



STAFF REPORT INFORMATION ONLY

4th Annual Residents' Councils Summit

Date:	October 28, 2010
To:	Advisory Committee on Long-Term Care Homes and Services
From:	General Manager, Long-Term Care Homes and Services
Wards:	All
Reference Number:	

SUMMARY

Each home within the Long-Term Care Homes and Services Division has an active, involved, engaged and vocal Residents' Council. To further support and empower Residents' Councils, in 2007 the division established a process of hosting an annual Residents' Councils Summit, bringing together delegates from each of the Residents' Councils for a half-day of learning, information sharing and networking. The 4th annual Residents' Councils Summit was held at Bendale Acres on September 24, 2010.

This report provides a high-level overview of the proceedings of the 4th annual Residents' Councils Summit.

Financial Impact

There are no financial implications arising from this report.

ISSUE BACKGROUND

On Friday, September 24, 2010, the division hosted the 2010 Residents' Councils Summit at Bendale Acres. While planning had assumed participation from two (2) delegates from each Residents' Council, a total of twenty-one (21) delegates from the ten (10) Residents' Councils participated at this event.

Based on lessons learned through the previous Summits, this year's event was planned from 1030 – 1415 hr, with transportation coordinated through three (3) of the homes based on geographic location.

The General Manager welcomed delegates and provided a presentation entitled "Residents' Rights and Responsibilities", focusing on the mandate and value of Residents'

Councils within long-term care homes and describing the enhanced residents' rights enshrined in the new *Long-Term Care Homes Act* and Regulation 79/10. In the presentation, the General Manager also provided feedback regarding progress made on the issues raised by Residents' Councils at the 2009 Summit and invited response. Also, the General Manager posed four (4) questions about what current issues delegates would like staff to address in order to improve residents' safety, quality and/or comfort and what strategies staff could implement in order to support Residents' Councils in being more effective.

Following lunch and an unstructured time where delegates were able to socialize and network, the Resident-Client Advocate facilitated an interactive session entitled "Which Residents' Council?", highlighting and celebrating the recent accomplishments of individual Residents' Councils across the division.

The last session of the day was an in-camera discussion with the Resident-Client Advocate, which was designed to provide delegates with the opportunity to have open and candid discussions. This discussion was framed on the four (4) questions posed by the General Manager in the morning session, namely:

1. What has worked well for the Residents' Councils?
2. What should the division do to improve the effectiveness of the Residents' Councils?
3. What should the division work on to further improve residents' quality of life and quality of care?
4. What additional information should the division provide to residents?

COMMENTS

Delegates shared the opinion that communication within the homes is very good, there are opportunities to speak out and administration respects and values Residents' Councils.

Delegates agreed that there had been progress on all issues raised at the 2009 Summit, although some issues had not yet been consistently resolved. Specifically, delegates noted that:

- (i) Gaps remain in ensuring that all staff consistently wear their name tags (ID) in a visible manner; in addition, there is still a small number of staff who continue to wear their name tags on lanyards which is problematic when they are providing care;
- (ii) There have been a few occurrences in which staff have not provided their name to residents when requested;
- (iii) Some inconsistent practice remains in several homes in ensuring that hallways are free of carts that impeded residents' mobility.

The General Manager committed to address these outstanding issues with the homes' Administrators and request them to ensure complete implementation.

Delegates voiced the opinion that they would like additional information on a variety of topics in order to fulfil their mandate in acting on residents' behalf. Specifically, Residents' Councils requested:

- (i) Additional information/education sessions at each Residents' Council meetings about the enhanced residents' rights enshrined in the *Long-Term Care Homes Act* and Regulation 79/10;
- (ii) Additional information about strategies related to the prevention of falls;
- (iii) Availability of cordless microphones to assist in communications at meetings of the Residents' Councils;
- (iv) Develop a more formalized "tracking" system of issues raised at Residents' Councils with interim reports until issues are resolved;
- (v) Collaborate with Residents' Councils to identify strategies that might create greater awareness of the Residents' Councils within the homes and improve resident attendance at meetings;
- (vi) Develop a formalized process to inform residents of spaces available within the home that could be booked for private family visiting/family celebrations;

Continue to work on improved continuity of staffing (staff-to-resident assignment) and increased vigilance in responding to call-bells in a timely manner.

The Resident-Client Advocate and the General Manager provided this feedback to all Administrators and all of the suggestions are currently in the process of being followed up on within the homes.

Evaluations completed by the delegates affirmed a high level of satisfaction with the 2010 Residents' Councils Summit. Feedback included:

- (i) 100 percent of the delegates felt the day was worthwhile. Comments included: it was a definite learning experience; there was good sharing of information;
- (ii) The best information shared throughout the day: the changes to the *Long-Term Care Homes Act* and Regulation 79/10, listening to the exchange of ideas;
- (iii) 93 percent of the delegates indicated that they had learned some new information that would be helpful to them in their continued work with their own Residents' Council;
- (iv) 83 percent of the delegates indicated that they would take back ideas/suggestions from the day and share them with their own Residents' Council;
- (v) 100 percent indicated a high overall satisfaction rating on the Residents' Council Summit; and
- (vi) 87 percent of the delegates indicated that they would recommend that Residents' Councils Summits be planned for the future.

Most poignant is a statement from one of the delegates provided in his/her evaluation: "...I treasure having been invited".

Based on the delegates' feedback, the division continues to believe that bringing delegates together from the different Residents' Councils for an annual Summit adds value to the system and offers an enhanced opportunity to support residents across the division. As a result, preliminary planning for the 2011 Residents' Councils Summit is already underway.

A sincere thank you is extended to Bendale Acres for the warm hospitality and organization that contributed to the success of this year's Residents' Council Summit.

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SIGNATURE

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