The Long-Term Care Task Force on Resident Care and Safety created and distributed a survey on Resident Abuse and Neglect to all LTC homes in the province. OARC being an integral member of the Task Force, also mailed out a copy of this survey to every Residents’ Council in the province. We were asking for your input, and we got it!

I’m proud to say that almost 2000 surveys were received and over 200 of those were received from Residents’ Councils and/or residents! Your voice has been heard and together we are taking Action. THANK YOU to all who participated in this very important survey.

In Summary: In response to media reports of incidents of abuse and neglect in long-term care homes and the underreporting of these incidents, the LTC sector created a Task Force to examine and address these issues. The Task Force is independent of government and has broad representation from across the sector, including Family and Residents’ Councils, nurses, physicians, personal support workers, residents, family members, unions, long-term care provider associations and advocates. This Task Force came together because they shared the concerns of the public and the Minister of Health and Long-Term Care about resident care and safety in long-term care homes. LTC homes require specialized leaders and skilled staff to care for some of the most vulnerable people in our society.

Our mandate was to develop an action plan that examines and addresses the factors contributing to incidents of abuse or neglect in long-term care homes. The goal of the plan is to help prevent these incidents, support a zero tolerance of abuse policy, continue to advance a culture of openness and transparency in long-term care homes, and restore public confidence that residents receive high quality care and are treated with dignity and respect.

Residents have the right to courtesy and respect, excellent care in a safe environment, and protection from abuse and neglect. Everyone should know how to report abuse and neglect and do so without fear of reprisal.

The Task Force had an external chair and broad continued on page 2
representation from across the long-term care sector. All Task Force members are committed to working together to address the factors contributing to incidents of abuse and neglect, and promote an open and transparent culture in all Ontario long-term care homes. Task Force members took their responsibility very seriously and have committed to work alongside the Ministry and fellow sector partners to move forward with the implementation of the Action Plan. We listened to all the voices and identified 18 actions to improve the care and safety of residents. Please read OARC Action Items Summary below for a complete action plan list of OARC’s commitment and involvement.

All Task Force members and their respective organizations, working together can and will affect positive change in the sector for residents, staff, families and long-term care home owners and operators.

A hard copy of the complete Long-Term Care Task Force on Resident Care and Safety Report can be accessed in your home through your administrator OR you can access the complete report yourself through a link on the OARC website under the tab NEWS or on their website www.longtermcaretaskforce.ca.

OARC Action Items Summary

1. OARC has declared the prevention of abuse and neglect and zero tolerance as their number one priority over the next year and a top priority in years to follow.

2. OARC will continue to work in partnership with HQO (Health Quality Ontario) to identify indicators of abuse, neglect and quality of life.

3. OARC will continue to work with Health Quality Ontario to develop a standard family and resident satisfaction survey for all long-term care homes.

4. OARC will work with the LTC Associations, OLTCA (Ontario Long-Term Care Association) & OANHSS (Ontario Association of Non-Profit Homes and Services for Seniors), to advance the development of strong skilled administrators and managers.

5. OARC and Ontario Family Council’s Program will work in partnership to actively encourage Residents’ and Family Councils to identify at least one tangible action each year directed to preventing abuse and neglect.

6. OARC and Family Councils’ Program will work in partnership with Concerned Friends and the ONPEA (Ontario Network for the Prevention of Elder Abuse) and other groups to create an education strategy that develops and/or makes available information for residents and families on topics such as: working effectively with administration; recognising and preventing abuse and neglect; ensuring respect and safety in the home; understanding zero tolerance; the Long-Term Care Homes Act; Residents’ Bill of Rights; Power of Attorney; whistle-blower protection; the Ministry’s Action Line and other topics relevant to resident care and safety.

7. OARC, as an originator of this Task Force, along with OLTCA (Ontario Long-Term Care Association), OANHSS (Ontario Association of Non-Profit Homes and Services for Seniors), and Concerned Friends - will commit to ensuring that the Task Force will oversee the implementation of this action plan and publicly report on its progress mid-year and at year end over the next three years. In the final year, the Task Force will assess progress and determine whether its monitoring function needs to continue.

Donna Fairley,
OARC Executive Director
Updated Resource Available

Under the Long-Term Care Homes Act, 2007, one of the roles of the Residents’ Council in your LTC Home, is to advise residents of their rights [section 57 (1)].

