# Through Our Eyes: Bringing the Residents’ Bill of Rights Alive “Our Session Plan”

Worksheet RBR008

1. Introduction, Welcome

Decide how you would like to introduce the session and welcome your audience. Perhaps you might consider:

* “Welcome! We \_\_\_\_\_(your names)\_\_\_ have been working together the past two months to ensure that our time together today is as meaningful as it can be. Discussing the Residents’ Bill of Rights must translate into action. The words on the wall must come to life, so that residents in \_\_\_\_(name of LTC home)\_\_\_ live in full dignity, respect and have confidence that they are well protected from abuse and neglect.”
* “In a moment, \_\_\_(resident’s name)\_\_\_ will be opening our time together with a few remarks. At this time, we both would like to thank you for coming, for being open to a new kind of learning and for doing what you can do, whatever your role is in our long-term care home community, to bring awareness to the Residents’ Bill of Rights.”
* “Residents deserve to experience kindness, gentleness, and to be treated with dignity and respect.”

If you are presenting to a group of staff and or volunteers, please consider:

* Acknowledging that their jobs can be very difficult. Thank them for doing what they do each and every day (paid or unpaid).
* Indicating that working in a long-term care home is an awesome responsibility as they impact greatly on the everyday life of so many people who depend on them for excellent care and compassion.

1. Announcements

The timing of the session, the obligation to report abuse/neglect and avenues for emotional support are already included in the announcement section. However, you may wish to add other announcements, specific to your home/session, in this section.

1. Setting the Context

You are encouraged to select one or two of the following items to include in your session plan.

* In Ontario, in accordance with the Long-Term Care Homes Act, 2007, every long-term care home must post the Residents’ Bill of Rights (LTCHA 2007) where it can be easily seen in the home. The home must also ensure that everyone working with the residents attend core training that includes a review of the Residents’ Bill of Rights (LTCHA 2007) annually.
* Please note that it is important to acknowledge:
  + That there can be challenges as part of communal living and sharing space.
  + The rights of one individual may, at times, conflict with the rights of another individual or with other constraints such as law or home policy.
  + That no one person’s rights “trump” another person’s.
  + On occasion there are laws, rules, and policies that long-term care homes must abide by as a health care organization, and these can potentially conflict with a claim to rights (i.e. the requirement to test fire and emergency plans). Homes must do their best to minimize the impact.
* Remind Your Audience:
  + That not all residents in long-term care homes are seniors.
  + At times people may not realize that a right is being violated. Education, such as this, aimed to increase awareness, is so important. Relationships and practices can be improved through heightened awareness.
  + To speak up if they feel a right has been violated (report any concerns).

1. Statement of Learning Objectives

The learning objectives for this session have already been provided for you and are listed on the Worksheet RBR008.

1. Opening Remarks

Beginning and ending your session with remarks can set the tone of resident engagement in a unique way and inspire participants to think differently about both the subject matter and the way in which the education occurs. Together, the residents who formed the focus group in developing this program have written sample Opening and Closing Remarks. We invite the resident co-facilitator to assume this role (if possible) by writing and reading the Opening and Closing remarks (with assistance if needed). Please feel free to adapt as you see fit. (See Worksheet RBR009)

“I am” statements can be powerful ways to open the session. They are excellent in communicating the personhood of the resident apart from any disease or condition. They are poignant when used to introduce anyone along the spectrum of cognitive wellness. (Please refer to Worksheet RBR001)

1. Watch the “27-The Line, Residents’ Rights Video

There are some notes provided in this section for you. However, you may wish to edit or add to the notes as you introduce the DVD to your audience.

1. Discussion Period

The heart of the session: watching the video followed by a discussion period drawing from personal experiences expressed by the resident co-facilitator.

Please note that the structure indicated on the “Our Session Plan” Worksheet follows the format previously described on page 29-30. Refer to those pages for examples provided by our resident focus group.

Now, review the 2-3 topics that you’ve chosen to highlight in your discussion period following watching the video. Contained on the “Our Session Plan” Worksheet, you’ll see some suggested questions to spur on some initial conversation (7.1-7.4). These are not meant to be spoken and left unanswered (rhetorical). Please ask the questions and look at participants in their eyes to solicit their comments.

Next in this section is the naming of the topic, followed by stating the ‘context’, ‘reflections’, and ‘observations/suggestions’. These are stated in the “Digging Deeper” section on pages 45 to 53, and can be transferred over directly to the “Our Session Plan” Worksheet once you’ve decided which ones you’ll use. Again, now is the time to decide together who will speak about each of the elements. Circle either ‘resident’ or ‘staff’ so your plan is clear.

1. Closing Remarks and Commitment Cards

See #5 (page 72) for instructions about “Closing Remarks”. Have ongoing conversations about resident rights. Ask how we can contribute to creating a culture of respect, caring and kindness.

The “Closing Remarks” make reference to “Commitment Cards”. The cards are used at the end of the session to support audience members as they develop a personal commitment to themselves about residents’ rights. Audience members are instructed to fill out two cards with one commitment: they are to keep one and deposit the other one in a jar on the way out of the session.

Encourage everyone to hang on to their card or put it in a place where they will see it every day, like a locker or refrigerator.

1. Evaluation of Session

A standard evaluation form is included in Section 3 (RBR012) for your audience to complete as the last item on your agenda. Please allow 2-3 minutes for completion. You will need these evaluations for your Debrief Meeting #8.

