

RE-IMAGINING LONG-TERM RESIDENTIAL CARE

an international
study of promising
practices

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A "society that treats its most vulnerable members with compassion is a more just and caring society for all"

- World Health Organization

What's new

Congratulations to **Rachel Barken** whose application for a SSHRC post-doctoral fellowship with the project was successful. She joins us in the fall, with Pat Armstrong as her supervisor.

Welcome to University of British Columbia PhD student **Ashley Heaslip** who has joined the Accountability theme group. Ashley, who is also a Family Medicine Resident, participated on the Vancouver site visit team.

Albert Banerjee completed his CIHR post-doctoral fellowship in February, but remains with the project as a Research Associate working on end-of-life care in nursing homes.

Suzanne Day successfully defended her dissertation in October. Congratulations Suzanne! She is currently a Research Associate with the project working on the topic of laundry, and has prepared a comprehensive literature review. It was provided to Bruyère and is available on [O3](#).

Sally Chivers' SSHRC Insight grant application – "Challenging the 'Nursing Home Specter' in the Age of Austerity" – was successful! She was awarded \$70,600, to create a better understanding of how dominant "nursing home narratives" of aging influence people's thinking about long-term care, and to show how these stories depend upon the current sociopolitical context of austerity. She will review field notes for narratives of aging as part of her project to "re-imagine late life care".

Megan Davies, with colleagues at several other Ontario post-secondary institutions, was successful in receiving funding to develop on-line teaching modules to make the History in Practice (HiP) mental health teaching materials they developed more accessible. The Policy and Practice module will draw on promising practices from the Re-imagining LTRC project.

Pat Armstrong, Hugh Armstrong and **Dee Taylor** continue to participate in the SALTY (Seniors Adding Life to Years) group, chaired by the University of Alberta's Carol Estabrooks. The Re-imagining LTRC project will contribute to the SALTY group by funding and producing a short audio or video clip on what putting life in years would look like. **Sally Chivers** is taking the lead on this. In addition to planning a workshop for August, the group is submitting a grant proposal to secure funding for other research work.

Pat Armstrong and **Hugh Armstrong** spoke at a conference on "The Future History of the Welfare State" at Trent University in March, held to honour **James Struthers** who retires in June. All the best Jim!

Donna Baines has accepted a position as Chair in Social Work and Social Policy at the University of Sydney, Australia, beginning in mid-August. She will take a year's leave from McMaster University.

Pat Armstrong, Hugh Armstrong and **Jacqueline Choiniere** drafted a paper on seniors' health policy for the Canadian Federation of Nurses Unions (CFNU), a project partner. It will be used for the next federal election.

Spotlight on **Accountability**

The 'Accountability' theme group identifies those strategies which help promote conditions of work and care that make residential care facilities places where people want to work and live, while encouraging the best use of resources. It recognizes that such care requires standards and a means for guaranteeing that these standards are met. Accountability is seen as a relationship, as multi-directional and democratizing.

The focus of the mapping phase of the project was on the mechanisms of accountability and current quality measures in long-term care, putting the resident at the core of accountability concerns and including historical overviews such as the genealogy of accountability. Theme members gathered selected accountability mechanisms across different jurisdictions and a range of levels in order to identify gaps, underlying principles, discourses, tensions and contradictions, and promising practices.

Co-investigators **Hugh Armstrong** and **Jacqueline Choiniere** lead this theme. Members include co-investigators **Robert James, Margaret McGregor**, and **Pauline Vaillancourt Rosenau**, post-doctoral fellow **Ruth Lowndes**, and students **Gudmund Ágotnes, Margrethe Kristensen, Ashley Heaslip** and **Justin Panos**.

In 2014/15:

Group members worked on papers, often with team members in other themes, on:

- food (Ruth)
- long-term care bed supply; for-profit status and quality of care (Margaret)
- the role of physicians in long-term care (Margaret, Robert)
- assistive personnel (Pauline)
- RAI-MDS (Hugh, Jacqueline, Margaret)
- audit-inspection; transition to and between long-term care (Jacqueline)

Resources

Featured Resources:

Approaches to Accountability in Long-Term Care, by Whitney Berta, Audrey Laporte and Walter Wodchis, discusses the array of approaches to accountability, focusing on regulated facility-based long-term care services in Ontario.

