



**PROGRAM**  
**GIFT in residence**

# The Program **GIFT** in residence :

Promoting goodwill and countering intolerance between people living within collective and rent based environments for older adults

**November 23, 2023**

Webinar

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With the participation of :



Chaire de recherche sur la maltraitance envers les personnes âgées  
Research Chair on Mistreatment of Older Adults

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# PLAN

## 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

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# **I. Research process: Background and development of the program**

## 2019-2022

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

## 2017

- **Chartwell's concerns**
- Beginning of a collaboration with the Chair

### 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 committee

### Phase 3 : 2022

- Evaluation of the pilot testing
  - 9 ind. interviews
  - 12 focus groups

## 2018-2019

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

## 2023

- **Dissemination of the Program**

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## 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)

## What is goodwill?

### 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]*

## What is goodwill?

### 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]

Importance of empowering witnesses and organisations

### 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

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## 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.

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## 2.2 Main results: Program content



# PROGRAM GIFT in residence

## GIFT

**G**oodwill against **I**ntolerance **F**or **T**ogetherness

### **This program is addressed to:**

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



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# 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

**PROGRAM**  
GIFT in residence



Presentation of the  
Program GIFT in Residence

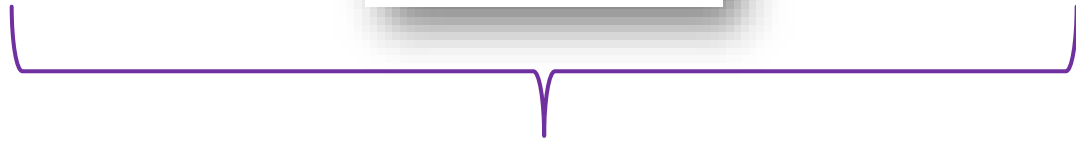





With the participation of:  







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**Module 1**  
Mechanisms for Welcoming New Residents







With the participation of:  













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**Module 2**  
Managing Situations of Intolerance Between Residents: Training and Follow-Up

With the participation of:  





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**Module 3**  
Promoting Goodwill Among Residents






With the participation of:  







## Module 1 Mechanisms for Welcoming New Residents

## 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

START



1. What makes you happy?

2. If you could live in another era, which one would it be?

3. What was the last movie you watched?

4. Tell us about one of your most beautiful childhood memories.

5. Who is your favorite artist?

6. What languages do you speak?

7. Do you have a lucky charm?

8. What is your favorite season?

9. When you were a kid, did you have a pet?

10. Which one do you prefer: Sweet or salty?

11. Which profession would you like to have?

12. What is the greatest advice you ever received?

13. Do you prefer the city or the countryside?

14. What is your favorite expression?

15. Name an important value for you!

16. Now that you know your peers better, which answer surprised you the most?



Thank you for sharing with us!