Please consider sharing your evaluations or a summary of your evaluations with us at OARC. We are here to support you and celebrate with you.   
1-800-532-0201 or [info@ontarc.com](mailto:info@ontarc.com)

Worksheet RBR008

# Through Our Eyes: Bringing the Residents’ Bill of Rights Alive - Our Session Plan

|  | Circle/highlight lead person | |
| --- | --- | --- |
| 1. Introduction, Welcome |  |  |
| 1.1 | Resident | Staff |
| 1.2 | Resident | Staff |
| 1.3 | Resident | Staff |
| 1. Announcements |  |  |
| 2.1 Instruct all participants to answer question 1a) of their evaluation |  |  |
| 2.2 Timing of the session is one hour | Resident | Staff |
| 2.3 Obligation to report:  Please be aware that under section 24 of the Long-Term Care Homes Act (LTCHA 2007), any person who has reasonable grounds to suspect that abuse or neglect of a resident has occurred or may occur must notify the Director at the Ministry of Health and Long-Term Care.  As facilitators of the session, we will call the Ministry of Health and Long-Term Care (MOHLTC) if any accusations or incidences of abuse or neglect are voiced or suspected.  Also, the Act states that the licensee of LTC home, when made aware of any alleged, suspected or witnessed incident of abuse or neglect of a resident that the licensee suspects may constitute a criminal offence, shall immediately notify the appropriate police force. | Resident | Staff |
| 2.4 Provision of Emotional Support:  Speaking about the Residents’ Bill of Rights (LTCHA 2007) can be an emotional topic. Sometimes personal stories may spur on sadness or draw attention to how residents may be treated in ways contrary to the Residents’ Bill of Rights. There are people available in the long-term care home to provide support and they are: | Resident | Staff |
| 2.5 Other | Resident | Staff |
| 1. Setting the Context |  |  |
| 3.1 | Resident | Staff |
| 3.2 | Resident | Staff |
| 1. Statement of Learning Objectives |  |  |
| * To develop an awareness of the Residents’ Bill of Rights (LTCHA 2007) * To demonstrate an understanding of the Residents’ Bill of Rights (LTCHA 2007) * To critically evaluate real life situations to ensure residents’ rights are upheld | Resident | Staff |
| 1. Opening Remarks |  |  |
|  | Resident | Staff |
| 1. Watch the “27-The Line, Residents’ Rights” Video |  |  |
| The video groups the 27 rights into five broad categories:   * Rights of Respect * Rights of Citizenship * Environmental Rights * Medical Rights * Social Rights   As you watch the video think about the many examples of when residents’ rights are not being upheld. Write down as many as you can and your thoughts and feeling on your video reflection sheet | Resident | Staff |
| 1. Discussion Period |  |  |
| 7.1 What was your reaction/feeling watching the video? | Resident | Staff |
| 7.2 Would anyone like to share their comments? | Resident | Staff |
| 7.3 Let’s dig deeper. We have chosen some topics to explore with you. | Resident | Staff |
| 7.4 Question of your choice |  |  |
| **Topic 1:** | Resident | Staff |
| While all 27 rights are important, we felt that this one was important because: | Resident | Staff |
|  |
|  |
|  |
|  |
| Resident Experience:   1. When I hear I feel . 2. When I see I feel . 3. When I witness I feel . 4. When is done to me (physically), I feel . 5. Resident story: An example I’d like to share with you is: 6. Ask the audience:  * Does that make sense to you? * How would you feel if that happened to you? * How would you feel if you observed that? | Resident |  |
| **Topic 2:** |  |  |
| While all 27 rights are important, we felt that this one was important because: | Resident | Staff |
|  |
|  |
|  |
|  |
| Resident Experience:   1. When I hear I feel . 2. When I see I feel . 3. When I witness I feel . 4. When is done to me (physically), I feel . 5. Resident story: An example I’d like to share with you is: 6. Ask the audience:  * Does that make sense to you? * How would you feel if that happened to you? * How would you feel if you observed that? | Resident |  |
| **Topic 3:** |  |  |
| While all 27 rights are important, we felt that this one was important because: | Resident | Staff |
|  |
|  |
|  |
|  |
| Resident Experience:   1. When I hear I feel . 2. When I see I feel . 3. When I witness I feel . 4. When is done to me (physically), I feel . 5. Resident story: An example I’d like to share with you is: 6. Ask the audience:  * Does that make sense to you? * How would you feel if that happened to you? * How would you feel if you observed that? | Resident |  |
| 1. Closing Remarks and Commitment Cards |  |  |
|  | Resident | Staff |
| 1. Evaluation of Session |  |  |
| Please take 2 to 3 minutes to fill out the evaluation form. It will help us as we move forward in this journey together. | Resident | Staff |
| TO BE COMPLETED IMMEDIATELY FOLLOWING YOUR SESSION  Is there a need to call the MOHLTC regarding suspected or alleged abuse and neglect? ❑ YES ❑ NO  If “YES” call the Ministry of Health and Long-Term Care Action Line 1-866-434-0144 and notify your Administrator. | | |

Session Materials Checklist

This checklist is designed to assist you in gathering the material required for the session.

* DVD Player or LCD Projector and laptop
* Extension cord
* Attendance sheet if necessary
* Flipchart and markers (if desired)
* Pens
* Jar (for participants to place commitment cards into)
* Refreshments
* Tissues
* Copies of handouts
  + Commitment cards (RBR011)
  + Agenda (RBR007)
  + Evaluation forms (Appendix RBR011)
  + Optional depending on audience need:
    - Copies of “Every Resident – bill of rights for people who live in Ontario long-term care homes” booklets\*\*
    - Residents’ Bill of Rights pocketbook (template available [www.ontarc.com](http://www.ontarc.com))
    - Brochure about your LTC home

\*\* Consider ordering copies of this booklet in advance at <http://www.cleo.on.ca/en/publications/everyres>