



NR LTCHs Resident
& Family
Engagement
Review 2022

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Background

- The Fixing Long-Term Care Act, 2021 (the Act) and Ontario Regulation 246/22 came into effect on April 11, 2022, replacing, the Long-Term Care Homes Act, 2007.
- The Act is designed to help ensure that residents of LTCH receive safe, consistent, and high-quality resident-centred care.
- As a result, Niagara Region Senior Services took the opportunity to review and check in on the existing practices amongst each of their long-term care homes' to identify opportunities for greater engagement in the homes.





Jurisdictional Scan

- Email to Senior Leaders across various Ontario Service Managers for LTCHs to understand engagement practices for residents/families
- Very few differences from what is already taking place in NR LTCHs
- Ontario Association of Resident Council (OARC) provided positive feedback following site visits at NR LTCHs

Engagement Sessions

01

Resident
Councils

02

Family Councils

03

Family
Advisory
Committee

04

Seniors
Leadership
Team

05

Multi-
Disciplinary
Working Group

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Resident Council Engagement

- 8 sessions across all homes
- Council participation ranged from 5 to 15
- Very engaged group – very welcoming 😊



Family Council Engagement

- Attended 3 family councils & Family Advisory Committee
 - Gilmore, Woodlands and Linhaven
 - Ranged between 3 and 10 participants
- Attended Family Advisory Committee
- Participants very open with their feedback



Senior Leadership Team Engagement

- Session with all 8 long-term care home administrators and Director and Associate Director
- Identified positive ways engaging with residents and families
- Identified opportunities for enhanced engagement with their homes



Working Group Session

- Session with a multi-disciplinary group of staff from long-term care to inform the process, recommendations and next steps
- Staff from all levels: PSW, RN, Nutrition & Environmental Services, Housekeeping, Program Management, Administrator, Associate Director, Resident & Family Support Manager
- Supported the development and finalization of the recommendations

Family Engagement Survey

We want your feedback

- Resident and family engagement is essential to the work that we do to deliver person-centered care at each Niagara Region Long-Term Care Home
- Please use the QR code to complete a short confidential survey which would support the continued improvement of engagement in our homes.
- If you require assistance to complete the online survey or prefer paper copies, you are welcome to contact the home's office assistant.

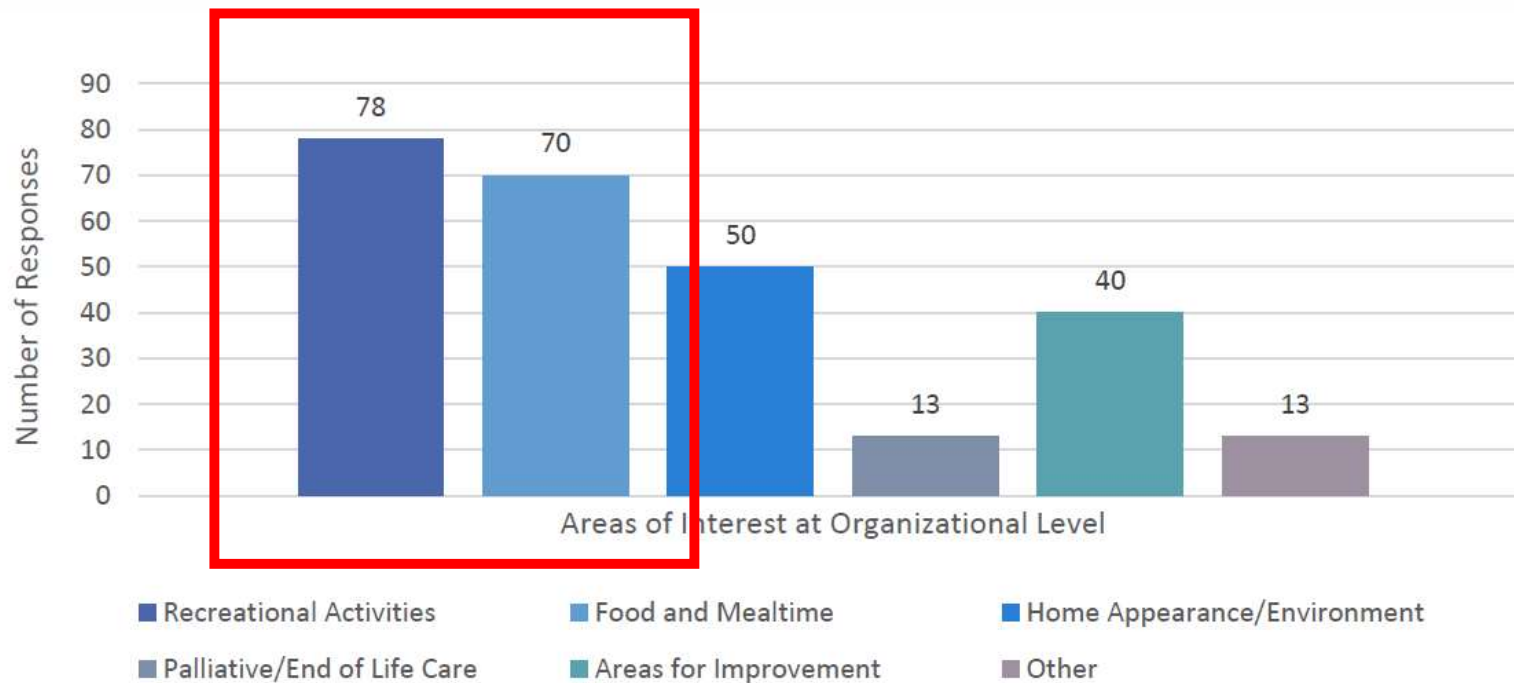
Survey Deadline: Friday,
September 23rd

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Family Engagement Survey

- Rolled out in Sept 2022
- Sent to all primary contacts in all NR LTCHs
- Great response overall – 150 responses representing 60% RR and representative across homes