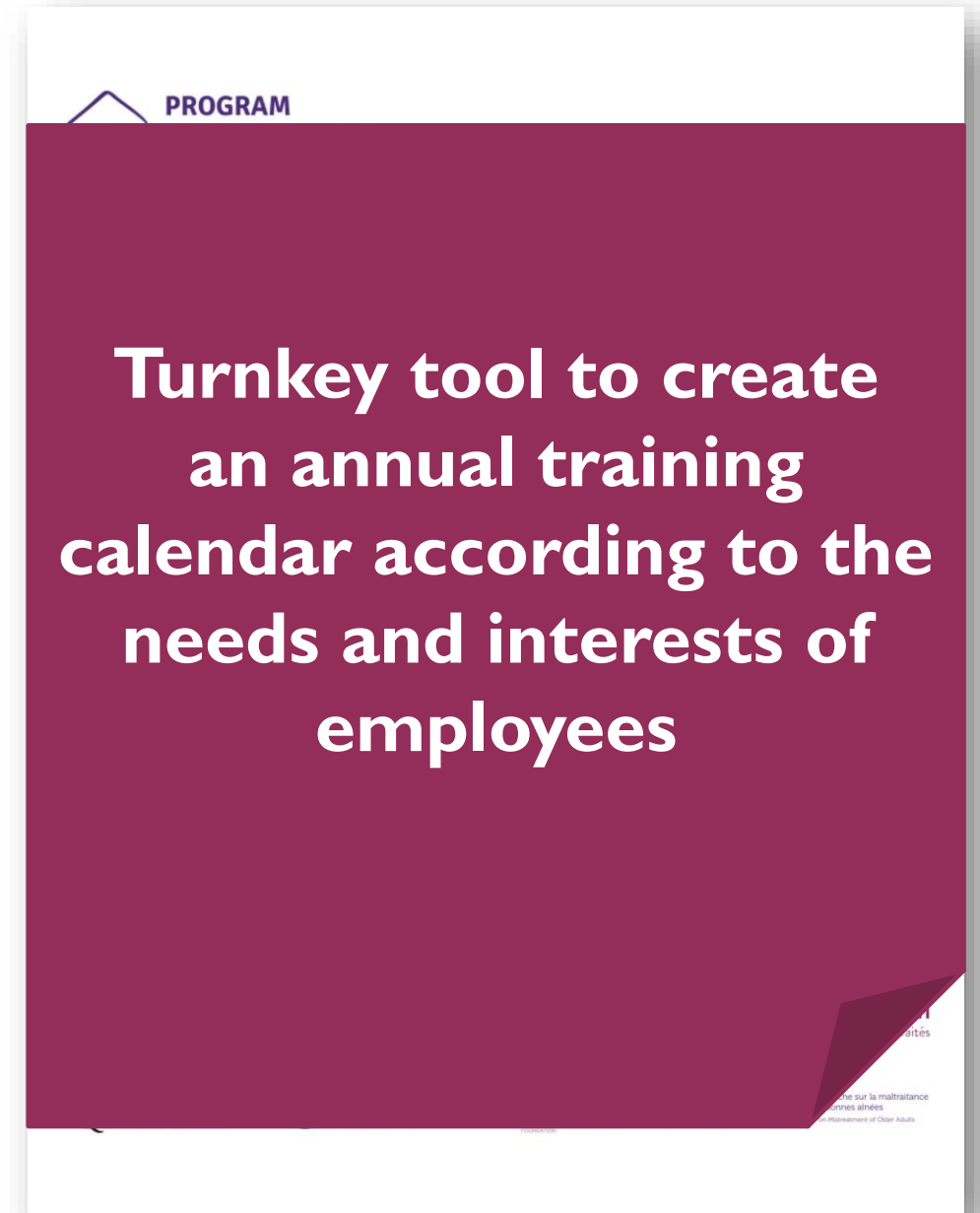
## Each activity is accompanied by:

- 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 Programm 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