There are 27 uniquely identified rights under the law, known as The Residents’ Bill of Rights. One way to systematically review these rights on an annual basis, is to select just two or three to be reviewed at each Residents’ Council meeting. Such a procedure gives everyone time for personal reflection resulting in a meaningful and detailed discussion. A terrific resource in assisting in this process, is a booklet, newly revised and available at no cost through CLEO (Community Legal Education Ontario). The resource is called, “Every Resident – Bill of Rights for people who live in Ontario long-term care homes”. Each right appears in the booklet as it reads in legislation, and then is clarified in plain language with examples to spur discussion and examination.

http://www.cleo.on.ca/english/pub/onpub/PDF/seniors/everyres.pdf

New Members

We welcome the following new members to the OARC family,

- Allendale LTC, Milton
- Extendicare Starwood, Nepean
- Fairvern Nursing Home, Huntsville
- Lakeside LTC Centre, Toronto
- Maplewood, Brighton
- Pine Meadows Nursing Home, Northbrook
- Pioneer Manor, Sudbury
- Sheridan Villa LTC Centre, Mississauga
- Tabor Manor, St. Catherines
- The Village of Aspen Lake, Windsor
- The Fordwich Village Nursing Home, Fordwich
- The Village of Wentworth Heights, Hamilton
- White Eagle Residence, Toronto
OARC’s newest Board Member Susan Carey

Susan Carey was born and raised in Moncton, New Brunswick. Her decision to enter the health care field was inspired by her love for her older brother who suffered from Cerebral Palsy and Epilepsy. For over 25 years, Susan worked directly with vulnerable populations of people in group homes, private residences, long-term care homes and hospitals. She began her career working as a health services counsellor with abused children dealing with emotional and developmental trauma. For the bulk of her career, she worked with seniors as a PSW (Personal Support Worker) and also for a time as a Recreation/Physiotherapy/Occupational Therapy Assistant.

In 2005, Susan became ill with complications from Diabetes and Vascular Disease which resulted in her resignation. She spent long periods of time in hospital, and received assistance in her home which was not sufficient to meet her increased needs. Having endured the amputation of both legs, Susan now lives on "the other side of the health care system" as a full time resident at The Village of Riverside Glen in Guelph.

Susan became the President of The Village of Riverside Glen’s Residents’ Council in January, 2012 and became a Board Member of the OARC in March 2012. Her present goal is to learn as much as she can, both about the LTC Home system from a Provincial standpoint, and the systems in place at her own Home. She wishes to model, for her co-residents, the benefits of partnering with staff to improve the quality within the home, to challenge the status quo in a non-confrontational manner, realizing that improvements can always be made "even in a good home". She feels she lives in a great environment and appreciates the partnership and support that residents receive from staff.

Susan says, “Residents need to know that this is their home and they do still matter. They still can have goals and dreams to work on, no matter what their health concerns are. Things can’t change unless they speak up through Residents’ Council or by speaking with a staff member they feel safe with.”

OARC warmly welcomes Susan to the Board of Directors!
Home Sharing

Featuring Sunnyside Home, York Region Newmarket Health Centre and Allendale Long-Term Care.

Residents' Rights Booklet

Trevor Ince, a resident of Sunnyside Home developed a small, pocket sized version of the Residents’ Bill of Rights (featured initially in Seasons, Winter 2011 issue). The intent of the booklet is to serve as a reminder to both staff and residents that each day, every day, the Rights of Residents should be the framework through which care is given and received. Trevor recently informed OARC that the management team has printed 700 copies of the booklet for staff and residents. Trevor felt that an English version of the Bill of Rights was not sufficient, so with a helpful volunteer, they translated the document into 24 languages to be distributed to staff and residents as needed. Trevor acknowledged that the staffing complement alone represents 56 nationalities! Congratulations to Trevor for the successful development of this tool...and for recently being elected President of the Residents’ Council at Sunnyside!