What's Love Got to Do With It?: The Influence of a Culture of Compassionate Love in the Long-term Care Setting is a paper by Sigal Barsade and Olivia O'Neill that builds a theory of a culture of compassionate love at work. It is based on a longitudinal study exploring the influence that emotional culture has on employee, resident and family outcomes.

Other recent additions to the bibliography include:

- Identity in the Fourth Age: perseverance, adaptation and maintaining dignity (Co-investigator Liz Lloyd is an author of this paper.)
- Continuity and Change in Norwegian Nursing Homes, in the Context of Norwegian Welfare State Ambitions (Co-investigator Frode Jacobsen authored this paper)
- Who is Looking After Mom and Dad? Unregulated Workers in Canadian Long-Term Care Homes
- The Age of Dignity: Preparing for the Elder Boom in a Changing America
- Developing Health Care Workforces for Uncertain Futures
- Alternate housing models for older people with disabilities: their clientele, structures and resources in relation to the quality of and satisfaction with care delivery

[Sign in to bibliography](#)

2014-15 Seminar Series

The presentations from the 2014-15 seminar series will contribute to a short, accessible 'bookette' on promising practices in long-term residential care, as well as to a more academically focused publication. Presenters developed narratives that highlighted promising practices in the site visit jurisdictions, profiled the country and site, and presented an analysis. Team members are invited to provide feedback and revisions.

Presentations and related documents are posted on [O3](#) in the 2014-15 seminar series folder.

Presenters:

November 3, 2014: **Jacqueline Choiniere** and **James Struthers** on Ontario.

January 9, 2015: **Hugh Armstrong** and **Tamara Daly** on Texas.

February 27, 2015: **Susan Braedley** and **Albert Banerjee** on Sweden; **Donna Baines** and **Pat Armstrong** on Bergen.

March 27, 2015: **Ruth Lowndes** and **Beatrice Müller** on Germany; **Sally Chivers** and **Martha MacDonald** on the UK (with **Pat Armstrong** on Wales).

Site Visits

Eleven team members travelled to Vancouver from December 7-13, 2014 to participate in the Re-imagining Long-term Residential Care and Healthy Ageing in Residential Places (HARP) projects' site visits. Co-investigator **Margaret McGregor**, with her student assistant **Alexis Kezirian**, facilitated a full and a flash site visit. Alexis and University of British Columbia PhD student **Ashley Heaslip** fully participated in the interviews and observations, filling in for ailing co-investigators. Thanks to both!

The Vancouver visits added 48 interviews to the project's rich set of data. Thanks to team members who participated, and a special thanks to Margaret her student organizer Alexis who worked hard to make the visits successful.

Planning for the spring 2015 site visits is nearing completion. Thanks to all team members who are participating. These are the last two scheduled site visit locations for the project.

- Winnipeg: Co-investigator **Malcolm Doupe** is organizing the visits, assisted by students **Julie Erickson** and **Shauna Zinnick**. The visits immediately precede the May workshop and 2015 team meeting in Toronto. They begin with a dinner meeting on Sunday, May 10, and end on Saturday, May 16.
- Halifax: The site visits in Halifax are being organized by co-investigator **Martha MacDonald** with assistance from her administrator **Jackie Logan** and student **Jonathan Godin** who will prepare the background documents. The visits follow the conference/team meeting, and begin with a dinner meeting on Sunday, May 24, and end on Saturday, May 30.

On April 21, 2015, **Pat Armstrong**, **Hugh Armstrong** and **Ruth Lowndes** returned to one of the Ontario sites to report on the project's findings on promising practices.

Workshop on Skills and 2015 Annual Team Meeting

The 2015 annual team meeting will be held on Thursday, May 21 and Friday, May 22 at the Schulich Executive Learning Centre at York University. It is preceded by a day-long workshop on "Skills for Long-term Residential Care" on May 20 at Hart House, University of Toronto.

