



**“LTC Change Makers: 20 years of Family Council
Excellence”**

CONFERENCE HIGHLIGHTS

June 12, 2019.

Conference Greetings

**Honourable Minister Raymond Cho
Ministry for Seniors and Accessibility**

**Brian Pollard, Assistant Deputy Minister
Long-Term Care Homes Division-Ministry of Health and Long-Term Care**

Patient Ombudsman -Every Experience Matters

Craig Thompson, Patti Clayton & Lesley Freiberg
Patient Ombudsman

**Patient Partnership: Working Together to Improve the Patient, Family
and Caregiver Voice and Experience in Ontario’s Health System**

Dave Fasano & Anne Matte
Minister’s Patient and Family Advisory Council

Key Distinctions & Opportunities for Collaboration

FCO & OARC

**Breakout sessions by Pamela Durepos, FCO, & Alzheimer Society of
Toronto.**

Banquet Dinner & Award Ceremony

Join us for an evening of great food, interaction, and celebration! We are pleased to be presenting the 2019 “Outstanding Family Council Member Award” at the Banquet Dinner.

June 13, 2019

Diversity & Equity in Seniors Care

Dr. Seong-gee Um & Nazeefah Laher -Wellesley Institute

Navigating Choices & Care for your Loved One

Sarah Farr & Ruth Mackay -Wishstone

Meaningful Discussions and Tools for Communication

Daniel Galessiere & Shoshana Helfenbaum -CLRI

Dates & Times

Wednesday, June 12, 2019

Conference 9:00am-4:30pm

Reception 5:00pm- 6:00pm

Banquet 6:00pm- 8:30pm

Thursday, June 13, 2019

Conference 9:00am-4:00pm

Welcome & Breakfast: 9:00am-

10:00am Both days

Toronto Site-Location

Hotel Novotel Toronto North York

3 Park Home Avenue

A discounted rate has been arranged
for overnight accommodations.

To book a hotel room at the
discounted rate call hotel
reservations directly at 416-733-2929
extension 1 0r 2 and mention group
name “Family Councils of Ontario” or
Block ID# 1429358

By email:

groups@novotelnorthyork.com or
reservations@novotelnorthyork.com

Registration

For more information & registration
please visit

<https://www.fco.ngo/ticketing>

Cost of conference: \$75 per person
(Includes 2 day conference pass and
entry to evening banquet)

LTC Change Makers: 20 Years of Family Council Excellence

Conference Program

Day 1: Wednesday June 12

Time	Event
9:00 -10:00 am	Registration and Breakfast
9:30- 9:45 am	Welcome & Opening Remarks Catherine Turl, Chair FCO Executive Board
9:45-10:00 am	Greetings from the Ministry for Seniors and Accessibility Honourable Minister Raymond Cho Ministry for Seniors and Accessibility
10:00-10:15 am	Greetings from the Ministry of Health and Long-Term Care Brian Pollard, Assistant Deputy Minister Long-Term Care Homes Division, Ministry of Health and Long-Term Care
10:15-11:30 am	Patient Ombudsman – Every Experience Matters Craig Thompson, Patti Clayton, & Lesley Freiberg Patient Ombudsman
11:30-11:40 am	Break
11:40-12:45 pm	Patient Partnership: Working Together to Improve the Patient, Family and Caregiver Voice and Experience in Ontario’s Health System Dave Fasano & Anne Matte Minister’s Patient and Family Advisory Council
12:45- 1:45 pm	Lunch
1:45-3:00 pm	Breakout Sessions <ul style="list-style-type: none"> • Navigating Difficult Family Council Discussions – Tiffany Fearon (FCO) • Meaningful Visits- Risa Kim (Alzheimer Society of Toronto) • Preparing Family Caregivers for End-of-Life -Pamela Durepos (McMaster University)
3:00 -3:15 pm	Break
3:15-4:30 pm	Key Distinctions and Opportunities for Collaboration FCO & OARC
4:30 -4:45pm	Wrap Up & Closing Remarks
5:00-6:00pm	Reception
6:00 -8:30 pm	Banquet/ Award Ceremony (Laughter Yoga Activity)

8:30 pm	Evening Concludes
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LTC Change Makers: 20 Years of Family Council Excellence
Conference Program
Day 2: Thursday June 13

Time	Event
9:00-10:00 am	Registration & Breakfast
9:30- 9:45 am	Welcome & Opening Remarks Lorraine Purdon, Executive Director Family Councils Ontario
9:45:-11:10 am	Navigating Choices and Care for your Loved One: Understand the Facts, Reflect on the Reality and Explore Strategies Sarah Farr & Ruth Mackay Wishstone
11:10- 11:15 am	Break
11:15-12:30 pm	Diversity & Equity in Seniors Care Dr. Seong-gee Um & Nazeefah Laher Wellesley Institute
12:30- 1:30pm	Lunch
1:30-3:00- pm	Meaningful Discussions & Innovative Tools for Communication Daniel Galessiere & Shoshana Helfenbaum CLRI
3:00-3:15 pm	Break
3:15 -3:40 pm	LTC Change Makers: Interactive Celebration Activity
3:40-3:50 pm	Facilitated Networking
3:50 -4:00 pm	Closing Remarks -Conference Concludes



“LTC Change Makers: 20 years of Family Council Excellence”

PRESENTATIONS

Minister’s Patient and Family Advisory Council (PFAC)

Title: Patient Partnership: Working Together to Improve the Patient, Family and Caregiver Voice and Experience in Ontario’s Health System

Presenters: Dave Fasano & Anne Matte (Sudbury)

Description: Members from the Minister’s Patient and Family Advisory Council (PFAC) will describe their mandate, work, learnings and successes in strengthening patient partnership at a health system level.

