

January 5, 2023

## Gale Ramsden



Gale Ramsden resides at Perley Health in Ottawa. She moved into long-term care in September 2020 during the COVID-19 pandemic, and shortly thereafter, was invited to take on the role of Residents' Council President. In this capacity, Gale is committed to working together with management to identify opportunities for quality improvement, collaborating on solutions, and ensuring that fellow residents are kept well-informed.

Prior to joining the Board, Gale was engaged as a member of OARC's Resident Expert Advisors and Leaders (REAL) group. As part of this work, she became a peer facilitator leading OARC's weekly Resident Forums. Gale is a current member of OARC's Resident Experience Committee and Quality Committee, and she has been involved in several research projects, task teams and advisory groups, lending her voice and lived experience to drive positive culture change.

Gale worked for Bell Canada for 32 years and spent 10 years driving a school bus. She is the proud mother of 3 children and has 5 amazing grandchildren. Gale has worked with community theatre, she managed and directed a community choir and she is a member of the Ottawa Police Choir.

As a Resident Leader and Director on OARC's Board, Gale is solutions-oriented, seeking opportunities to collaborate with others, including home management, government partners and other key stakeholders to improve long-term care living for current and future residents. Priority areas include discussions about staffing challenges in the sector, exploring strategies to enhance communication and the physical environment, and advocating for improvements to dietary services (menu development, food preparation and the overall dining experience).