

RESIDENTS' COUNCILS

LONG-TERM CARE ADMINISTRATORS

Ontario LTC Homes

The LTC Home Administrator (or Executive Director) plays a vital role in the successful maintenance of the home's Residents' Council. As the home's leader, Administrators set the tone by modelling the value and importance of the Residents' Council and of resident contributions to home operations. Thank you, Administrators!

The *Fixing Long-Term Care Act, 2021, (the Act)* legislation says:

"A licensee shall co-operate with the Residents' Council and the Residents' Council assistant, and shall provide them with such financial and other information and such assistance as is provided for in the regulations. [2021, c. 39, s. 68.]"

"If the Residents' Council has advised the licensee of concerns or recommendations... the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing. [2021, c. 39, s. 63 (3).]"

What Can the Administrator Do?

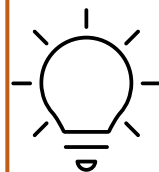
- View residents as "experts" due to their experience and knowledge of what it's like to live in an LTC home
- Communicate with residents frequently and on an ongoing basis – prioritizing resident communication
- Involve residents in all aspects of home operations and quality initiatives (nothing for residents without residents)
- Recognize that residents are the ultimate stakeholder and as such their voices and opinions are necessary in decision-making
- Thoughtfully respond to Council concerns, taking into consideration the impact the response could have
- Approach resident requests with curiosity and a willingness to "start with yes" and be open to exploring what is possible

Administrators are the top resident advocate in the home. While the *Act* requires them to consult with residents and support Residents' Councils, most do these things because they're the right things to do.

ADMINISTRATORS ARE LEGISLATIVELY REQUIRED TO:

- Appoint a Residents' Council Assistant (RCA) that is suitable to the Council and support the RCA in carrying out their legislated duties and the work of the Council
- Not interfere with Residents' Council meetings and operations
- Meet with the Residents' Council at least every three months, and when requested by the Council
- Attend meetings only when invited by the Council
- Promote the Resident Bill of Rights in the home, and ensure residents are informed of their rights
- Ensure Residents' Councils are aware of their powers under the *Fixing Long-Term Care Act, 2021* and support the Council in exercising their powers
- Provide required documents for Councils to review including Inspection Reports and Action Summaries, Financial Statements, Emergency Preparedness and Quality Improvement plans

A good relationship and effective partnership between Residents' Councils and Administrators leads to positive outcomes for everyone in the home. Residents have told OARC that the best Administrators are those who are visible in the home, show interest in what residents have to say, communicate honestly and openly, and take the time to consult with residents any time decisions are made in the home.



For Residents, By Residents

Ontario Association of Residents' Councils

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