What’s New at the Performance Improvement and Compliance Branch (PICB)? Two Important Initiatives

Karin Fairchild, Manager of Quality, Intake and Innovation and Donna Corbett, Education Coordinator, were delighted to attend the June 26 OARC Board meeting to share information about two important MOHLTC initiatives.

(1) The first initiative goes by the acronym CIATT. That stands for “Centralized Intake, Assessment and Triage Team”.

Karin shared information about the Ministry’s work to develop a centralized team that will review all of the information received by the MOHLTC. Information comes to the Ministry through various channels such as email, on-line reporting, phone calls and letters regarding complaints and critical incidents in long-term care homes. According to the LTCHA, 2007, the Ministry must review all information and determine if an inquiry or inspection is required. There are numerous considerations that go into making these decisions. The inspectors who make these decisions must consider the amount of information provided, the seriousness of the injury or risk of harm to the residents and the nature of the complaint or incident. The higher the risk to residents, the quicker the Ministry responds with an inquiry or inspection.

Currently, the information flows to Duty Inspectors in each of the five Service Area Offices (SAOs). The new centralized team, CIATT, will free up these experienced inspectors so they can focus on conducting inspections in long-term care homes. CIATT will undergo extensive specialized training to take over these duties in the fall of 2012. The 6 inspectors making up CIATT will be located in the Hamilton Office. From there, they will cover the entire province. Karin spoke of all of the processes that are being changed and centralized.

Right now there is no change in the way that residents, families, long-term care home staff or members of the public can contact the Ministry to make a complaint or report a critical incident. Information will be coming in September 2012 about any future changes.

(2) Abuse Reporting Decision Trees

Because the LTCHA 2007 is still quite new (past infancy but perhaps in its “toddlerhood”), many long-term care homes and MOHLTC Inspectors indicated they would appreciate clarification about the requirements related to reporting abuse and neglect.

The MOHLTC has created a set of six flowcharts (decision trees) as a visual tool to guide LTC Homes through a step-by-step process to understand if a situation fits the LTCHA 2007 definitions of abuse and neglect and reporting requirements.

A comprehensive information package accompanied the publication of the decision trees which were posted online and mailed to each LTC Home in the province.

In addition to sessions held for all MOHLTC inspectors, LTC Homes received education through three provincial webinars with over 500 registrants, and four OANHSS Education Days. Many of the participants expressed “aha” moments and SAO Managers have offered comments that they are seeing more awareness of appropriate reporting of abuse and neglect from LTC Homes.
Home Sharing

OARC’s Newest Board Member
Beth Corrigan

Beth Corrigan was born and raised in Barrie, Ontario. After graduating from Barrie Central Collegiate Institute she worked for a year at Ajax Munitions, a descendant of Defence Industries Limited, the largest Allied munitions manufacturer during WWII. Beth then moved to Toronto to attend Shaw Business College.

Married to her childhood beau in 1945, the family settled in Sudbury where Beth raised their son and daughter. Beth trained as a medical secretary while working at Sudbury General Hospital on Paris Street. During this period she was invited to teach Creative Cooking and Cake Decorating at Sudbury District High Schools. Ever active, Beth became interested in journalism. Her involvement eventually led her to the role of Women’s Editor for a small local newspaper.

The family moved to Sandy Cove, near their Barrie roots. After the death of her husband, Beth acknowledged that arthritis and severe spinal problems were making life too uncomfortable and she moved her home to the Bob Rumball Centre. Beth enjoys the company of her contemporaries and, appreciating her relative good health, gives help where she can. She values the opportunity to bring a little joy and humour into the lives of others and her activities and contributions keep her young and healthy.

Beth’s pleasured to be a part of the Board of Directors for OARC is clear. She Says “I’m thrilled to be asked to join. It’s a matter of security for me; to feel supported by OARC.”

Extendicare
St. Catherines

Meeting Donna Fairley, the representative of the OARC, was a delightful experience and rewarding in the knowledge she imparted to us about Residents’ Council.

She methodically laid out the direction we should be heading in, creating a viable and smooth running meeting of Residents’ Council with benefits that would be useful to all residents. I personally was impressed by her demeanor and the care she took, so that we would understand the direction we must take to have a harmonious gathering of residents who would look forward to having a meeting.

Donna was instrumental in providing useful resources for recruitment and retention of Council attendees. We are grateful for the Residents’ Rights pamphlets which we are now including in all new residents’ Welcome Packages. We are certain that because of Donna’s support we will be able to have a better functioning Council. We suggest that all Residents’ Councils across Ontario entertain a visit from the OARC.

As a result of her visit, we have decided to try and “entice” attendance. Now, when a resident attends the meeting, we put a ballot in a box. Every four months, we will draw one name. The ‘winner” will receive a Tim Horton’s break with family, courtesy of the Council.

Michael Proctor,
Residents’ Council President
Gord Leech
Member of OARC’s
Board of Directors, Residing at
Woods Park Centre, Barrie

Gord Leech was awarded the Queen Elizabeth II Diamond Jubilee Medal in August! The medal commemorates the 60th Anniversary of Queen Elizabeth II’s accession to the Throne, and it is presented to Canadians who have contributed much to our country.

