



**April 7-9, 2013**  
**Metro Toronto Convention Centre**

## **2013 Education Program**

**MONDAY, APRIL 8, 2013**

### **8:30 AM – 9:00 AM: CONVENTION WELCOME**

**Invited Speaker Hon. Linda Jeffrey, Minister Responsible for Seniors**

### **9:00AM – 10:00AM: OPENING KEYNOTE**

**The Growing Momentum of Culture Change: Impact, Reach and Organizational Transformation**

Peter Reed PhD, CEO, Pioneer Network

Culture change is a values-based movement to deeply transform the culture of aging and aging-related supports and services across the entire care continuum. Dr. Reed will provide a detailed overview of the values, current state and general applicability of culture change, and will highlight specific strategies for leading change and creating Person-Centered environments that enhance the well-being of seniors in any care setting.

### **10:00AM – 12:00PM**

#### **1A. Getting Started on Your Culture Change Journey**

Susan Misiorski, BSN, Director of PHI Coaching and Consulting Services; Lynda Crandall, RN, GNP, Pioneer Network Board President & Lynda Crandall Consulting

This session is designed to provide practical assistance to get you and your organization started on your cultural change journey. Led by culture change professionals, participants will explore the steps of tying personal values to care practices and organizational redesign to start you on the path of discovery into client centered care, and gain an understanding of the principles and goals of the culture change movement. Your guides will share realistic and resourceful suggestions that you can use immediately to practice client centered values in your organization and create the environment where your residents can live their best lives.

## **1B. The Power of Language**

Jennifer Carson, Director of Program Development and Education, Schlegel Villages; Sherry Dupuis, PhD, Director, Murray Alzheimer Research and Education Program, University of Waterloo; Colleen Whyte, Lecturer, Brock University

An integral component of a true culture change focus to Person-Centered Care is contained in the language used in senior care settings. Participants will explore language transformation strategies that consider what is said to whom and how it is said to accurately convey the values of a changed culture.

## **1C. New Possibilities for Meaningful Leisure Experiences**

Carmen Bowman, MHS Owner, *Edu-Catering*

Leisure provides a natural space for being and human flourishing, yet there is increasing pressure towards the 'medicalization' of leisure and something that was once part of one's essence becomes a clinical intervention. Another common approach reduces leisure to diversional activities. Drawing on data from persons living with dementia and their family and professional partners-in-care, this hands-on session will highlight the need to liberate leisure from institutional culture. Participants will be invited to critique current service delivery and re-imagine leisure possibilities within a Person-Centered senior's care setting.

## **1D. Regulations: A New Reality in Retirement Homes**

**Retirement Home Regulatory and Panel experts, including John Risk General Counsel, RHRA, Robyn Grant, Partner-Health Law, Borden Ladner Gervais and operators from across Ontario – Facilitated by Debbie Doherty, COO, Specialty-Care**

As regulations become a reality in retirement homes, there are challenges and opportunities facing operators that will impact their ability to deliver quality services. Join our panel of experts, made up of legal and regulatory representatives and operators, to discuss how to manage: the changing acuity levels and complex health needs of seniors in retirement settings today; growing waitlists for long-term care beds; RHA and RTA restrictions including hospital transfers and residents' ability to use external care providers as they wish. In addition, the RHRA will provide an update on licensing activities and compliance inspections.

## **12:00PM – 1:30PM: QUALITY AWARDS LUNCH**

12:00 – 1:00 Invited Speaker: Hon. Deb Matthews, Minister of Health & Long Term Care

1:00 – 1:30 Presentation of the OLTCA Quality Awards

## **1:30PM – 4:00PM**

## **2A. A Win-Win-Win Dining Experience**

Carmen Bowman, MHS Owner, *Edu-Catering*

Could it be limited resources are being spent on the **reactive approaches** to the negative outcomes of weight loss, malnutrition and dehydration whereas **proactive** and innovative approaches improve the dining experience, nutritional outcomes and budget considerations? A shift of resources creates a win-win-win: better life for residents, better clinical outcomes, and a better bottom line.

