



Module 3

Promoting Goodwill Among Residents

Writing and review of the guide

Marie-Chantal Falardeau, Ph. D., Project coordinator, Université de Sherbrooke (Nov. 2019 – Oct. 2022)

Hélène Carbonneau, Ph. D., Co-researcher, Professor, Université du Québec à Trois-Rivières

Marie Beaulieu, Ph. D., Researcher in charge of the project, Professor, Chairholder of the Research Chair on Mistreatment of Older Adults (2010-2022), Research associate to the Chair since November 2022, Université de Sherbrooke

Roxanne Belley, Université du Québec à Trois-Rivières (Sept. 2020 – Sept. 2021)

Annabelle Maheu, B. Comm., Université de Sherbrooke (May 2022 – Dec. 2022)

Roxane Leboeuf, M.S.S., Project coordinator, Université de Sherbrooke (since Oct. 2022)

Project Steering Committee

Research team

Marie Beaulieu, Ph. D., Researcher in charge of the project, Professor, Chairholder of the Research Chair on Mistreatment of Older Adults (2010-2022), Research associate to the Chair since November 2022, Université de Sherbrooke

Hélène Carbonneau, Ph. D., Co-researcher, Professor, Université du Québec à Trois-Rivières

Mélanie Levasseur, Ph. D., Co-researcher, Professor, Université de Sherbrooke

Marie-Chantal Falardeau, Ph. D., Project coordinator, Université de Sherbrooke (Nov. 2019 – Oct. 2022)

Roxane Leboeuf, M.S.S., Project coordinator, Université de Sherbrooke (since Oct. 2022)

Anabelle Rondeau-Leclaire, M.S.S., Project co-coordinator, Université de Sherbrooke (Jan. – March 2023)

Chartwell Retirement Residences (in alphabetical order)

Chantal Beaulieu, General Manager, Villa de l'Estrie

Lucie Brosseau, General Manager, Seigneuries du Carrefour (Nov. 2019 – March 2022)

Annie Duchesne, Regional Manager, Health Care (Sept. 2020 – August 2022)

Jean-Philippe Grossi, Acting General Manager, Seigneuries du Carrefour (Sept. – Dec. 2020)

Martyne Lessard, General Manager, Résidence Principale Cowansville (Nov. 2019 – April 2020), and Villa Rive-Sud (since March 2022)

Anne Marcil, General Manager, Le St-Gabriel (Sept. – Nov. 2020)

Nathalie Pinsonneault, General Manager, Le St-Gabriel (since Nov. 2020)

Michel Tardif, Regional Manager, Operations

Hélène Tôth, Regional Manager, Health Care (Nov. 2019 – August 2020)

Jasmin Roy Sophie Desmarais Foundation

Jasmin Roy, President of the Jasmin Roy Sophie Desmarais Foundation

Project Working Committee (in alphabetical order)

Rita Boudreau, Resident, Chartwell Retirement Residence Villa de l'Estrie

Daisy Biron, Resident, Chartwell Retirement Residence Seigneuries du Carrefour

Valérie de Haas, Lifestyle and Program Manager, Chartwell Retirement Residence Seigneuries du Carrefour (Dec. 2020 – Sept. 2022)

Caroline Grégoire, Lifestyle and Program Manager, Chartwell Retirement Residence Villa de l'Estrie (Dec. 2020 – Feb. 2022)

Nathalie Lalancette, Leasing Consultant, Chartwell Retirement Residence Le St-Gabriel

Marguerite Loiselle, Resident, Chartwell Retirement Residence Le St-Gabriel

Project Advisory Committee (in alphabetical order of organization)

Centre collégial d'expertise en gérontologie, Cégep de Drummondville

Chartwell Retirement Residence Le St-Gabriel (an employee and a resident)

Chartwell Retirement Residence Seigneuries du Carrefour (an employee and a resident)
Chartwell Retirement Residence Villa de l'Estrie (an employee and a resident)
DIRA-Estrie
Équijustice Estrie
Laboratoire d'innovations par et pour les aînés (LIPPA), Université de Sherbrooke
Local service quality and complaints commissioner, CIUSSS de l'Estrie - CHUS
Police Department of Sherbrooke
Regional coordinator specializing in countering mistreatment of older adults of older adults of Estrie (Nov. 2019 – March 2021)
Regional coordinator specializing in countering mistreatment of older adults of older adults of Montérégie (since June 2021)
Estrie's regional concertation table of seniors
Université de Sherbrooke, Doctoral student in gerontology

Student collaboration

Roxanne Belley, Université du Québec à Trois-Rivières (Sept. 2020 – Sept. 2021)
Justine Hétu, Université de Sherbrooke (October – December 2021)
Sabrina Petit, Université de Sherbrooke (May – Sept. 2021)
Laurie Poisson, Université de Sherbrooke (January – May 2021)