Gord is a WWII Veteran who was in France on D-Day, and he’s been a member of the Royal Canadian Legion in Barrie for over 30 years. He has spent countless hours raising funds to build the Juno Beach Centre to honour his comrades.

For 10 years, he’s been visiting Eastview Secondary School in Barrie providing students with a deeper understanding of the sacrifices made by Canadian soldiers during the war.

Thank you Gord...and CONGRATULATIONS!

Queen Elizabeth II Diamond Jubilee Medal

Innovative Ideas Thrive in Sudbury

Victor Sinclair is the President of the Residents’ Council at Extendicare York in Sudbury. He wishes to share a few of the innovative initiatives he and the Residents’ Council members have developed in keeping with the Homes’ vision, “Helping People to Live Better.”

- Each week, Victor as Editor at Large, publishes up to 100 copies of a newsletter showcasing fun, educational and interesting articles for residents, staff and family members. Recipients have spread the word by taking the publication with them while vacationing in the Bahamas, Turkey and across Canada.
- Residents’ Council has created their own Thank You cards which are personalized and mailed with thanks, to families and friends who have sent donations in memory of their loved one.
- The Admission Package has been enhanced through Council’s development of a pamphlet listing the 27 Residents’ Rights.

Thank You Card Donations “In Memory of”

On behalf of the Residents’ Council, we humbly thank you for your generous donation of _______ in memory of _______

Be assured, the donation will be directed in a way that will benefit all residents of Extendicare York.

President of Residents’ Council

Resident’s Council
Extendicare York

Thank you
Rally for Relationship
How an Administrator and Residents’ Council Lead
Set the Course for Success

Bob lives at Thornton View LTC Home in Oshawa. Seven years ago he moved in and has been the President of the Residents’ Council for 2 years. Heather is the Administrator, and has been at Thornton View for 6 years. Bob and Heather identify some key components to the supportive and engaged relationship they share; Residents’ Council with Administration:

- Effective communication
- A declaration that the Long-Term Care Home is just that...HOME for all those who reside there
- A true sense of knowing each other

Communication is complex in nature and it isn’t always amicable. Healthy communication should have an element of self expression that doesn’t always align with others. Bob says, “My relationship with Heather is good. We don’t always agree, and it’s all right to not always agree, as long as you’re able to come up with a positive solution. And I think that’s important.” Bob also says that when he and Heather disagree on an issue, they take the time to think about it from one another’s perspective and meet again in a day or two to discuss further. Even if in the end, they ‘agree to disagree’, the communication is respectful and calm.

Another strategy that works for Heather and Bob is building consistency in the time they spend together. Relationships are built on trust, and trusting someone means that time has been invested. Heather says, “We meet monthly before the Residents’ Council meeting so that if there are any questions Bob has, I am able to answer them in advance.” If they’re not able to find a time to meet, which happens on rare occasions, they will send emails back and forth and use the telephone.

It’s also important to find opportunities to bring care partners (staff) and residents together to share information. Heather says that one way to do that is, “to have managers invited to Residents’ Council meetings, even for just 10 minutes so that they [residents] know what’s going on in the Home and there’s an opportunity to ask questions.” Bob routinely invites Heather to meetings so that residents have the opportunity to speak face to face with the person who is ultimately accountable for the quality of living in the Home.

Acknowledging positive aspects in the Home is key. When Bob and Heather share time together on resident concerns they keep a good balance between overcoming challenges and celebrating what is already good and meaningful for residents. Bob comments, “It’s making sure you don’t always focus on what’s going wrong. You have to focus on what’s going well.” Bob and Heather often speak about the fun activities and initiatives that have been enjoyed by residents, care partners and family members alike.

When decisions are made within the Home, the Residents’ Council is involved each step of the way. Heather says, “We’ve done a lot together!” From choosing the paint colour for walls, the fabric for dining room chairs, planning parties and activities, introducing an on-site store/gift shop, development of the Mission Statement, measuring quality in the Home, etc., the opinions expressed through the Residents’ Council are of paramount importance. Heather says, “It’s important to get the residents involved because this is their home. Why wouldn’t you?”

Heather comments, “When I come to work each day, I’m working in someone’s home, and they [residents] need to know what’s going on in their home.” Heather continues by saying, “That’s key, and that’s how we talk all the time. We are guests in someone’s home.” When care partners consider how they might conduct themselves in someone else’s home, a natural level of respect, self-examination and courtesy develops. Bob admitted that many residents seem to feel much more, “comfortable around staff, and that wasn’t always the case.”

Enjoying a supportive relationship with someone requires that you invest the time to know the other person.
What soap is to the body, laughter is to the soul.

~ Yiddish Proverb

Bob spends time and energy in building relationships with his co-residents; those for whom he advocates. In so doing, he can provide, in the truest sense, positive mutual support. Bob comments, “I try as much as possible to be out in the halls talking to people. I know the residents!” His efforts in building a culture of mutual support begins when new residents move in to their new home. Bob is part of a Welcoming Committee that visits with all new residents for a few minutes, so that (in Bob’s words), “they know we care about them.”