Areas of Interest in the home





Report Finalization

- All results were summarized for each section
- Thematic analysis was completed to develop draft recommendations
- A multi-disciplinary team of staff members reviewed and provided their feedback
- The final report was shown to the senior leadership

Recommendations

Recommendations for Resident Engagement

- 1 Maximize Socialization Opportunities**
To accommodate the resident's abilities and leverage their interests.
- 2 Explore Multi-Modal Ways of Communication**
To build on the ongoing communication (e.g., boards, newsletters, in-person updates).
- 3 Resident-Centered Engagement**
Explore ways to engage with residents through a client-centred approach to best support and accommodate residents.

- 4 Resident Council Enhancements**
To consider the use of smaller-unit-level engagement in the homes with representation at the resident council level.
- 5 Expand Technology Capacity**
Explore opportunities to enhance IT infrastructure. Build resident capacity to engage with technology.



Recommendations for Family Engagement

- 1 Family Council Enhancements**
 - Provide a supportive structure through facilitation tools and supports for staff.
 - Aid the establishment and sustainability of the family council.
- 2 Family Engagement and Decision Making**
 - Explore ways for families to be involved in home decision-making.
 - Simplify the disseminated information to empower families with synthesized knowledge.
- 3 Maximize Socialization Opportunities**
Support opportunities for socialization with residents and staff.
- 4 Refine Admission Process**
Explore ways to connect the resident and family with pre-existing systems (i.e., family advisory committee, resident and family council).
- 5 Continue to empower caregivers**
Through educational events and support systems.
- 6 Re-engage Volunteers**
Build opportunities for inter-generational volunteerism.
- 7 Resident Well-being Communication**
 - Explore ways to showcase meaningful resident engagement.
 - Build tools to communicate resident's health and well-being.



Recommendations for Resident Engagement

1. **Maximize Socialization Opportunities-** *To accommodate resident's needs and abilities*
2. **Explore Multi-Modal Ways of Communication** *(e.g., bulletin boards, daily boards, frequent newsletters, in-person updates at lunch)*
3. **Resident-centered Engagement** *(reframe language, utilizing PCC)*
4. **Resident Council Enhancements-** *Smaller unit-level engagement*
5. **Expand Technology Capacity-** *Enhance IT infrastructure and build resident capacity to engage with technology*



Recommendation for Family Engagement

1. **Family Council Enhancements-** *Support structure and facilitate tools for establishment and sustainability*
2. **Family Engagement and Decision Making**
3. **Maximize Socialization Opportunities**
4. **Refine Admission Process-** *Explore ways to connect the resident and family*
5. **Support Caregivers**
6. **Re-engage Volunteers**
7. **Resident Well-being Communication-** *Build tools to communicate resident's health and well-being*

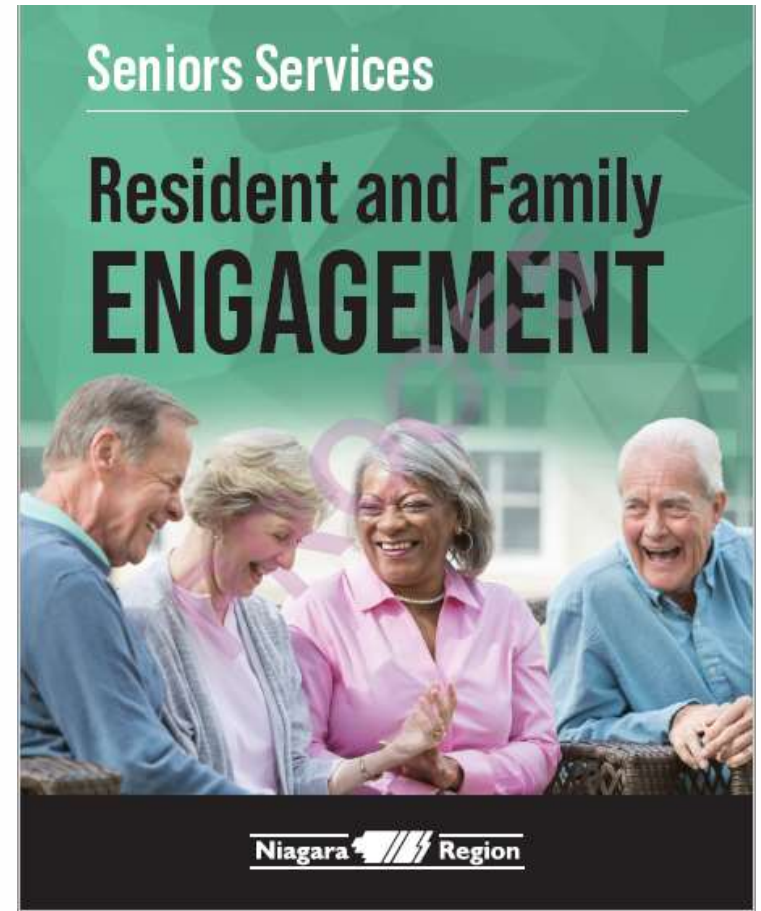
Next Steps



Recommendations being reviewed by Senior Leadership



Engagement will inform new Senior Services Strategic Plan 2024-2027





Questions?

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