Collaboration with the Fédération québécoise du loisir en institution

Anne-Louise Hallé, General Manager (since April 2022)

Translation

Jasmin Roy Sophie Desmarais Foundation
Jessie Berthiaume, B.A., Université de Sherbrooke, Research Chair on Mistreatment of Older Adults

Graphic design and review

Annabelle Maheu, B. Comm., Université de Sherbrooke (May – Dec. 2022)
Anna Carraro, B. Comm., Université de Sherbrooke (since Feb. 2023)

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Table of contents

Promotion of Goodwill	6
Brief overview of the program.....	6
Objectives of the module.....	6
Support Entities by and for Residents	7
Goodwill Committee	7
Residents' Committee.....	8
Poster Awareness Campaign.....	9
Posters to promote goodwill	9
Posters to raise awareness of intolerance between residents.....	10
Posters for intervention proposals	10
Conferences Lists for Residents.....	11
Programming of Activities for Residents.....	12
Roles and attitudes of the facilitator	13
Co-Creation of the Goodwill Charter	14
Roles of the LPM – Facilitator in the co-creation of the Charter	14
Steps in the Goodwill Charter co-creation process	15
Suggestions for sustaining the Charter	18
Goodwill and Intolerance Activities (Group and Individual)	19
Group activities on goodwill	19
“2 minutes de bonheur ensemble” activity.....	19
“Pay it Forward” activity.....	20
“I Brighten the Lives of Others” activity	21
“Tell Us About You!” activity	22
Special Goodwill Bingo	23
“Acts of Goodwill” Day	24
Collective Mandala	25
Collective Work of Poetry.....	26
Viewing and Conversation.....	27
Group activities on intolerance and goodwill	28
“The Highs and Lows of Goodwill and Intolerance” game	28
Jeu sérieux “La P’tite vie en résidence”	29
Myth or Reality About Goodwill and Intolerance Between Residents.....	30
Individual activities	31
Goodwill Hidden Messages	31
Goodwill Crossword Puzzles	32

Positive Thoughts	33
Suggestions for the sustainability of the activities	33
Bibliography.....	34

PROMOTION OF GOODWILL

Module 3 proposes elements developed to **promote goodwill among residents** in the living environment. It includes proposals for the creation of entities by and for residents, a poster campaign to raise awareness, lists of conferences for residents on various themes, an activity to co-create a goodwill charter, and a range of group and individual activities for residents.

BRIEF OVERVIEW OF THE PROGRAM

The Program GIFT in residence aims to **provide tools and activities to promote goodwill in the living environment and to counter intolerance between residents**. The uniqueness of this program is the result of research based on the **experience of residents** who have witnessed or experienced intolerance between residents, as well as on the **experience of staff members and external intervenors** who have witnessed or intervened with one or more persons involved in a situation of intolerance between residents in private seniors' residences (PSR) or in this type of situation in general. It suggests guidelines and structures that can be used in whole or in part depending on the needs of the residence.

OBJECTIVES OF THE MODULE

The objectives of Module 3 on promoting goodwill among residents are to:

- 1** Support residents and promote goodwill among residents by establishing one or more **entities by and for residents**;
- 2** Raise awareness of goodwill and intolerance between residents and provide information on how to intervene or manage a situation of intolerance through a **poster campaign that aims to change behaviour**;
- 3** Offer a **variety of available and relevant conferences** to residents on various topics directly related to or underlying goodwill and intolerance between residents;
- 4** To guide the **implementation of a charter and a program of activities** to promote goodwill among residents and to counter intolerance between them.

SUPPORT ENTITIES BY AND FOR RESIDENTS

As part of the Program GIFT in residence, we propose two structures for the creation of committees to be set up in PSR. The objectives of these committees are to represent the residents' interests and needs and improve community life through the promotion of goodwill and the countering of intolerance.

GOODWILL COMMITTEE

Objective	To promote goodwill among residents in the living environment.
Membership mandate	To organize or participate in the organization of goodwill activities that promote goodwill among residents.
Composition	All residents interested in promoting goodwill among residents in the living environment are welcome to join .
Some ideas for action	<p>In collaboration with the lifestyle and program manager, the Goodwill Committee can:</p> <ul style="list-style-type: none">▪ Make an annual plan of activities to be held based on international days (see information and activities in this module on page 12);▪ Create a suggestion box;▪ Participate in new resident orientation and pairing (see Module 2);▪ Highlight the goodwill actions of residents.
Other information	<p>The Goodwill Committee:</p> <ul style="list-style-type: none">▪ Consists of a team of monitors who value the well-being of residents;▪ May work in conjunction with the Residents' Committee;▪ May be independent or a subcommittee of the Residents' Committee;▪ Does not hold formal meetings requiring an agenda or other administrative document.