## **2B. The Role of the Nurse/Care Giver in a Person-centered Culture – Part 1**

Anna Ortigara RN, MS, FAAN | Resource Development Director | [THE GREEN HOUSE® Project](#); Lynda Crandall, RN, GNP, Pioneer Network Board President & Lynda Crandall Consulting; Susan Misiorski, BSN, Director of PHI Coaching and Consulting Services

The principles and goals of the culture change movement are compatible with the core tenets of the nursing profession, which calls upon nurses to respect the dignity, worth, and uniqueness of each individual. In spite of these shared values, the role of the nurse in culture change has not been well defined and nurses working in transforming organizations often report confusion and dissatisfaction with the change process. This intensive workshop, presented over two sessions, will examine options and explore best practices for the role of the nurse in growing a person-centered culture in a seniors care setting.

## **2C. Self-Led Teams: A Recipe for Success**

Megan Hannan, Executive Leader, Action Pact

We will provide the recipe for self-led teams. A variety of team activities, assessment tools and helpful handouts will point the way. Necessary ingredients include:

- Seeking and receiving direction from the residents
- Sharing leadership (vision and commitment, high involvement, code of conduct)
- Building skills in the Learning Circle
- Doing real work as a team
- Making decisions
- Growing trust over time (talk, reflect, decide, act, review - PDCA)
- Respecting and resolving conflict

Don't expect to sit still!

## **2D. Collaborative Decision Making: Exploring the Space between Control and Consensus**

Bob Kallonen, Chief Operating Officer, Schlegel Villages; Jennifer Carson, Director of Program Development and Education, Schlegel Villages

Collaborative and decentralized decision-making lays the foundation for creating authentic homes and strong communities. However, few homes regularly include residents, family members and frontline workers in decision-making. Identified as the "most complex" culture change practice, collaborative decision-making presents philosophical and tactical challenges that make some leaders uncomfortable. This session reviews the research on culture change and collaboration; explores differences between three leadership styles: control and command, collaboration, and consensus; and details the journey one organization has taken towards collaborative leadership and decision-making through the formation of advisory teams in each of its eleven communities.

## **2E. Showcasing Innovative Service Models and Community Partnerships in Retirement Homes.**

**Panelists: Operators who have developed innovative programs provincially – TBA.**

Community resources are tight or shrinking in a sector that continues to grow by thousands of spaces each year (over 3,000 spaces opened in Ontario in 2011). Across the province, there are incidences of successful community projects and innovative service models that support resident wellbeing in retirement homes while respecting limited funding. Our panel of operators will provide examples of community partnerships that help residents transition from hospitals to retirement homes and develop strong relationships with community-based agencies and service providers. Learn how operators are collaborating to be part of the “solution” in Ontario’s senior care continuum. Gain good “how to” tips so that you can set up similar programs in your own community.

4:00 – 6:30 PM      **Trade Show Reception**

6:30 – 10:00 PM      **Dinner Event TBA**

**TUESDAY, APRIL 9, 2013**

**7:30AM – 9:00AM: BREAKFAST IN EXHIBIT HALL**

**Or**

**Data Collaborative Founders Club Breakfast – by invitation only**

*Marking the launch of the ORCA Data Collaborative program open to members of the Founders’ Club only.*

**9:00 – 10:30 AM: TD Leadership Series**

**The Shifting Health Care Environment and **the Impact on Seniors Care****

**Moderator:** Steve Paikin

**Invited Panel:** Dr. Samir Sinha, Expert Lead, Seniors Care Strategy; Catherine Brown, Assistant Deputy Minister, Accountability & Performance Division, Ministry of Health & Long Term Care; Deborah Hammons, CEO, Central East LHIN; Susan Eng, Vice President Advocacy, Canadian Association of Retired Persons (CARP)

Join Steve Paikin and a distinguished panel of experts as they share their collective insight and explore the future of seniors care in Ontario.

**10:30AM – 12:00PM**

**3A The Role of the Nurse/Care Giver in a Person-Centered Culture – Part 2**

Anna Ortigara RN, MS, FAAN | Resource Development Director, [THE GREEN HOUSE® Project](#); Lynda Crandall, RN, GNP, Pioneer Network Board President & Lynda Crandall Consulting

This second session will take on the Nurse roles of Care Partners, Mentors and Teachers. Care Partner, Mentor and Teacher. This challenges nurses to move into a non-supervisory role as a clinical support team member. A deeply transformative workforce model will be presented and explored. This session will be highly interactive with small group and paired exercises applying the roles and skills.