Welcome Packages

At York Region Newmarket Health Centre, we have initiated a Welcome Package for our new residents. This is given to each new resident whether they are admitted to Long-Term Care or Rehab Short-Term Care. The package contains:

• A welcome letter from Residents’ Council
• A booklet of the Residents’ Bill of Rights (developed by T. Ince of Kitchener)
• A pen and note pad
• A Tuck Shop coupon designed by our committee
• The current Monthly Calendar for their floor
• A Welcome card signed by the committee

Our new residents are enjoying this program very much and state that they have never been so welcomed anywhere else. With the Region’s support this has become very successful and they have now asked our permission to share our program with other homes within the Region.

Sharron Cooke, President of Residents’ Council, York Region Newmarket Health Centre

Knitted Blankets

A group of 12-15 residents from Allendale Long-Term Care Home in Milton, along with three dedicated volunteers get together twice a month to knit squares which are then stitched together into blankets. These blankets are donated to Blankets of Canada, an organization which collects and donates blankets to those who are less fortunate. Residents and staff are very proud of this Allendale group who have donated their time and efforts to knit these squares for others in the community. This social activity has been successful over the past year and is one more way our residents are giving back to the community. If you would like more information please visit the following website www.blankets4canada.ca.
Educational Event: Ministry of Health and Long-Term Care and OARC

Early this spring, OARC was invited by the MOHLTC (Ministry of Health and Long-Term Care) to participate in a uniquely designed education and awareness event, called Access, Quality and Value: Long-Term Care and Health System Transformation. This event brought together all Ministry employees working within the LTC portfolio in Ontario. Those in attendance included, program and policy staff, inspectors, data and financial analysts, those in administrative support, performance and improvement specialists, and more. This was a dedicated time set for Ministry employees from 9 divisions and 23 branches, to come together to share in three specific goals:

**Education:** Exchange information to become better informed about all LTC work underway and outline future priorities; become empowered to make better decisions through increased knowledge.

**Job satisfaction:** To feel a sense of pride in knowing that the work that is done in all departments has delivered real results in LTC.

**Networking:** To gain an understanding of the connections across the ministry, and consultation necessary within the entire LTC portfolio; to reach out to each other.

For the staff engagement portion, OARC was invited to answer the question (from Residents’ perspective) “What is Quality of Care in LTC Homes?” Some of the preparatory work for this project involved interviewing several residents from various LTC Homes in Ontario. We asked residents, “What does quality of care and quality of life in your LTC Home mean to you?” The thread that wove through all of the comments was the notion of RESPECT. Residents spoke of the giving and receiving of respect as one of the critical components to feeling heard, valued and cared for in their LTC Homes. The key message, left for all to consider was this: Grief is more manageable, pain is more tolerable and changes are better negotiated when residents are sheltered under an umbrella of respect. Vitality and joy are attainable within LTC Homes when respect is given through relationship. One of the highlights from this unique event with the MOHLTC was the opportunity for residents to speak on their own behalf. OARC was successful in bringing two members of the OARC Board of Directors on each of the three days, to speak directly with the Ministry employees. At the front of the room, sat a very large poster board, containing statements of direction and commitment from the MOHLTC. At the completion of each OARC presentation, residents were invited to sign their names on the board. What an awesome exchange of information, empathy and understanding!

Dee Lender, Director of Education for OARC; Milly Radford, Resident and Board member of OARC; Rachel Kampus, Acting Assistant Deputy Minister; Health System Accountability and Performance; Bob MacEwan, Resident and Board Member of OARC.
The residents who attended were part of a mock interview scenario, where they asked each other to describe what is important to them in their own LTC Homes in terms of quality of care/life. The residents who attended were Sharron Cooke, Josie Ince, Bob MacEwan, Milly Radford and Susan Carey.

After reflecting upon their respective involvement, here’s what they had to say...

Sharron Cooke: “At the MOHLTC event I was very nervous but was very proud to have helped in expressing how a resident does feel in long-term care. The Ministry staff at the meeting did show and express a lot of empathy towards residents. The impression was that they do want to make a difference and be part of a culture change in LTC. The interviews were very compelling and full of compassion. Every resident having a different story and different feelings showed that we make our own paths in life as well by our attitude of life itself. We as residents also have to be part of the culture change and realize that we didn’t plan what happened to us but choose our path and go with what is best for us for a quality life. This is the hardest thing for seniors or anyone who becomes disabled. The change of culture is developed within the home. Through the legislation, there is a guideline to follow but the decision making within the home is what makes the culture for the home through all members of the home. The residents, Family Councils, spiritual care, and staff and management make a difference as a team. Again, care partnership is the key to culture change.”

