

May 24, 2022

## Residents' Voices – Ontario Association of Residents' Councils Survey



### We're here to help

The long existing and increased challenges to the function and effectiveness of Residents' Councils have been compounded over the past two years. Many Councils fell silent and communication efforts buckled in homes as focus turned sharply to infection protection and restrictions. Our goal is to re-establish, re-envision and re-equip Residents' Councils.





### Have your say

We invite you to complete our 15 to 20-minute survey. This survey explores Residents' Councils' current needs, opportunities and how residents are involved in their homes outside of their Council. Results from the survey will be used to inform OARC's supportive approach and future education/product offerings. This survey is resident-focused and open to:

- All residents living in long-term care homes
- Residents' Council Assistants who work in long-term care homes
- Administrators who work in long-term care homes

We sincerely appreciate the efforts of family care partners, team members and volunteers who may also assist residents to complete a survey. [Click here](#) to download promotional posters to hang in your home.

Complete your survey by **June 20<sup>th</sup>, 2022** using one of the following methods:

<p>ONLINE</p> 	<p>Access online link or QR code: <a href="https://www.surveymonkey.com/r/OARCsurvey22">https://www.surveymonkey.com/r/OARCsurvey22</a></p>	
<p>PAPER</p> 	<p>Download a printable survey: <a href="https://www.ontarc.com/documents/survey/2022survey.pdf">https://www.ontarc.com/documents/survey/2022survey.pdf</a> Mail to: 4261 Highway, 7 East, Suite # A14-360, Markham, ON L3R 9W6 Or fax to: 905-731-1755 Or scan to: <a href="mailto:clee@ontarc.com">clee@ontarc.com</a></p>	
<p>TELEPHONE</p> 	<p>For telephone appointments: Chloe Lee, Evaluation and Quality Specialist, OARC 1-800-532-0201 ext. 290</p>	

## Inspiration for our survey

Residents' Councils have been in a state of transformation over the last decade, with factors such as fluctuating resident interest, changing acuity, increased workload and competing priorities of support staff. The pandemic, marked by extended periods without Council meetings, has further complicated these issues, and we know that the health and function of many Residents' Councils has been adversely impacted, with many still trying to adapt and stabilize.

Every LTC home's Residents' Council is essential to driving quality, accountability, and peer support. An effective Residents' Council is bolstered by 3 key pillars:

- Engaged residents
- Residents' Council Assistants
- Administrators

## We need to hear from you

Residents' Councils are mandated (FLTCA 2021), and their legal powers have recently increased. The work done by and support found within Residents' Councils has never been more important. To support meaningful engagement of all residents and help to mobilize Residents' Councils province-wide, the OARC team needs to hear from YOU, the experts! This is not just a survey for Residents' Council leaders or those who regularly participate in meetings. We need to hear from all residents, Residents' Council Assistants and Administrators.

## The results and our promise to you

Our promise to you is that the survey results will further support our efforts to:

- Enhance the form and function of Residents' Councils through the development of OARC's educational tools and resources
- Affect positive change and increase awareness of residents' opinions
- Consult with our government elevate what you share through this survey to influence policy and decision making at the provincial level

## Thank You for Your Time and Input

**Optional:** Complete a survey and choose to be entered into a contest to win one of five \$50 gift cards.

## Do you have questions?

Contact Chloe Lee, Evaluation and Quality Specialist, OARC  
[clee@ontarc.com](mailto:clee@ontarc.com) | 1-800-532-0201 ext. 290