Additional details and draft agendas are posted on the project's internal [O3](#) site.

Presentations and Publications

Presentations

Team members have been very active, presenting at many conferences over the last six months. If you are interested in more detail on any of talks, please contact the presenters directly.

Gudmund Ágotnes presented "A critical review of research on hospitalization from nursing homes; what is missing?" at the European Forum for Primary Care (EFPC) bi-annual conference, Barcelona, September 1-2, 2014. **Frode Jacobson** was one of the paper's co-authors.



Vancouver meeting day
lunch conversation

Annamarie Adams spoke on “Home and/or Hospital: The Architectures of Palliative Care” at the 20th International Congress on Palliative Care, Palais des Congrès, Montreal, September 9-12, 2014.

Tamara Daly presented “Why do Prescriptive or Interpretive Approaches to Long-Term Care Staffing Regulations Matter? An Exploration of Restrictive, Resistive, and Responsive Work Organization Models” at the Canadian Association for Work & Labour Studies mini conference, Dissent and Resistance in the Workplace, October 3-4 in Hamilton. The paper was co-authored with **Malcolm Doupe, Monika Goldmann, Frode Jacobsen, James Struthers**, and students **Beatrice Müller** and **Deanne Taylor**. **Donna Baines** was a conference organizer and presented on the opening panel.

Monique Lanoix spoke on “Occupational Vulnerability” at the Vulnerability in Context workshop, University of Ottawa, October 9-10, 2014. The talk was on care workers and the risk of moral distress.

Tamara Daly and **Liz Lloyd** presented at the 43rd Annual Canadian Association on Gerontology Scientific and Educational Meeting, October 16-18, 2014 in Niagara Falls. Tamara presented “Mapping Meal Times: Invisible Care Work and Irregular Care Needs in Long-term Care”, co-authored with **Pat Armstrong** and **Ruth Lowndes** from the team; Liz presented on “Dignity in Dementia Care: What is the significance of the use of dolls?”

Pat Armstrong and **Jacqueline Choiniere** presented at the Canadian Health Workforce Conference, October 21-22 in Ottawa, on a panel on Health Workforce for an Aging Population chaired by **Hugh Armstrong**. Pat spoke on “Skill and the Division of Labour in Long-term Residential Care”, and Jacqueline presented on “Exploring tensions in work quality and satisfaction with Ontario’s Long-Term Care Quality Inspection Process”.

Tamara Daly and **Ruth Lowndes** presented at the 2014 Qualitative Health Research Conference in Victoria, October 21-23. Ruth’s paper, co-authored with Tamara, was “Leisurely Dining’: Exploring how work organization and informal care shape residents’ dining experiences in long-term care” and Tamara’s was “From the Care Gap to the Invisible Labour Trap: Rapid Ethnography as a ‘Way in’ to Long-Term Care”.

Monique Lanoix presented “Policy Development as Tapestry: Interweaving Sociology, Ethnographic Practice and Philosophy” at the Philosophy and Public Policy, Philosophical Activism - workshop III, Centre for Humanities Engaging Science & Society, Durham University in Durham, UK, October 30-31, 2014. The paper focused on care workers, policies and doing philosophy.

Pat Armstrong spoke at the inaugural national conference on Long-Term Care: A Safe and Secure Environment in Toronto, November 26-27, 2014. She presented on “Promising Practices: Learning from Sweden, Norway, Germany, the UK and the US”, and participated in a panel discussion on “Where Do We Draw The Line Between Resident Safety And Quality Of Life In Long-Term Care Facilities?”

Tamara Daly and **Sara Erlandsson** presented at the NORMACARE meeting at Aalborg University, Denmark, December 4-5, 2014. Tamara spoke on “Cookbook Care: Kitchens, Contracting and Care Work” and Sara on “Constructions of a good life for older people in advertisements for residential care facilities and senior dwellings.”