Josie Ince: “I feel that participants were impressed and enlightened by this OARC initiative.”

Bob MacEwan: “I feel good about my short time at the MOHLTC meeting. The individuals who attended the MOHLTC Employee Engagement Days seemed very interested in the overall OARC contribution. It would have been useful to them if we had more time to provide more in-depth information to them. The short time we talked about the Quality of Care in LTC seemed to open up their eyes. We had many of the employees ask questions before and after the meeting ended. It would be great if they were able to spend more time in a LTC residence.”

Milly Radford: “Meeting before the Ministry was an exhilarating experience. The Ministry was so attentive that you almost felt like they were “walking in our shoes”. Their questions afterwards let us know that they were really listening to us. This event should be a continuing program as we felt that we had their full attention.”

Rachel Kampus, Acting Assistant Deputy Minister, Health System Accountability and Performance expressed appreciation with how the Ministry’s efforts within the LTC portfolio are addressing the future direction in long-term care. “Ultimately it’s about what it means for residents. They are counting on us to make great decisions that help deliver excellent quality of care and quality of life for them in their long-term care home.” In later communication with OARC, Rachel commented, “Thank you for helping us [Ministry] at the event. The survey results coming in confirm it was a real highlight, and thought-provoker for staff.”
OARC’s Participation in the OLTCA and OANHSS Conferences

The Ontario Long-term Care Association (OLTCA) Conference, “Together We Care” and the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) Conference, “Great Places to Live and Work” were both held this Spring 2012 and OARC was in attendance.

Both OLTCA and OANHSS generously supplied OARC with complimentary passes so that staff members and members of the Board of Directors (residents in LTC Homes) could attend the respective conferences. OARC is grateful for the chance to be involved in such professionally rich events where learning and networking opportunities are abundant.

Thank you OLTCA and OANHSS!

"After a great breakfast and time with guest and keynote speakers, I took the session called, Medication Safety Issues for Seniors Care with Dr. Neil McKinnon. I learned how easy it is to give wrong medications and how documentation and communication are so important. We can’t always choose our circumstances but we can always choose our attitude in health care. The afternoon session, Working Together to Put Living First, left me with many ideas to bring home to the residents in my home. It is a real privilege for me to be able to attend these conferences and hopefully help the residents in my home."

Milly Radford,
OARC Board of Directors

"On behalf of the OARC Board Members, I would like to express our thanks to OLTCA for granting complimentary guest passes to your Convention. We found it informative and we, as residents, learned a few things. I must also say a big THANK YOU to those on the registration desk for having a wheel-chair there ready for me. It helped me a great deal to get from point A to point B quicker.

The session on Transforming Senior living offered by Jennifer Carson from University of..."
I was very pleased to be able to attend the OLTCA convention as the socialization and interaction is unbelievable at the conventions. The keynote speaker of my morning session expressed the importance of the issue, and the systems they are implementing to prevent misuse of medication within LTC. This would include errors in amounts, wrong drugs being used and unsafe interactions. The importance of monitoring all medications was also discussed for both Canada and United States. My afternoon session *Working Together to Put Living First,* was the best because I strongly believe in the care partnership concept. I feel that in order to have a home that runs smoothly, you do need complete input from all sources. This is the key factor to have resident focus and a good quality of life in LTC. Discovering these strengths, you can share the dreams for a more ideal home, design aspiration statements, put them into words, and develop goals and action steps. This helps to turn the idea of a well run home into an operational reality.”

The closing session by Meg Soper was both hilarious and uplifting. We enjoyed her humour and empathy with the members of her audience, and I was so lucky to have won a copy of her book!

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Sharron Cooke,
OARC Board of Directors
Resident, York Region
Newmarket Health Centre

Josie Ince,
Acting President, OARC Board of Directors
Resident, Sunnyside Home

Josie Ince with Meg Soper,
Motivational Speaker and Author.
**Exciting OARC Project**

OARC has recently received funding from the MOHLTC (Ministry of Health and Long-Term Care) to undertake two major projects.

