

Resident Mentors: Peer Welcoming Initiatives in Long-Term Care Homes

Land Acknowledgement

Together, let us now pause as we acknowledge the Indigenous Peoples of all the lands that we are on today, from wherever we are virtually participating in today's meeting. Let us take a moment to acknowledge the importance of the land we each call home.

We do this to affirm our commitment and responsibility to improving relationships between nations, and to improving our own understanding of local Indigenous Peoples and their cultures.

We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people who call this nation home.

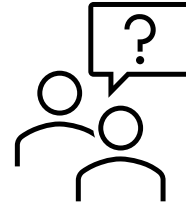
Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

Webinar Housekeeping



Chat Box

The Chat feature is **disabled** during this session.



Question Box

Type questions in the Q&A box. We will answer as many as possible during the presentation.



Recording

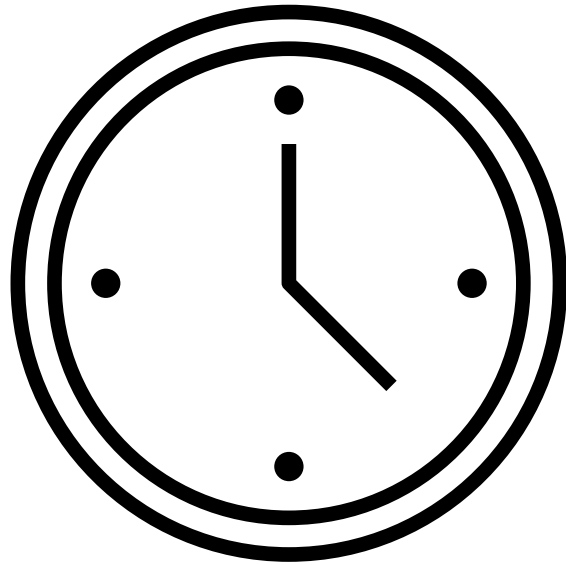
A recorded version of this webinar will be available on OARC's website.
www.ontarc.com



Evaluation

After the webinar, a pop-up screen asking you to complete a survey will appear. Your feedback and suggestions are appreciated.

Our Time Together



- Importance of Welcoming Initiatives
- Benefits of Welcoming Initiatives
- Welcome Special Guests from Meadow Park Chatham
- Sharing Examples of Successful Initiatives
- Questions and Conversation
- Conclusion

Why Are Welcoming Initiatives Important?

- In 2023-2024, **28,949** people moved into an Ontario long-term care (LTC) home
- Approximately **30%** of LTC home residents have lived in their home for less than one year



One in three residents
is new to their home

Source: Canadian Institute for Health Information. [Quick Stats](#).
Accessed January 20, 2025

Benefits of Welcoming Initiatives

- Meaningful social engagement can enhance resident quality of life
- Help reduce loneliness for new and existing residents



Source: Lowndes, R., Struthers, J., & Ågotnes, G. (2021). Social Participation in Long-term Residential Care: Case Studies from Canada, Norway, and Germany. *Canadian journal on aging = La revue canadienne du vieillissement*, 40(1), 138–155.



The Fundamental Principle and the Residents' Bill of Rights under the Fixing Long-Term Care Act, 2021

Home: the fundamental principle

1. The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

Residents' Bill of Rights

3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

RIGHT TO BE TREATED WITH RESPECT

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

RIGHT TO FREEDOM FROM ABUSE AND NEGLECT

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

RIGHT TO AN OPTIMAL QUALITY OF LIFE

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.

12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.

RIGHT TO QUALITY CARE AND SELF-DETERMINATION

16. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
17. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
18. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
19. Every resident has the right to:
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters, and
 - iv. have their personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
21. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
22. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
23. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
24. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

25. Every resident has the right to be provided with care and services based on a palliative care philosophy.
26. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

RIGHT TO BE INFORMED, PARTICIPATE, AND MAKE A COMPLAINT

27. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
28. Every resident has the right to participate in the Residents' Council.
29. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
 - i. the Residents' Council.
 - ii. the Family Council.
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.
 - iv. staff members.
 - v. government officials.
 - vi. any other person inside or outside the long-term care home.

Further guide to interpretation

(2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a resident's rights set out in subsection (1) are respected:

1. This Act and the regulations.
2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
3. Any agreement entered into between a licensee and a resident or the resident's substitute decision-maker.

Enforcement by the resident

(3) A resident may enforce the Residents' Bill of Rights against the licensee as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents' Bill of Rights.

Regulations

(4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents' Bill of Rights shall be respected and promoted by the licensee.



Residents' Council Connection: Residents' Bill of Rights and Council Powers

- Residents have the right to form friendships and relationships and to participate in the life of the long-term care home
- Residents' Councils have the power to sponsor and plan activities for residents
- Residents' Councils have the power to advise residents respecting their rights and obligations under the Act

Welcome Meadow Park Chatham!

Welcome Club Committee
and Peer Mentoring Program

How It Started

- From a desire and need to improve the move-in experience for residents
- Leaning into the strengths and interests of existing group of residents
- Building on Meadow Park's philosophy of empowering residents and providing meaningful opportunities for engagement



Benefits of Peer Mentoring

- Inspiring Hope and Trust
- Encouraging Communication
- Providing Meaning and Purpose
- Improved Health
- Community Building
- Feeling Pride and Positive Identity
- Friendship



Testimonials:

“It made all the difference in my first days here. She would check on me, visit with me, sit at programs. I want to pay it forward because I know what it feels like to be the new person. Having a peer/mentor can make all the difference in not only my day but theirs too!”

- Resident

“It made me feel better knowing someone would be there helping my mom when I can't be there.”

- Family Member

How It's Going

- Monthly Meetings
- Building Peer Support Network with “Buddy” System
- Getting to Know New Residents
- Opportunities for Education and Learning
- Communicating with New Residents and Families
- Greeting Card Program
- Staff Recognition and Appreciation



Challenges and Opportunities



How are residents in your home involved in welcoming new residents?



One genuine
connection can
make you feel at
home in an
unfamiliar place.

ONE
GENUINE
CONNECTION


Weekly Resident Forums: A Place for Connecting with Peers





You are invited to our
Resident Forums


Offered every Thursday at 2 PM ET, OARC Forums are **1-hour** in length and are facilitated by a resident peer/OARC Resident Leader.



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Connect with us – we look forward to hearing from you!