*Send information on presentations and recently published, accepted, or under review papers to Wendy at wwinters@yorku.ca. Please remember to **acknowledge the project and our funder** in published papers!*

Donna Baines and **Tamara Daly** organized and chaired a stream on “Underpaid, Unpaid, Unseen and Unhappy: Care Work in the Context of Constraint” at the 29th annual conference of the Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) at the University of Auckland, February 3-5, 2015. Donna presented on “Controlled Care: Care and control in long-term care work”, and Tamara on “Lean Cuisine: Kitchens, Contracting and Long-term Care”, co-authored with **Pat Armstrong** and **Ruth Lowndes**.

Pat Armstrong spoke about the project to a group of York University alumni and friends at the York Circle event on February 28, 2015.

Tamara Daly presented “Time to Care about Violence in Long-term Care” to the Ontario Nurses Association in Toronto on March 12, 2015.

Susan Braedley chaired Moral and Policies of Age at the International Interdisciplinary Conference of FRAMAG Research Program at the University of Luxembourg, March 12-13. She also presented “Beyond the comfort zone: Re-imagining the nursing home as collective and equitable.”

Ruth Lowndes presented the “Lean Cuisine: Kitchens, Contracting and Long-term Care” paper at the More than Getting By: Putting Daily Life at the Heart of our Struggles conference at Carleton University on March 20, 2015.

Tamara Daly presented “Are we past precarity? Liminality and invisible labour in residential long-term care”, a paper co-authored with **Pat Armstrong**, at the 33rd International Labour Process Conference, Athens, Greece, April 13-15, 2015 in a session on Developments in Service Work chaired by **Donna Baines**.

Upcoming:

Sally Chivers and **Jim Struthers** are chairing panels at the [Critical Intersections](#): Mild Cognitive Impairment, Aging, and Dementia in Theory and Practice symposium organized by Trent University’s Centre for Aging & Society, May 7-8, 2015. Sally is chairing Panel 5: Arts-Based Approaches and Care of the Self and Jim is chairing Panel 6: How did we get here? Historical Reflections and Social Constructions. Sally Chivers is also presenting on “Dementia on the Silvering Screen: What do the Movies Tell Us about Memory?” in Special Session 2: Aging and Cognitive Culture: The Cinematic Imagination.

Susan Braedley and **Sally Chivers** are presenting at the North American Network in Aging Studies conference: Aging and Age Studies: Foundations and Formations at Miami University, Oxford, Ohio, May 19-22, 2015. Susan’s talk is “Neither Fish nor Fowl: Which Model for Elder Care? The Power of Metaphors in Residential Care” and Sally’s is “I didn’t really make anything up”: Reimagining Long-Term Residential Care in *Arrugas*”.

Monique Lanoix is presenting at three upcoming events: “Lessons from Ancillary Care: Understanding Work In the 21st Century” at the Canadian Political Science annual meeting on June 4, 2015 at the Congress of the Humanities and Social Sciences, University of Ottawa; “Aging, Dis-function and Access to Care” at the 29th European conference on Philosophy of Medicine and Health Care, Ghent, Belgium, August 19-22, 2015; “Work and Vulnerability” at the Canadian Society for Women in Philosophy annual meeting, University of Regina, October 23-25, 2015.

Pat Armstrong is speaking on “Reimagining long-term residential care: International perspectives on promising practices” in Session #3 of the Canadian Academy of Health Sciences (CAHS) Symposium on

The Dementia Challenge: Facing the Rising Tide by 2025 and Mobilizing a pan-Canadian Action Plan, September 17, 2015 in Ottawa.

Publications

[Architecture and Aging: The Depiction of Home in Sarah Polley's Away From Her](#) by **Sally Chivers** and **Annmarie Adams** was published in *Age, Culture, Humanities*. Issue 2, 2015.

[The Meaning of "Dining": The Social Organization of Food in Long-term Care](#) by Ruth Lowndes, Pat Armstrong and Tamara Daly was published in *Food Studies Interdisciplinary Journal*, Volume 4, Issue 1. It is an open access paper and is available for downloading.

