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Region of Peel
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REPORT
Meeting Date: June 28, 2012
Regional Council

For Information

DATE: May 24, 2012

REPORT TITLE: **PEEL LONG TERM CARE HOMES RESIDENTS' COUNCILS**

FROM: Janette Smith, Commissioner of Health Services

OBJECTIVE

To highlight the important role that Residents' Councils at Region of Peel Long Term Care Homes, in the delivery of services to the residents, and in fulfillment of the requirements of the *Long Term Care Homes Act (2007).*

REPORT HIGHLIGHTS

- Residents' Councils have become an important voice for long term care residents.
- Feedback provided helps to evaluate the quality of care and affords the opportunity to adjust programs and services.
- Peel Long Term Care Homes Resident Council Presidents will delegate to the June 28, 2012 Regional Council meeting.

DISCUSSION

1. Background

All long term care homes in Ontario operate Residents' Councils to provide a forum for the recipients of care to voice their concerns. They have become a important and respected voice for all long term care residents, providing guidance on the organization of services that are provided by the home. Residents' Councils encourage a culture of participation and help empower residents to be involved in the daily affairs in their homes.

Each Council develops its own structure to best serve the population and needs of each home. Residents are provided the opportunity for input into the day to day operations through this council structure. In the Region's LTC Homes, Davis Centre, Malton Village, Peel Manor, Sheridan Villa and Tall Pines, there is an executive membership which conducts the business of each Council.

Resident Councils at each home meet once a month. Additionally, subcommittees of the Council are formed to focus on specific areas of interest. At all of the Region's LTC Homes, there is a Resident Dining Committee, which also meets monthly. A staff member attends meetings on invitation of the membership to assist with the affairs of the Council and to record minutes, which are posted at the Homes. At the meetings members discuss how services and programs can be improved. In accord with the legislative requirements in the

Act, suggestions and complaints from the Resident Council are documented, investigated and responded to in writing by the administrator of the home within 21 days.

2. Findings

Recent activities of the Councils which showcase their accomplishments include:

Peel Manor

- Resident Council advocated for the implementation of a computer lab, have their own resident Fundraising Team and take leadership in the Resident Wish Committee.

Malton Village

- Residents with cognitive impairments are encouraged to hold executive positions on the Council or as a resident home area unit representative. The Council also participates in reviewing the Resident Satisfaction Survey and offers recommendations for actions for improvement.

Sheridan Villa

- A resident Computer Room has been established by the Council. They also made improvements to the Palliative Care Program including the introduction of palliative care quilts.

Davis Centre

- This year the Council had a presentation on the *Long Term Care Homes Act (2007)* and the Resident's Bill of Rights. They also listened to a presentation by the Human Resources Associate on hiring the right people. The Council president also actively participated in the Council on Accreditation of Rehabilitation Facilities (CARF) process.

Tall Pines

- Guest speakers are invited to present to the Council. Guests have included Tall Pines Department Supervisor as well as Young Pharmacy Adaptive Clothing and Elder Technology.

Profiles of each of the Resident Council Presidents are provided in Appendix I of this report to highlight their background and interests. The Presidents will be delegating to the June 28, 2012 Regional Council meeting.

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CONCLUSION

The contribution of the LTC residents through the Residents' Council is very valuable to evaluate the quality of care we provide, and provides the opportunity to adjust programs and services to meet the changing needs of our clients.

Janette Smith
Commissioner of Health Services

Approved for Submission:

D. Szwarc, Chief Administrative Officer

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c. Legislative Services

APPENDIX I

Joan Trimble, President
Malton Village Resident Council

Joan joined the Malton Village community on May 26, 2011 and has been an active participant and supporter of the Resident Council ever since. She regularly attends Council meetings and was quick to get involved and have her voice heard. She became President of the Council in 2012.

Originally from Saskatchewan, Joan's last job was as a product demonstrator working in various locations and travelling to other provinces. Her skills have been helpful in her role as Council President. She is comfortable with her duties and does them in a professional and polite manner, always encouraging other residents to speak up and to have their voices heard on various topics.

Joan enjoys playing piano, cards, bingo, curling, reading novels and the newspaper. Her easy going nature and genuine interest in others makes her approachable and easy to talk to. She's often heard in the Town Hall area practicing piano or socializing with other residents, volunteers and visitors.

Betty Tracey, President
Davis Centre Resident Council

Betty Tracey started her 'career' at the Davis Centre on June 1, 2006 and was elected as President in April 2010. She has embraced the position and worked hard to support all of the residents at the home. Betty was born on December 9th 1931 in Hamilton and moved to Toronto to work with Bell Canada as a Switchboard Operator at 16. Betty's career path took her to Etobicoke General Hospital and later to Mississauga Hospital as the Supervisor of Communications.

