The Program GIFT in residence: Promoting goodwill and countering intolerance between people living within collective and rent based environments for older adults

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Webinar

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The Program GIFT in residence

1. Research process: Background and development of the program
2. Main results: Needs studies and program content
3. Discussion: Evaluation of the pilot testing
4. Conclusion
I. Research process: Background and development of the program
2017
- Chartwell’s concerns
- Beginning of a collaboration with the Chair

2018-2019
- Research 1: Needs study
  - 3 Residences
  - 7 focus groups with witnesses
    - 24 residents
    - 2 employees
    - 5 general managers

Phase 1: 2019-2021
- Needs study
  - 25 ind. interviews
    - 13 targeted residents
    - 6 employees
    - 6 intervernors

Phase 2: 2021-2022
- Devl. and pilot testing
  - Working commitee

Phase 3: 2022
- Evaluation of the pilot testing
  - 9 ind. interviews
  - 12 focus groups

2019-2022
- Research 2: Development and evaluation of a program
- 4 Residences

2023
- Dissemination of the Program
2.1 Main results: Needs studies
What is intolerance?

“I saw a lady yesterday, she was crying. [I asked her]: “What is happening? ”. Then the lady told me: “they no longer accept me in the room because they say I play cards badly”. ” - Resident 8 [R1]

“There is a lady who comes to eat […], she likes the place where I am sitting and that is what she wants. Then, she cannot wait for me to clear out to take the place. […] Even if I have not finished eating, when she arrives, she comes and stands next to me [and says] "Are you going to finish soon? ". That’s annoying. Then, you know, I eat at 11 o’clock and she arrives at 11:45 or 11:50 and she will stand there until I get up from the chair. Sometimes, I have not got up from the chair and she's almost already sitting. You know, that annoys me.” - Resident 1 [R2]
What is intolerance?

Definition:
- All relationships that negatively affect individuals: conflicts, arguments, pushing and shoving, rejection, humiliation or shunning, etc.
- Intolerance can be psychological, physical, material or financial, and sexual.

Places where intolerance occurs:
- Occurs mostly in public spaces: dining room, common lounges, recreation areas or traffic areas.

Targets of intolerance:
- All residents can be the target, but it particularly affects new residents or those with neurocognitive disorders.
What is intolerance?

Negative effects (for targets and witnesses):

“She makes me feel very uncomfortable. I do not leave my apartment anymore. I keep my door closed, I no longer want to know anything. Last year, I really liked it here. This year it is hell.” - Resident 4 [R2]

- **psychological** (fears, anxiety, frustration, suicidal thoughts)
- **social** (social isolation, behavioral changes)
- **physical** (sleep disorders, taking medication)
Some examples of goodwill acts:

▪ Volunteering

“[…] I think that one of the good things is how many residents get involved in all kinds of things. This must also be emphasized. […] There is the choir committee, there is a resident advisory committee. […] There is a group that takes care of welcoming new residents, there is this lady, with her group, who take care of the Pair program.” - Resident 3 [R1]

▪ Sharing skills

“[There is a gentleman who] started giving some kinds of lectures. He is a former university professor. For five weeks he gave lectures on sexuality […] He is a super intelligent man. It is rewarding for him!” - Employee 5 [R1]
Some examples of goodwill (continued):

- Small everyday gestures
  “Well, people are in a good mood, people are talking to each other, people are saying hello to each other. You know, you are in the elevator, you do not know anyone, well they will say hello to you when you get off.” - Resident 3 [R1]

Definition:

- All relationships that positively affect individuals: mutual aid, friendship, camaraderie or a sense of community.

Positive effects:

- Several positive effects help to consolidate the sense of belonging to the residence and to counteract any isolation.
Obstacles and drivers to intervention during intolerance between residents

“When something happens, I say to myself, “Well let’s see! What is happening there?” […] Sometimes there are other people around. But then I say to myself, “OK, should we leave that alone or would it be better to tell someone about it, but who do we tell?” […] I do not know.” - Resident 10 [R2]

Obstacles:
- Lack of knowledge about internal and external resources
- Fear of reprisals
- Misconceptions about intolerance and its effects
- Desire to protect the people involved
- Etc.

Drivers:
- Connection with a trusted individual
- Acknowledgement of the situation
- Desire to act for the common good
- Personal limits have been reached

Importance of empowering witnesses and organisations
Needs identified for the development of a program promoting goodwill and countering intolerance

- Increasing knowledge about intolerance, its effects, its causes, etc.
- Developing a process to manage situations of intolerance
- Clarifying the role of employees, managers and residents’ committee;
- Offering training, and intervention and mediation tools;
- Learning about the internal and external resources;
- Enhancing positive communication and goodwill among residents, employees, etc.;
- Enhancing the welcoming procedure for new arrivals;
- Etc.
2.2 Main results: Program content
This program is addressed to:

- Older adults living in residence
- People working in residence (employees, managers, etc.)
Objectives

1. To promote goodwill
   - To promote goodwill among residents and more broadly in the residence
   - To facilitate the adaptation and integration of new residents

2. To counter intolerance
   - To propose intervention tools to counter intolerance
   - To clarify the management and follow-up processes for situations of intolerance

More than 30 original activities and tools in addition to listing those already offered by other organizations
To optimize the implementation of the program

- Diagnose the needs of the residence
- Composition of the program modules
- Meet the people involved
- Evaluation and sustainability mechanisms

It can be used in whole or in part according to the needs of the residence

Recommandation: To implement all the modules for optimal achievement of objectives
Module 1. Mechanisms for Welcoming New Residents

1. Process of pairing a new resident with a welcoming resident

2. Activities for welcoming new residents
Tell us about you!
A game to learn to know each other

Each activity is accompanied by:

- A one-page descriptive sheet (description, material, procedure, etc.)
- An Activity Evaluation Form by the facilitator
- An Activity Appreciation Form by residents
Module 2. Managing Situations of Intolerance

I. Staff training

- 5 short training videos included
  - What is the Program GIFT in residence?
  - What is goodwill and intolerance between residents?
  - How to intervene in the presence of intolerance between residents?
  - How to differentiate mistreatment from bullying?
  - How to interact with residents with early cognitive loss?