"Exploring the Ecology of Publicly Funded Residential Long-term Care Bed Supply in Canada" by **Margaret McGregor, Malcolm Doupe** and **Saskia Sivananthan** was published in the *Canadian Journal on Aging*, Volume 34, Issue 01.

"Careworkers Don't Have a Voice:" Epistemological Violence in Residential Care for Older People was published in Volume 33 of the *Journal of Aging Studies*. **Albert Banerjee, Pat Armstrong, Tamara Daly, Hugh Armstrong**, and **Susan Braedley** authored this paper.

"Continuity and Change in Norwegian Nursing Homes, in the Context of Norwegian Welfare State Ambitions" by Frode Jacobsen was published in *Ageing International* online December 18, 2014.

Upcoming:

Monique Lanoix's chapter "Care et Vieillessement" is included in the book *Éthiques et politiques du care: langage féministe actuel* being published in 2015, Les Éditions du remue-ménage.

"Comparing Job Autonomy of Nursing Home Assistive Personnel in 6 Countries" co-authored by co-investigators **Pauline Vaillancourt Rosenau, Frode Jacobsen, Liz Lloyd, Monika Goldmann, Marta Szebehely, Jackie Choiniere**, and students **Kate Laxer** and **Suzanne Day** will be published in an upcoming issue of *Ageing International*.

Studies in Political Economy will publish an issue on Regulating Care in the spring of 2015. It may be available for the 2015 workshop, and contains papers from team members:

"Centering Care: Explaining regulatory tensions in residential care for older persons", by **Albert Banerjee** and **Pat Armstrong**.

"Dreams of Home: Building (In)Equity in Long-term Residential Care Studies in Political Economy", by "**Susan Braedley** and student **Gillian Martel**.

"Resisting Regulatory Rigidities: Lessons from Front-line Care Work", by **Donna Baines** and **Tamara Daly**.

"Regulating Individual Charges for Long-term care in Canada", by **Martha MacDonald**.

"Dancing the Two-Step: More Deterrence-oriented Regulation = Ownership and Management Consolidation in Ontario's long-term care sector (1940 – 2013)", by **Tamara Daly**

Calls for presentations, papers

i. The Gerontologist

The Gerontologist has issued a [call for papers](#) for a special issue: “Aging-It’s Personal.” Gerontologists are encouraged to connect the gerontological knowledge base and their personal experience with the goal of developing wisdom that will guide theory and practice. The submission deadline for abstracts is **June 1, 2015**. Print publication date is February 2017.

See [reimagineLTC \(O3\)](#) for updates on calls for papers.

ii. The Empathy Project: 2nd Global Meeting

The steering group of the Empathy Project has issued a [call for presentations](#) for its Second Global Meeting to be held at Mansfield College, Oxford from September 7-9, 2015. Proposals for conference papers, short workshops and performances are welcome, and pre-formed panel proposals are especially invited. The deadline to submit presentation proposals is **June 5, 2015**.

iii. International Research Conference on Nursing Homes

The International Association of Gerontology and Geriatrics has announced a [call for abstracts](#) for the International Research Conference on Nursing Homes to be held December 2-3, 2015 in Toulouse, France. The conference is an opportunity to learn, share ideas, and promote current knowledge among researchers in the field of nursing home care. The deadline for submitting an abstract for oral, poster, and panel presentations is **June 30, 2015**.

iv. SAGE Open

SAGE Open is an open-access publication from SAGE. It publishes peer-reviewed, original research and review articles spanning the full spectrum of the social and behavioral sciences and the humanities in an interactive, open access format. By not restricting papers to a narrow discipline, *SAGE Open* facilitates the discovery of the connections between papers, whether within or between disciplines. An author publication fee of \$195 for each published article is charged after acceptance. Find details on [manuscript submission](#) here.

MCRI team members: Please check “What’s New” on [reimagineLTC \(O3\)](#) for recent content additions to the site.

Watch for our next Newsletter (#11) in fall 2015