Patient Ombudsman

Title: Patient Ombudsman – Every Experience Matters

Presenters: Craig Thompson, Patti Clayton, & Lesley Freiberg

Description: Staff from the office of Ontario’s Patient Ombudsman will share with conference participants key highlights from their second year of operations. In addition to an overview of the types of complaints received – the Patient Ombudsman team will:

- Walk participants through two case studies of complaints related to long-term care homes. Including suggestions to families, residents and long-term homes.
- Provide a breakdown of the types of issues and concerns Patient Ombudsman can officially review.
- Offer practical tips and suggestions about filing a complaint with Patient Ombudsman.

Ontario Association of Residents Council (OARC) & Family Councils Ontario

Title: *Residents’ Councils and Family Councils: Key Distinctions and Opportunities for Collaboration*

Presenters: Melissa McVie & Tiffany Fearon

Residents’ Councils and Family Councils each play significant roles in long-term care homes across Ontario. These self-governing groups share common goals and guiding legislation, but it is important to understand the differences between them. Join us and learn how to harness the powers of Residents’ Councils and Family Councils. Participants will gain an understanding of each Council – their importance, roles, responsibilities, functions and strengths. Using scenarios and case studies, Samantha and Melissa will offer ideas for optimal times to collaborate and how to get the most out of Residents’ Council and

Wellesley Institute

Title: Diversity & Equity in Seniors Care

Presenters: Dr. Seong-gee Um & Nazeefah Laher

Description: This session will focus on Ontario's growing diversity in aging population and its implications on the support system for older adults and family caregivers from diverse ethnocultural and linguistic communities. The first part of the session will focus on changing demographics and evolving care needs of diverse older populations. It will present research findings and a short video from the Wellesley Institute's *Changing Face of Home and Community Care Project*, which highlight access barriers to care for older immigrant women and their family caregivers. The second part of the session will present research findings from *The Cost of Waiting for Long-Term Care Project* and focus on discussion around the importance of providing cultural accommodation in long-term care for older adults and their family caregivers.

Wishstone

Title: Navigating Choices and Care for your Loved One: Understand the Facts, Reflect on the Reality and Explore Strategies.

Presenters: Sarah Farr & Ruth MacKay

Description: Supporting a loved one through aging and end-of-life can be a challenging undertaking. Being a family member of a resident in long-term care means navigating many practical and emotional issues as you support them to have the quality of living and dying that reflects their values and wishes. Even if your loved one has the capacity to make their own decisions, you may be called upon to provide informal support in helping them consider various options. And if your loved one does not have the capacity to make their own decisions, you will likely have a formal, legal role in ensuring decisions related to their care are the right ones. Using real-life examples and scenarios, this presentation will provide an overview of:

- **The Facts:** we will outline the hierarchy of decision-making in Ontario's healthcare system and clarify the formal and informal roles of substitute decision-makers (SDMs)
- **The Experience:** we will explore the experience and process of substitute decision-making and consider the effects of decision-making on the family members
- **The Strategies:** we will suggest ways to prepare for difficult conversations and decisions, particularly around end-of-life

Centres for Learning, Research, & Innovation (CLRI)

Title: Meaningful Discussions and Innovative Tools for Communication

Presenters: Daniel Galessiere & Shoshana Helfenbaum

Description: Presenters highlight the value and role of education and training in quality improvement for engaging families and residents in care. The vital importance of LTC education in this area will be demonstrated in real time, as conference participants observe and trial educational innovations and offer their knowledge and expertise to further their development. A training video on resident and family-led huddles and a serious education game will be featured.



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BREAKOUT SESSIONS

Meaningful Visits

Presenter: Risa Kim, Alzheimer Society Toronto

Description: As dementia develops, it will likely impact the person’s abilities. But there will still be lots that they can enjoy doing, both individually and with others. Maintaining existing skills, as far as possible, can give them pleasure and boost their confidence. It is important to help them find activities that they enjoy. Risa will lead the session on how to adapt some of these activities to meet their changing interests and needs.

Caring Ahead: Preparing for End of Life in Dementia

Presenter: Pamela Durepos, Hamilton General Hospital/McMaster University

Description: Pamela will be discussing her research project, 'Caring Ahead: Preparing for End of Life in Dementia', in which she interviewed bereaved family caregivers about their experiences. She will share caregivers' valuable advice for others on ways to prepare for the medical, social, spiritual and practical challenges that can occur at end of life.

Navigating Difficult Family Council Discussions

Presenter: Tiffany Fearon, Family Councils Ontario

Description: Common issues Family Councils face are the prevalence of conflict and disruptive behavior. Ongoing disputes among Council members can have a negative impact on the overall collective consciousness and decrease participation and commitment. This session will include an interactive discussion on conflict severity and tools for handling difficult discussions.