

THROUGH OUR EYES PROGRAM

Ontario Long-Term Care Homes

SETTING YOURSELF UP FOR SUCCESSFUL IMPLEMENTATION

Through Our Eyes: Bringing the Residents' Bill of Rights Alive is dedicated to the many residents in Ontario who call Long-Term Care (LTC) homes their “home.” It is meant to remind us that working with and caring for people includes being present, actively listening and remembering the importance of autonomy, self-determination and human rights. This resource will support your team on it’s journey to understand, implement and continue to use the program. Learn more at <http://www.ontarc.com/education-support/through-our-eyes.html>

SUCCESS CHECKLIST

- ☐ **LOCATE THE RESOURCE:** Find the *Through Our Eyes* binder or access program materials on the OARC website.
- ☐ **PROTECT SOME TIME:** Schedule some time to review the program materials and view the informational video: <https://www.youtube.com/watch?v=RpOzPa4YCDE>
- ☐ **IDENTIFY POTENTIAL CO-FACILITATORS:** The program recommends 1 Team Member/Student and 1 Resident. Note: there may be more than one facilitator team in one home or there may be several residents who help to champion/teach the program taking turns or through collaboration.
- ☐ **PROVIDE CONTEXT AND REASSURANCE:** Residents may express fears about potential repercussions if they “speak up” about their rights. Reassure the resident, and reframe their participation as a way for them to educate and advocate for other residents in their home.
- ☐ **SELECT A DATE:** Schedule the first collaborative meeting with the home Administrator and program Co-Facilitators.
- ☐ **COMMIT TO A FLEXIBLE MEETING SCHEDULE:** When developing your program, allow for flexibility in the length and frequency of your meetings. The “Meeting Planning” schedule is intended only a guide to help facilitators stay on track during the process. Resident health, interest and availability may require you to shift your schedule.
- ☐ **GET INSPIRED:** Consider viewing an archived webinar to learn from other homes that have rolled out the program. <https://www.youtube.com/watch?v=YlAFQ4GTaeU&feature=youtu.be>
<https://www.youtube.com/watch?v=cDwFtV4i9w4&feature=youtu.be>

Through Our Eyes:
Bringing the Residents'
Bill of Rights Alive



Supporting the
Residents' Bill of
Rights (LTCHA 2007)
Education

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Note: The contents of our guide reflect long-term care legislation that has been updated. The program materials are still applicable, however, we invite you to refer to the expanded [Residents' Bill of Rights](#), as you now have 29 Residents' Rights in the Fixing Long-Term Care Homes Act, 2021.

OVERCOMING CHALLENGES TO IMPLEMENTATION

Do you want to adopt the *Through Our Eyes* program but are feeling overwhelmed or challenged with implementation? Below are some common challenges and misconceptions that we have come across in our efforts to support homes as they move forward with the program.

I CAN'T LOCATE THE BINDER OR I'VE LOCATED THE WRONG BINDER

SOLUTION: A hardcopy of the *Through Our Eyes* program binder was couriered to the attention of the Administrator at your home back in 2018. To access the most current version of the program, OARC recommends visiting our website or contact OARC for support. If referencing a hardcopy, be sure to distinguish the program binder from OARC's *Supporting Your Home's Residents' Council Resource Guide*.

RESIDENTS ARE NOT CAPABLE TO CO-FACILITATE THE PROGRAM

SOLUTION: The program is designed to be inclusive of ALL residents. While some residents may not be able to verbally express themselves, they CAN be incorporated as teachers so that the education maintains a resident-centred focus. In viewing the informational video, you will see Willard, who is living with profound cognitive changes. Through the support of his wife and team members at his LTC home, he was successfully incorporated as a powerful teacher. When working with residents who are able to verbally express themselves, there is still a range of comfort to be explored. Some residents may enjoy speaking publicly, while others may enjoy the opportunity to have their contributions video recorded.

WE DON'T HAVE THE TIME TO LAUNCH A NEW PROGRAM

SOLUTION: The easiest way to launch and sustain *Through Our Eyes* in your home is to embed it into the programs and policies that you are already supporting. Try not to view this program as a 'one and done'.

Example: Many homes have used the outcome of the program to supplement or replace the mandatory education on the Residents' Bill of Rights for new employees, volunteers etc. Your session could also be recorded and reused. **TIP:** Consider building this program into your home's Quality Improvement Plan.

THROUGH OUR EYES IS ONLY SUPPORTED/EXECUTED BY THE PROGRAMS DEPARTMENT

SOLUTION: This is a **WHOLE-HOME PROGRAM** and your facilitation team can include anyone living or working in the home. Being a program facilitator is a great opportunity to build capacity and confidence.

ASK: Are there students completing placements in your home that could partner with a resident to co-facilitate the program? Could the Quality Improvement or Education Lead work with a resident?

THROUGH OUR EYES IS A LOT OF WORK FOR A ONE-TIME PRESENTATION

SOLUTION: *Through Our Eyes* is intended to be a **LIVING** program in your home. Consider filming your session to be used for future education. You may also consider creating your own Residents' Rights video or recording residents sharing their "I AM" statements to increase impact.

DID YOU KNOW the *Through Our Eyes* program aligns with the Registered Nurses' Association of Ontario's (RNAO) [Person- and Family-Centred Best Practise Guidelines](#)? Together, these programs work to complement evidence-based recommendations and facilitate participation from residents, family members and the whole home as they improve the resident and family experience of health care and the Residents' Bill of Rights (*Fixing Long-Term Care Act, 2021*).

For Residents, By Residents

Ontario Association of Residents' Councils

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