She married a Georgetown chap and has two wonderful children and four beautiful grandchildren. Betty says the Resident Council at the Davis Centre is proud of what they have achieved by working together with staff, volunteers and families.

Among those achievements are:

- Having Adult Day Service Representation at all council meetings
- Working at the annual bazaar
- Presenting the new *Long Term Care Act* to residents and sharing the Resident's Bill of Rights
- Participating in the Commission on Accreditation of Rehabilitation Facilities accreditation process
- Region of Peel presentation from Human Resources on hiring the right people for our centre
- The work of the Peace Garden committee who want to ensure it meets the residents' needs
- Implementing the "No Dogs in the Dining Room" protocol
- Fundraising projects to support outings into the community
- Promoting the "Just Wash Your Hands" campaign with residents, Adult Day Service, volunteers, staff and visitors
- Providing renovation updates to residents and ensuring they were involved in the decorating choices
- Participating in the Food Committee monthly
- Promoting the Annual Satisfaction Survey to all residents and families
- Involvement in the new menus and processes

Joseph Silcock, President,
Sheridan Villa Resident Council

Newly chosen President, Joseph Silcock heads a diverse group representing each of the three units within our home. And it's a cooperative group. Joseph has a visual barrier that prevents him from being able to read, so he empowers other members of the Council by asking them to help out. He also works with the Council to get input from everyone at the table before making decisions.

Born in 1928 in Liverpool, England, Joseph immigrated to Canada in 1960. He served with the OPP for 12 years before moving into corrections in 1973. He was rapidly promoted and appointed provincial bailiff, a position he held for eight years. Later he assisted at the Ontario Correctional Institute in Brampton until 1988 when he retired.

Joseph stayed in Florida with his wife Isabel until 1999, while also spending four or five months a year in Portugal, Spain. In 2002, he had an eye operation that was not successful resulting in visual impairment. He then took on the fulltime roll of taking care of his wife Izzy.

Joseph is proud of the work Sheridan Villa's Residents' Council has spearheaded including:

- Development of a residents computer room
- Improved processes in the Palliative Care Program including introduction of palliative care quilts
- Advocated for the larger meal of the day to be served at lunch rather dinner. This change was successfully implemented.
- Advocated for a new Bingo machine in collaboration with the Volunteer Executive. This was successfully implemented to positive feedback

Anne Richardson, President
Peel Manor, Resident Council

Anne has been a resident of Peel Manor since 2009 and the President of the Resident Council for about a year. Actively involved in many events, Anne also contributes her time to the volunteer auxiliary. As President of the Council, she encourages residents to come forward with ideas and suggestions to improve the quality of life for all. She welcomes new residents into the home and always makes herself available to answer questions or concerns.

Born in 1940 in Brockville, Anne grew up on a farm near the St. Lawrence River with her two brothers. She attended school in Dundela, later graduating from Lakeshore Teacher's College in Toronto. She moved to Brampton to teach at Agnes Taylor School where she met and married her husband and raised two sons and a daughter. Anne taught for 30 years and, after retirement, she bought and drove her own taxi for 13 years in Georgetown.

"I am very happy with the choice of my long term care home. My only regret was waiting a year before I got in," Anne says adding, "The staff and management take good care of me and are very kind to my family. The golden years come soon, so don't be too late getting your name on the list."

Grace Houston, Spokesperson
Tall Pines, Resident Council

The Tall Pines residents decided not to have an executive committee but to involve everyone at the same level. However, they have named a spokesperson to represent them at occasions such as today's delegation, Ms. Grace Houston.

Grace has been a resident of Tall Pines since 2008 and has been an active member of the Resident Council since then.

Dedicated to advocating on behalf of seniors, Grace has been involved in the Commission on Accreditation of Rehabilitation Facilities accreditation process in 2010.

She is also an active participant in the Dining Services Committee meetings and was an active participant during the dietary focus group held in 2011. Grace enjoys travelling and recently returned from an Eastern Caribbean cruise with her family.

Tall Pines' residents are very involved in designing how their meetings run and have asked that guest speakers present to them on a regular basis.

Speakers can range from a Tall Pines supervisor to an outside guest our residents are interested in. Guests have included representatives from Young Pharmacy Adaptive Clothing and Elder Technology. Residents were able to ask questions and receive information.

Tall Pines will be rolling out a computer program for residents this June with Elder Technology. The residents had requested the service and will soon be working with professionals to learn about computers and programs that are available to them.