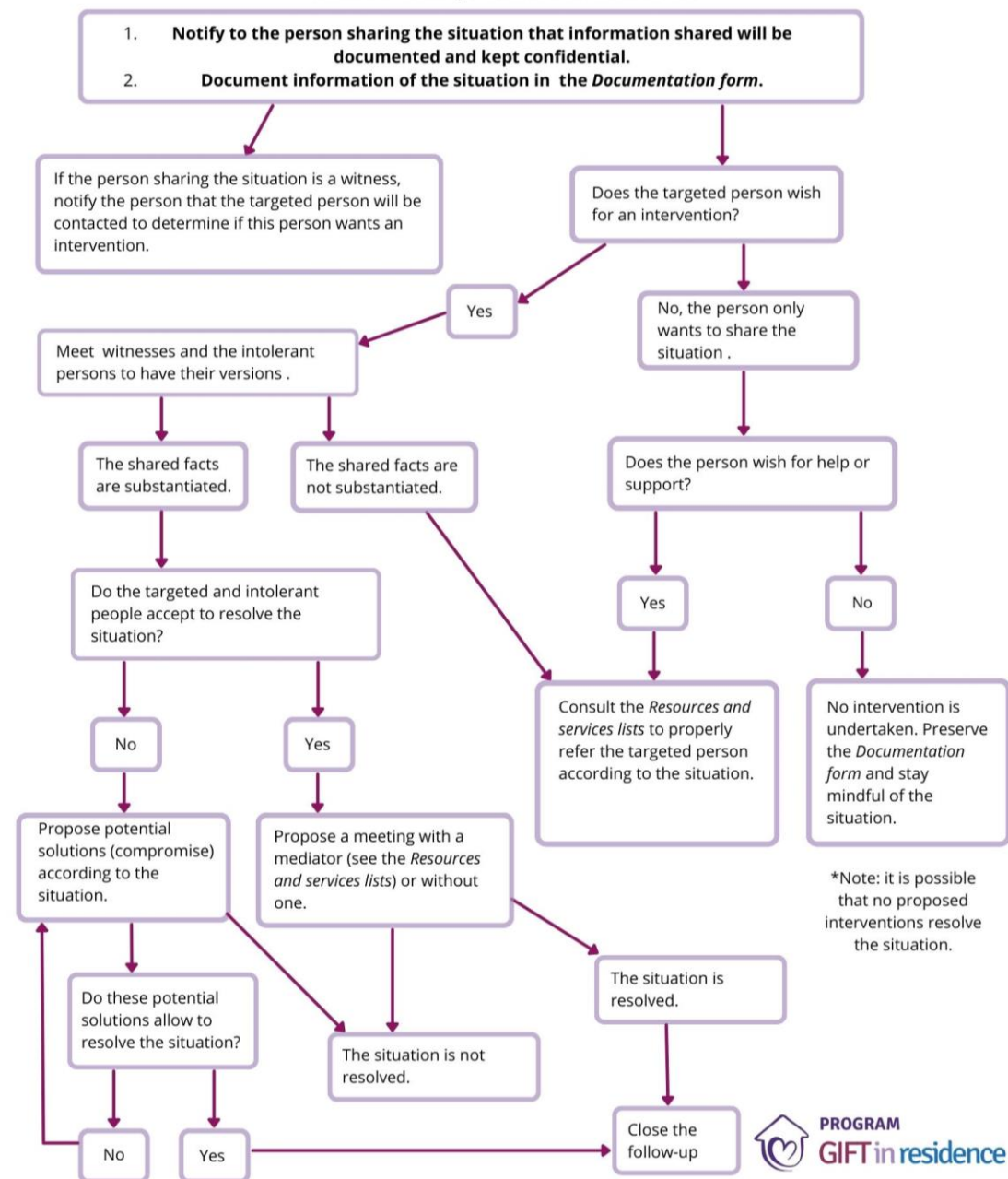
### 2. Process for managing and monitoring situations of intolerance

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

### 3. Ressources and services lists

- Montérégie; Estrie; Provinciale

If the intolerance situation constitute a mistreatment situation which requires to be reported by the Act to combat maltreatment, the management process to follow is the one proposed in the Policy to counter mistreatment in effect at the CISSS of the territory where the residence is located





## Module 3 Promoting Goodwill Among Residents

## 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**.



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**PUSHING,  
CONTEMPT,  
REJECTION,  
RUMORS...**

Intolerance hurts.

If you need to talk about it, you  
can contact the  
The Mistreatment Helpline  
**1 888 489-2287**



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## WHAT TO DO?

### IF I WITNESS INTOLERANCE BETWEEN RESIDENTS :

Intolerance refers to negatives  
relationship between residents, e.g.:

- Rejection
- Humiliation
- Pushing
- Rumors

- **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

Source : Flyer inspired by Réseau FADOO - Région des Laurentides (2018)

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## 4. Conferences lists for residents

- Montérégie; Estrie; Provinciale

## 5. Co-creation of a Goodwill Charter

Month	Events	Activity examples
January	January 1st: World Day of Peace	<a href="#">Viewing and conversation (films and documentaries on the reality of Indigenous Nations)</a>
February	Last Wednesday in February: National Anti-Bullying	Jeu sérieux "La P'tite vie en résidence"
March	March 1st: International Compliments Day	"Acts of Goodwill" Day
April	Easter	"Pay it Forward" activity
May	May 16: International Day of Living Together in Peace	Collective poetry piece (on friendship)
June	June 15: World Elder Abuse Awareness Day	"Myth or Reality about Goodwill and Intolerance Between Residents" game (version without answers and version with answers)
July	July 30 : International Friendship Day	"Tell Us About You!" game
August	August 22: Goodwill Day	Special Goodwill Bingo
September	September 21: World Gratitude Day	Collective Mandala
October	October 1st: International Day of Older Persons	Annual signing of the Goodwill Charter
November	November 16: International Day of Tolerance	"The Highs and Lows of Goodwill and Intolerance" game
December	Christmas and New Year's Day	"I Brighten the Lives of Others" activity (for the holiday season)

**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

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## **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

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