TIP



Holding meetings with residents to learn more about their interests in goodwill activities can help prioritize the committee's

TIP



Focus on healthy collaboration with the residence general manager or other person designated to look after the well-being of residents.

RESIDENTS' COMMITTEE

Objective	To ensure resident representation and resident satisfaction with their quality of life.
Mandate of the members	To inform residents of their rights and obligations , to promote the quality of residents' living conditions and to defend the collective rights and interests of a resident or residents.
Composition	The Residents' Committee (RC) requires the mobilization and participation of residents . An RC should be composed of an odd number of residents (between 5 and 7) to facilitate decision-making when voting.
Some ideas for action	<p>The RC:</p> <ul style="list-style-type: none"> Can survey residents' opinions (verbally or in writing) to determine the RC's goals for the coming year (concerning services, activities, social relationships, etc.); Can create a dual-purpose letter box to encourage residents to express themselves: letters about goodwill and reports of situations of intolerance; Must identify funding methods to support its sustainability and meet the needs of residents; Must facilitate communication with residents, be visible and known to them.
Other information	<p>The RC:</p> <ul style="list-style-type: none"> Should be composed of the following positions: chair, vice chair, treasurer, secretary, advisors (ideally 3) and alternates; Must write an annual report at the end of each year its mandate stating its actions and activities, and include a financial statement; The RC conducts two types of recurring meetings: regular meetings and the Annual General Assembly (AGA); May work in conjunction with the Goodwill Committee; For more information about the creation of an RC, the roles of each member and its sustainability, consult the document on its creation, roles and sustainability.

TIP



Encourage a healthy collaboration with the residence general manager or any other person designated to ensure the well-being of the residents.

TIP



RC members may request a copy of the Resources and Services Lists ([see Module 2](#)) to support any individual as needed.

POSTER AWARENESS CAMPAIGN

The poster awareness campaign aims to raise awareness among residents and, more broadly, among staff members, families and friends of people living in the residence. Its objectives are to **promote goodwill** among residents, to **raise awareness of intolerance** between them and to **provide information on possible interventions** in situations of intolerance between residents.

In addition, it aims to **change behaviour** by raising awareness of the existence of intolerance, by emphasizing that the targeted stakeholders have the power to act on the problem and by showing the way to change.

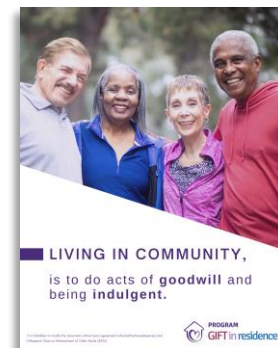
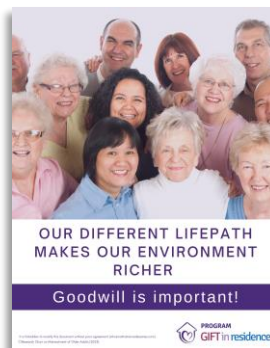
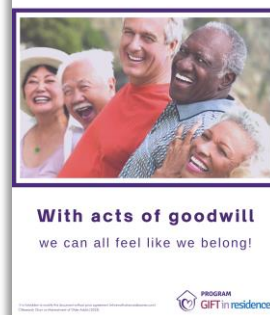
[Click here to access the poster campaign.](#)

TIP



Change signs and locations frequently.

POSTERS TO PROMOTE GOODWILL

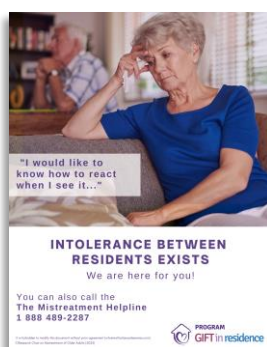


TIP



Publish the posters in the residence newsletter and notify residents of their purpose in the Program GIFT in residence

POSTERS TO RAISE AWARENESS OF INTOLERANCE BETWEEN RESIDENTS

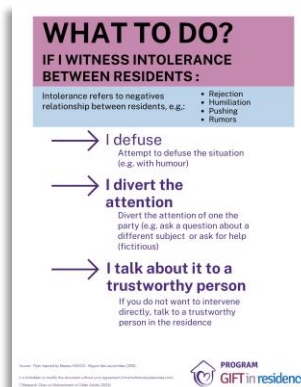


POSTERS FOR INTERVENTION PROPOSALS

TIP



Display the posters as a pair, i.e., put a poster promoting goodwill next to a poster raising awareness about intolerance.



TIP



Frame the posters and place them in high traffic areas of the residence (e.g., waiting areas, elevators, common lounges, etc.) or in special locations to attract the attention of residents.

