communication, while delegates felt that the homes are generally quite good at keeping residents updated and informed about current and/or upcoming issues, they also felt that there was an opportunity to enhance this communication through enhanced follow-up and feedback on any outstanding outcomes.

Evaluations from delegates affirmed that the 2009 Residents’ Council Summit was once again an overwhelming success. Eighteen (18) written evaluations were completed and submitted by delegates prior to leaving the Summit. Feedback included:

- 100 percent felt that the day was a worthwhile experience;
- Highlights as to why the delegates felt that the day was productive included:
 - The Summit is very educational, and you learn so much;
 - There is lots of discussion and the sessions are informative; and
 - It’s an opportunity to get to know what is going on and to meet new people.
- Highlights as to what delegates found most enjoyable about the day included:
 - Getting the opportunity to meet new people;
 - The presentation on safety; and
 - The afternoon roundtable.

- 89 percent indicated that they had learned some new information that would be helpful to them in their continued work with their own Residents' Council.
- 94 percent indicated that they felt that they would take back ideas/suggestions from the day and share them with their own Residents' Council;
- 89 percent indicated a very high (9 or 10 on a 10-point likert-type scale) overall satisfaction rating on the Residents' Councils Summit; and
- 94 percent of the delegates indicated that they would recommend that Residents' Councils Summits be planned for the future.

Based on delegates' feedback, the division continues to feel that the opportunity to bring delegates together from the different Residents' Councils for an annual special event not only adds value to the system, but also offers an enhanced opportunity of supporting residents across the division. Overall satisfaction was succinctly summarized by one delegate who said: "you get to experience what is going on and learn a lot about different things". As a result, preliminary planning for the 2010 Residents' Councils Summit is underway.

Special recognition is once again extended to Cummer Lodge for their warm hospitality and in contributing to this year's successful Residents' Councils Summit.

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SIGNATURE

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