**3B. Unleashing Your Creativity**

Karen Stobbe, Director of Education and Outreach, Pioneer Network; Mondy Carter, Co-Director, In the Moment

We know that the Arts and Creative Expression are useful tools to improve health and well-being. But what about the creativity it takes in working with seniors? To make culture change – and life – successful, we need to give ourselves permission to be creative in our work everyday. Through creative and improvisational exercises this session will showcase these qualities to help you and your team to make your journey interactive, supportive and fun!

**3C. Renovating into Home; A Range of Possibilities**

Megan Hannan, Executive Leader, Action Pact; Kathleen Burnett, Eden Alternative - Canada

The heart of culture change is in renewing the spirit to see with new eyes, involve everyone in creating an organizational vision and making actual changes to operations as well as to space. Using the framework of the Three R's of Culture Change we will explore a wide variety of physical adaptations, additions, and design models that support person directed life and work. We'll detail the unique relationship between physical changes, renewal and reframing the work we do to place decisions with elder and those closest to them. Take a look; hear a story or two; listen and share ideas with your neighbor as we explore examples of changes here in Canada and in the States, and the outcomes for elders, families and staff.

**3D. The Power of Information: Now Coming to Ontario**

**Speakers: Michael Hargrave, VP, NIC Map; Margaret Wylde, President & CEO, ProMatura Group, LLC**

ORCA is about to launch the first ever fully comprehensive repository of market analysis and operational data for the retirement home sector in Ontario and beyond. For 20 years, NIC's (National Investment Centre) data collection journey has resulted in positive outcomes supporting seniors housing in 100 communities across the U.S. The NIC Map is now the premier source of data and analytics for seniors housing south of the border. Learn how the NIC Map has enabled seniors housing operators, developers and financiers to stay ahead of industry trends, measure and benchmark performance and manage risk. Pro-Matura, an

international research company has conducted numerous large scale research studies to aid in understanding the consumer and the age-qualified housing industry in the US and other countries. As the creator of the NIC MAP, ProMatura is now partnering with ORCA to create our own data base supporting seniors housing in Ontario. Learn more about this initiative and enjoy a sampling of study results from research into seniors housing conducted around the world.

## **12:00PM – 1:30PM LUNCH IN EXHIBIT HALL**

### **1:30PM – 2:30PM**

#### **4A. Community Partnerships Panel**

Invited Panelists: Donna Farley, Executive Director, Ontario Association of Residents Councils; Sue VanderBent, Executive Director, Ontario Home Care Association; Lorraine Purdon, Family Council's Program Coordinator; Dan Burns, CEO, Ontario Association of Community Care Access Centres

With the recent release of the Ontario Seniors Strategy and the government's most recent update on their Action Plan for Healthcare, the focus on community based care continues. Join our panel of experts as they explore the question of working together with community partners to align seniors care in a shifting long term care environment from the perspective of families, residents and community stakeholders.

#### **4B. Memory Care: Programs and Models in Retirement Community Settings**

**Panelist Organizations: Schlegel Villages -“Living in My Today”, Sunrise Seniors Living (US), JEA Senior Living, Vancouver, Washington and other expert panelists– TBA.**

By 2013, 1.4 million Canadians will live with cognitive impairment, including dementia. As more people are diagnosed with Alzheimer's Disease and dementia in a rapidly aging society, memory care management in retirement home settings has become an emerging need. Join our panel of providers and experts at the leading edge of memory care as they share how they address “Dementia in Place”, from secured areas in larger settings to stand-alone communities. Our panelists, from both Canada and the U.S., will describe supportive programs and provide expertise on integrating wellness and memory care in all types of retirement homes to care for this unique and growing population of seniors.

#### **2:30PM – 3:30PM Sometimes Ya Gotta Laugh**

Karen Stobbe, Director of Education and Outreach, Pioneer Network

Poignant, relevant, uplifting, eye opening. These are just some of words used to describe *Sometimes Ya Gotta Laugh*, a moving performance about finding your laughter, accepting your tears and being human while gaining clarity and delving into your own biases and approaches to caring for seniors. Performed by the husband and wife team of Karen Stobbe and Mondy Carter, they will educate and entertain in the same breath.