Heather knows Bob. She knows how Bob defines his own life in meaningful, satisfying and life-affirming ways. She knows what stirs his spirit. She says, “Bob is a real voice for residents, a real advocate. When I first started I gave him a sticker that said ‘Advocate Extraordinaire!’ never knowing that he’d run for the President of the Council!” She continues by saying, “I’ve been in LTC for 27 years, held various positions, and I’ve seen Administrators not out on the floor. I said that I’d never be that type of Administrator. I know every resident in this home. I know my staff very well. I can call everybody by name. Bob is not a person I look at who has MS [Multiple Sclerosis] who sits in a chair. He is a person I respect, he has a history of having a degree, he has a loving wife and two children. I’ve learned a lot from him. I respect him, and to me, that’s what it’s all about. And it’s not because of his position; for any of my other residents I feel the same way. To me it’s about resident-centred care; that’s where we’re at. To me it’s about friendship!”

If you have a ‘success story’ illustrating a supportive relationship within or involving your Residents’ Council, please let us know, so we can spread the good news!
OARC is taking their Task Force Leadership role very seriously. In the last 3 months:

- We have secured meetings with our partner Associations to begin developing a plan.
- As a Task Force Originator, OARC and partner Associations have had our first meeting to share knowledge & develop a framework in which to work jointly towards our responsibility of overseeing the entire Action Plan and publicly reporting on its progress. (Action Item #18)
- OARC’s Executive Board of Directors will meet in September, specifically to review existing OARC policies and documents to put forward recommended changes to the entire Board. The intent is to emphasize OARC’s commitment to the declaration of the prevention of abuse and neglect our #1 priority in the coming year and a top priority in the years to follow. (Action Item #1)
- OARC & partner Associations (Family Council Program & Concerned Friends) have had a preliminary discussion with Health Quality Ontario on the topic of identifying indicators of abuse and neglect, and quality of life and public reporting of same. (Action Item #3)
- OARC and Family Council Program have met to share resources and begin to develop a joint plan, with the inclusion of Residents’ Council members and Family Council members, on the process involved with choosing a tangible action to help prevent abuse and neglect in their LTC homes in the upcoming year. (Action Item #10)
- OARC & Family Council Program have met with their LTC partners, (Concerned Friends, Ontario Network for the Prevention of Elder Abuse, Registered Nurses Association of Ontario, Resident and Family member) to discuss an achievable education strategy specifically designed for residents and families over the next year. (Action Item #11)
- OARC has recently been accepted as a member of the Curriculum Development Committee as part of the Administrator and Senior Management Certification Course. Our role will be to assist in the development of a module that focuses on Residents’ Councils, the nature of Quality Improvement via Council partnerships, building positive relationships between Councils and Administration, and helping to develop and sustain an effective Residents’ Council in all LTC homes. (Action Item #6)

Reminder:

The copy of the full Task Force Report along with the Executive Summary can be found with your home’s Administrator or you may wish to download your own copy through the link on the OARC website: www.oarc.com and click on the NEWS page.
OARC on Ontario Roads

Since our last issue OARC has visited:
Arbour Heights, Kingston
Bradford Valley, Bradford
E.J. McQuigge Lodge, Cannifton
Cedarvale Lodge, Keswick
Extendicare Haliburton, Haliburton
Kensington Gardens, Toronto
The Pines, Bracebridge
Providence Manor, Kingston
Rideaucrest Home, Kingston
The Village of Sandalwood Park, Brampton
Sherwood Park Manor, Brockville
ThorntonView, Oshawa
The Westbury, Etobicoke
York Region Newmarket Health Centre, Newmarket

Thank You to our Outgoing Board Members

OARC has said goodbye to three Board Members in the last quarter. I would like to take this opportunity to personally thank Maurice Boyd, from Caressant Care McLaughlin in Lindsay, William Lavergne from The Brant Centre in Burlington and Joyce Allen from Teck Pioneer Residence in Kirkland Lake for their many contributions and dedication to OARC.

On behalf of your fellow Board members and all residents in LTC homes, Thank you Moe, Bill and Joyce for your willingness to learn and share from your unique perspective as residents. Your presence is going to be missed at our Board and Executive meetings.

Sincerely,
Donna Fairley
Executive Director, OARC

Q&A Questions and Answers

Seasons is a forum for the exchange of information. Let us use this opportunity to help one another solve some of the challenges that we face as we strive to be as effective as possible in our Residents’ Council affairs. A Residents’ Council wanted to know:

“How do Councils raise money to assist in the sponsoring of activities?”

If you have any fundraising ideas or success stories, please send your comments to Dee at dlender@ontarc.com and we’ll be sure to publish them next time in Seasons. Let’s share with each other!
With my failing memory, I’m thinking of changing my password to “incorrect.” That way, when I log in with the wrong password, the computer will tell me... “Your password is incorrect.”