

THROUGH OUR EYES PROGRAM

Ontario Long-Term Care Homes

SETTING YOURSELF UP FOR SUCCESSFUL IMPLEMENTATION

Through Our Eyes: Bringing the Residents' Bill of Rights Alive is dedicated to the many residents in Ontario who call long-term care (LTC) homes their “home”. It is meant to remind us that working with and caring for people includes being present, actively listening and remembering the importance of autonomy, self-determination and human rights. This resource will support your team on it’s journey to understand, implement and continue to use the program. Learn more at <http://www.ontarc.com/education-support/through-our-eyes.html>

SUCCESS CHECKLIST

- LOCATE THE BINDER:** Find the *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program binder.
- PROTECT SOME TIME:** Schedule some time to review the binder and familiarize yourself with the program: <https://www.youtube.com/watch?v=RpOzPa4YCD>
- IDENTIFY POTENTIAL CO-FACILITATORS:** The program recommends 1 Staff/Team Member and 1 Resident. Note: there may be more than one facilitator team in one home or there may be several residents who help to champion/teach the program taking turns or through collaboration.
- PROVIDE CONTEXT AND REASSURANCE:** Residents may express fears about potential repercussions if they “speak up” about their rights. Reassure the resident, and reframe their participation as a way for them to educate and advocate for other residents.
- SELECT A DATE:** Schedule the first collaborative meeting with the home Administrator and program Co-Facilitators.
- COMMIT TO A FLEXIBLE MEETING SCHEDULE:** When developing your program, allow for flexibility in the length and frequency of your meetings. The “Meeting Planning” schedule (on page 57) is only a guide to help facilitators stay on track during the process. Resident health, interest and availability may require you to shift your schedule.
- GET INSPIRED:** Consider viewing an archived webinar to learn from other homes that have rolled out the program. <https://www.youtube.com/watch?v=YIAFQ4GTaeU&feature=youtu.be>
<https://www.youtube.com/watch?v=cDwFtV4i9w4&feature=youtu.be>

The image shows the cover of the program binder titled "Through Our Eyes: Bringing the Residents' Bill of Rights Alive". The cover features a circular collage of diverse residents' faces. Text on the cover includes: "Supporting the Residents' Bill of Rights (LTCRA 2007) Education", "Ontario Association of Residents' Councils", "1-800-532-0261", "Telephone: 905-731-3710", "Fax: 905-731-1755", "Email: info@ontarc.com", "www.ontarc.com", and the Ontario ARC logo. Below the binder cover is a photograph of a woman and a man standing together, both holding a copy of the binder. The woman is wearing a red patterned top, and the man is wearing a striped shirt. At the bottom of the image, there is a calendar grid for the months of February, March, April, May, June, July, August, September, October, November, and December, with days of the week and dates listed.

OVERCOMING CHALLENGES TO IMPLEMENTATION

Do you want to adopt the *Through Our Eyes* program but are feeling overwhelmed or challenged with implementation? Below are some common challenges and misconceptions that we have come across in our efforts to support homes as they move forward with the program.

I CAN'T LOCATE THE BINDER OR I'VE LOCATED THE WRONG BINDER

SOLUTION: The *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* binder was couriered to the attention of the Administrator at your home in March 2018. If you cannot locate the binder, please contact OARC for support. Be sure to distinguish the Program binder from OARC's *Supporting Your Home's Residents' Council Resource Guide*.

RESIDENTS ARE NOT CAPABLE TO CO-FACILITATE THE PROGRAM

SOLUTION: The Program is designed to be inclusive of ALL residents. While some residents may not be able to verbally express themselves, they CAN be incorporated as teachers so that the education maintains a resident-centred focus. In viewing the informational video, you will see Willard, who is living with profound cognitive changes. Through the support of his wife and team members at his LTC home, he was successfully incorporated as a powerful teacher. When working with residents who are able to verbally express themselves, there is still a range of comfort to be explored. Some residents may enjoy speaking publicly, while others may enjoy the opportunity to have their contributions video recorded.

NO TEAM MEMBERS HAVE THE TIME TO FACILITATE

SOLUTION: We know everyone is busy. The easiest way to commit to launching and maintaining *Through Our Eyes* as a living program in your home is to embed it into the programs/policies you are already supporting. **Example:** many homes have used the outcome of the Program as a replacement for the previously used mandatory education on the Residents' Bill of Rights for all new employees, volunteers etc. **TIP:** Consider building this program into your home's Quality Improvement Plan.

THROUGH OUR EYES IS ONLY SUPPORTED/EXECUTED BY THE PROGRAMS DEPARTMENT

SOLUTION: This is a **WHOLE-HOME PROGRAM** and your facilitation team can include anyone living or working in the home. Being a program facilitator is a great opportunity to build capacity for a team/staff members and residents. **ASK:** Who is currently the Staff Education lead in your home? How can the *Through Our Eyes* program be integrated into your education plan?

THROUGH OUR EYES IS A LOT OF WORK FOR A ONE-TIME PRESENTATION

SOLUTION: *Through Our Eyes* is intended to be a **LIVING** program in your home. Consider filming your session to be used for future education. You may also consider creating your own Residents' Rights video (as seen in the video "27") or recording residents sharing their "I AM" statements to increase impact.

DID YOU KNOW the *Through Our Eyes* program aligns with the Registered Nurses' Association of Ontario's (RNAO) [Person and Family-Centred Best Practise Guidelines](#)? Together, these programs work to complement evidence-based recommendations and facilitate participation from residents, family members and the whole home as they improve resident's and family's experience of health care and the Residents' Bill of Rights (LTCHA 2007).

For Residents, By Residents

Ontario Association of Residents' Councils

T 905-731-3710 x 220 | Toll-free 1-800-532-0201

F 905-731-1755 | info@ontarc.com | www.ontarc.com

194 Eagle Street, Suite 3105, Newmarket, ON L3Y 1J6



OARC is funded by the Ministry of Health and Long-Term Care, membership dues and sponsorships. The views expressed in this publication are the views of OARC and do not necessarily reflect those of the Province.