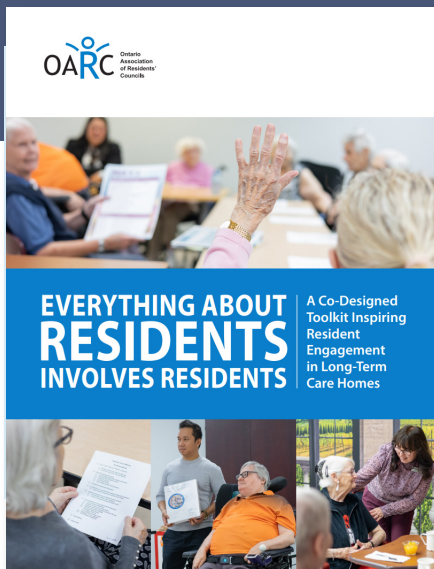


Resident Engagement Toolkit: Six Steps for Getting Started



► For LTC home leaders



Before you get started, download OARC's Resident Engagement Toolkit, *Everything About Residents Involves Residents* here: <https://shorturl.at/X4lz7>, or request a hard copy by emailing **Chloe Yeung** at cyeung@ontarc.com

**The page numbers referenced below correspond to the digital edition of the toolkit.*

1. Get to know the residents.

A good relationship between residents and home leadership is the foundation for meaningful engagement. See page 16 for ideas on how to strengthen your relationship with the residents living in the long-term care home you work at.

2. Acknowledge that the LTC home is the residents' home.

Residents are the experts when it comes to living in an LTC home because they live it 24/7. Their engagement can occur across a spectrum (see page 8). Home leaders can demonstrate their commitment to meaningful engagement by embracing *Nine Principles of Deliberative Engagement* on pages 13-15.

3. Commit to culture change in the home.

Administrators and team members (staff) can play a large role in supporting resident autonomy and empowerment. Pages 16-17 highlight ways to engage residents, while pages 24-25 showcase areas of LTC home life where they want

to be involved. For real-life examples of resident engagement in action, explore the Spotlight Stories on pages 27-47.

4. Complete the organizational assessment.

This assessment encourages reflection on how residents are currently engaged within the home. Comparing their responses with those of the home's leadership team can help identify gaps, highlight differing priorities, and spark meaningful discussions about how to better align engagement efforts with their preferences and desires.

5. Work together to plan an initiative.

Using the *Guiding Questions for Planning Engagement* on pages 52-53, work together with residents to plan a collaborative new project or activity that benefits the home.

6. Work with the residents to evaluate and reflect.

Now that you have established a strong relational foundation and collaborated on an initiative, be sure to set aside time to evaluate the experience once the initiative is complete. Page 58 provides an overview of the *Plan-Do-Study-Act* (PDSA) cycle and outlines how you can assess and continuously improve your resident engagement process.