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### No. 1: Needs Assessment Project
(currently underway)

All Long-Term Care Homes should have received a survey. A long version, or detailed survey, has been sent to a statistically significant sample of randomly selected long-term care homes, while all of the remaining homes have received a shorter version. The detailed survey was addressed to both the President of the Residents’ Council AND the Staff Assistant to the Council. The short survey was addressed to the Staff Assistant to the Residents’ Council. The purpose of this project is to assess the current level of functioning of Residents’ Councils and to identify areas where these Councils would benefit from additional support. No matter which version of the survey your home has received we encourage you to celebrate this opportunity to contribute to this study. Your input is crucial, so if you haven’t completed and returned the survey yet, please do so at your earliest convenience. Thank you for helping us to help you!

### No. 2: Manual Revision Project

We are creating a new manual to assist Residents’ Councils in becoming legislatively compliant and to address challenges in the formation, sustainability and effectiveness of a Residents’ Council. By year’s end, every Long-Term Care Home will receive a copy of the revised manual with newly developed tools and recommendations!

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**OARC Project Partners**

No large scale project moves from conceptualization to actualization without the collaboration of great team members. The Manual Revision Project is moving forward via an Advisory Group consisting of three Residents, two Recreation Directors, an Administrator, two OARC staff members, and a Consultant Writer, named Cassandra Koitsopoulos. The Needs Assessment Project is under the direction of two consultants; Michael Klejman and Graham Constantine. Let’s meet our highly experienced consultant partners.

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**Cassandra Koitsopoulos:**

Cassandra is a Registered Nurse with extensive training in a business management strategy called Lean Six Sigma. She has a comprehensive background in health care delivery and quality improvement in Canada and internationally, from both clinical and systems perspectives. Her most recent international work was volunteering for 3 months in remote regions of Tanzania where she lived in a hospital and with a Maasai Tribe providing nursing and community services. Throughout her career, she has spearheaded successful projects in hospitals, government, and long-term care homes. Through maintaining relationships with executive teams of hospitals, long-term care homes & associations, CCACs (Community Care Access Centre), LHINS (Local Health Integration Networks) and the Ministry of Health and Long-Term Care, she works to...
facilitate cross-sector initiatives which support seamless care for residents and patients.

**Michael Klejman:** Michael has been in the human service field for the past 43 years. Since 2008 he has led his own consulting firm, Klejman & Associates Consulting Inc. He has been involved in over 25 consulting assignments with municipal and charitable long-term care homes, provincial ministries in Ontario, LHINs (Local Health Integration Network), national charities, and international firms that deal in health and medical supplies. He has worked with the Ministry of Community and Social Services and the Ministry of Health. From 1987-1999 he was the CEO of the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS). In his private life he served as a director, commissioner and chair on various community and provincial boards and commissions.

**Graham Constantine:** Graham Constantine has over 44 years of experience in healthcare, with a unique combination of planning, facilitation and organizational development skills balanced with a proven ability to focus an organization’s energies on the achievement of results. During his career, Graham has held a number of significant positions in healthcare including: Vice President of Planning and Hospital Operations at St. Michael’s Hospital, CEO of the Simcoe York District Health Council and CEO of the Unionville Home Society. For the past five years, Graham has successfully led his own consulting practice, Graham Constantine and Associates Consulting Inc. Graham volunteers his time on several Boards including the Hill House Hospice, Community and Home Assistance to Seniors and Children’s Treatment Network of Simcoe York.

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**OARC on Ontario Roads**

Since our last issue OARC has visited,

- Avalon LTC Facility, Orangeville
- Aurora Resthaven, Aurora
- Bob Rumball Home for the Deaf, Barrie
- Castleview Wychwood Towers, Toronto
- Extendicare St. Catherine’s, St. Catherine’s
- The Brant Centre, Burlington
- The Pines, Bracebridge
- The Village of Humber Heights, Etobicoke
- The Village of Sandalwood Park, Brampton
- The Wenleigh long-term care, Mississauga
- Tony Stacey Centre, Scarborough
- Union Villa, Markham
- Wesburn Manor, Etobicoke

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**Contact:**

Questions, comments and news about your home can be addressed to:

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Toronto, ON M6G 3C3

**Toll Free:** 1-800-532-0201

**Tel:** 416-535-3718  **Fax:** 416-535-0055

**E-mail:** info@ontarc.com
"Here's a tip as you get older:
Never wear a hearing aid, because if you do
people expect you to listen to them."