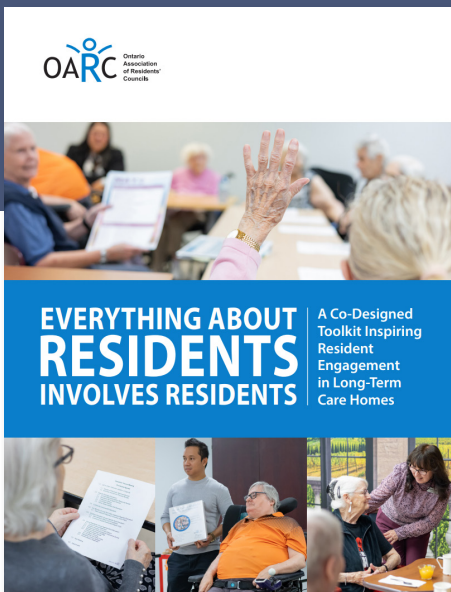


Resident Engagement Toolkit: Six Steps for Getting Started



► For residents



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 your home leadership.

Building a strong relationship with leadership is the first step toward meaningful resident engagement. Share your communication preferences and let your home's leaders and team members know how you like to receive information and be kept informed. Invite them to a Residents' Council meeting, and set up a regular communication touch point.

2. Complete the organizational assessment.

This assessment helps you reflect on how residents are currently being engaged in your home. Comparing your results with your home's leadership's results can help identify gaps and begin discussions about what matters most to residents and how priorities can be better aligned.

3. Get inspired and excited.

Discover how residents have made a difference in their homes by reading

the Spotlight Stories (pages 27-47), which highlight real examples of resident engagement in action.

4. The long-term care home is YOUR home.

Residents play an important role in helping to shape their home community. If there are changes you would like to see, there are many opportunities to get involved. Learn about ways to engage with leadership on pages 16-17 and participate in different aspects of home life on pages 26-27.

5. Help plan an initiative.

Now that you and your home's leadership have built a strong relationship and identified a change you would like to make together, it's time to plan how to make it happen. Use the *Guiding Questions for Planning Engagement* (pages 52-53) to start your discussions and develop a plan for action.

6. Work with the leadership team to evaluate and measure success.

Taking time to reflect on and evaluate the engagement process helps strengthen future partnerships and initiatives. See page 58 for an overview of the *Plan-Do-Study-Act* cycle, and share your feedback through surveys or interviews. Your perspective matters.