- Lists of training courses offered by organizations
  - Montérégie; Estrie; Provincial
Module 2. Managing Situations of Intolerance

2. Process for managing and monitoring situations of intolerance

- Several tools developed
  - Decisional Diagram for the Management and Follow-Up of Situations of Sntolerance
  - Documentation Form of Situations
  - Checklist Before Concluding Intervention and Follow-Up
  - Memory Aid

3. Resources and services list

- Montérégie; Estrie; Provinciale
Module 3. Promoting Goodwill Among Residents

1. Supporting entities by and for residents
   - Structure for the creation of a Residents’ committee
   - Structure for the creation of a Goodwill committee

2. Poster awareness campaign
   - 6 posters to promote goodwill
   - 6 posters to raise awareness of intolerance
   - 2 posters for intervention proposals
LIVING IN COMMUNITY, is to do acts of goodwill and being indulgent.

PUSHING, CONTEMPT, REJECTION, RUMORS... Intolerance hurts.

If you need to talk about it, you can contact the The Mistreatment Helpline 1888 489-2287

WHAT TO DO?
IF I WITNESS INTOLERANCE BETWEEN RESIDENTS:

- Rejection
- Humiliation
- Pushing
- Rumors

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I defuse
Attempt to defuse the situation (e.g. with humour)

I divert the attention
Divert the attention of one the party (e.g. ask a question about a different subject or ask for help (fictitious))

I talk about it to a trustworthy person
If you do not want to intervene directly, talk to a trustworthy person in the residence
3. Goodwill and intolerance activities

- Individual activities developed:
  - Crosswords, hidden words, etc.

- Group activities developed:
  - Collective Mandala
  - Special Goodwill Bingo
  - Collective work of poetry
  - Viewing and conversation
  - Myth or reality
  - Etc.

- Collectives activities developed:
  - “Acts of goodwill” Day
  - “Pay it Forward”
  - Etc.

- Activities offered by other organisations
4. Conferences lists for residents
   - Montérégie; Estrie; Provinciale

5. Co-creation of a Goodwill Charter

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<th>Events</th>
<th>Activity examples</th>
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Turnkey tool to create an annual calendar of activities according to the needs and interests of residents

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3. Discussion: Evaluation of the pilot testing
Phase 3: Evaluation of the Pilot Testing

Brief reminder of the methodology

12 individual interviews and 9 focus groups (n = 50 participants)
- 25 residents
- 21 employees
- 4 managers

1. To assess the program’s achievements in meeting its objectives
2. To document the facilitators and obstacles encountered during the testing
3. To gather recommendations to improve the program
Objective of promoting goodwill: Achieved

Identified facilitators:

- Combination of promoting goodwill and countering intolerance
- Adaptability of the program to the residences’ contexts
- Leaders in the residence supporting its objectives
- Collaboration of managers & staff members
- Support from the research team

“It is a village here. [...] I edited and published books in the residence, during the pandemic, so that people would be less bored. I thought “People have a lot of time on their hands in their apartment. They have time to reflect on their life.” [...] So I invited people to tell me their story. Approximately 13 persons responded. And I had a lot of support from management to produce the book. We sold 110 books in two days!” – Resident 3 [R2]

Benefits of the Program GIFT in residence:

- Promoting a culture of goodwill within the residence
- New ideas developed according to the objectives of the program
Objective of countering intolerance: Partially achieved

“Like the other time […], I took the list of resources. I gave the information. It is a great reference tool. […] it is just about continuing to work with these tools and continuing to integrate them into our daily lives.[…]

I did not really have any situation of intolerance. But speaking to you, it reminded me of an event. […] I will therefore complete the situation documentation form. But this will be the first time that I use the form.” - Manager 3 [R2]

Some challenges…

- of integrating tools into the situation management process
- of systematically documenting situations of intolerance
Objective of countering intolerance: Partially achieved

Several recommendations integrated into the Program

- Improvement of the visual and content (e.g. addition of training videos)
- Additions of means to ensure its sustainability
- Development of training to support implementation

Some challenges...

- of integrating tools into the situation management process
- of systematically documenting situations of intolerance

Identified obstacles:

- Labour shortage and high staff and resident turnover
- Work overload
- Voluntary participation in activities and difficulties in reaching intolerant residents
- All accentuated by the pandemic context
4. Conclusion
Freely accessible online

www.maltraitancedesaines.com

In summary, the Program GIFT in residence

- Aims to: promote goodwill AND counter intolerance
- Aims for lasting organizational changes
- Offers original tools and activities AND lists those already offered by other organizations
- Turnkey program that can be adapted to the needs of each residence
- Developed and tested in close collaboration with residents, staff members and managers
5. BIBLIOGRAPHY