CONFERENCES LISTS FOR RESIDENTS

The purpose of the conferences lists¹ is to **offer a variety of conferences for residents on various topics** directly related to or underlying goodwill and intolerance between residents. Three lists have been developed, two proposing a selection of conferences available in the Montérégie and Estrie regions (where the program was developed) and one regrouping a selection of conferences available throughout Quebec. The proposed conferences aim to improve the knowledge and skills of residents on several **topics related to the promotion of goodwill and the countering of intolerance between PSR residents** by:

1. Valuing goodwill;
2. Creating an inclusive living environment;
3. Grief management;
4. Brain aging and cognitive decline;
5. Awareness of and response to intolerance, bullying or older adult mistreatment;
6. Conflict management.

TIP



Make a reservation for a conference at least one month in advance to facilitate planning.

TIP



Remind participants that the conference is part of the Program GIFT in residence and explain the objectives of the conference.

Estrie



Montérégie



Province of Québec



DOCUMENT(S) TO BE FILLED OUT



[Conferences Appreciation Form](#) to assess the level of relevance and appreciation of the conference. It is recommended that this be completed after each conference offered to residents.

¹ The lists include existing conferences proposals and can be expanded by each residence.

PROGRAMMING OF ACTIVITIES FOR RESIDENTS

The Goodwill Charter and the activity guide² are part of a **program of activities** aimed at promoting goodwill and countering intolerance between residents. Each activity is also intended to **create exchanges and connections between residents** and to provoke reflection among them. It is recommended that the Goodwill Charter be co-created first and then supported by various activities promoting goodwill and countering intolerance between residents.

To facilitate the inclusion of activities, **annual planning** can be done to ensure that residents are regularly reminded of the benefits of a goodwill culture. In addition, spreading the activities out over 12 months promotes the development of a goodwill culture over the long term. Here is an example:

Month	Events	Activity examples
January	January 1st: World Day of Peace	Viewing and conversation (films and documentaries on the reality of Indigenous Nations)
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)

TIP



Plan activities around specific events or international days.

² The proposed activities fall under one of the general objectives of the program and are not exhaustive.

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ROLES AND ATTITUDES OF THE FACILITATOR

The role of the facilitator in this setting is to ensure that residents work together to learn knowledge and skills. Recommendations for the roles and attitudes of the activity leader are presented.

Adopt the right attitude

- Create a climate of trust: be diligent, punctual, secure and supportive;
- Be enthusiastic, welcoming and available. Listening skills and especially a smile encourages participation;
- Greet participants with positive remarks. For example, point out certain characteristics (clothing, hairstyle, jewelry, etc.);
- Dedramatize awkwardness and mistakes: performance is not the objective; it is about creating bonds;
- Allow participants to relax and joke with each other on occasion.

Guiding activities

- Be receptive to participants' comments;
- Occasionally rephrase what a participant has just said, especially when it does not seem to be understood by others;
- Reinforce spontaneous interventions;
- Allow participants to catch their breath by summarizing the opinions expressed or by asking the group to do so;
- Avoid very competitive situations for participants who may not tolerate it well;
- Know how to diplomatically interrupt the person who is monopolizing the group's attention by pointing out that other people also have interesting things to share.

Paying attention

- Pay special attention to each participant and also to new residents who are participating in the group for the first time. Make the usual introductions;
- Pay attention to the non-verbal behaviour of the residents (mimicry, gesture, posture, tone of voice, etc.); this gives many clues about their inner state;
- Pay special attention to less articulate participants by asking simple or non-embarrassing questions;
- Take care to assess the participants' abilities.

CO-CREATION OF THE GOODWILL CHARTER

The co-creation of the Charter aims to solidify the bonds between residents. It is important to see it as a **significant step in promoting and developing a culture of goodwill and countering intolerance**, in that it seeks to guide "better living together". It is not just one activity among many, but a document guiding a moral force shared by the various stakeholders in the same environment. The Charter to be co-created within the framework of the Program GIFT in residence is informal; that is, it has no legal implications. It exists to **set the guidelines for the rights and values to be integrated into the residences** to bring about a change and progress in behaviour. From this perspective, several objectives are targeted by the implementation of the Goodwill Charter:

- 1 To provide a concrete document for residents, staff members and managers that serves as a guideline for promoting goodwill among residents;
- 2 To illustrate the usefulness and meaning of the Charter and the importance of applying it to improve community living in the residence;
- 3 To promote awareness among residents, staff and managers of the importance of the Charter in the adoption of goodwill behaviours on a daily basis;
- 4 Encourage residents, staff members and managers to commit to, identify with and adhere to the Charter's principles.

ROLES OF THE LPM – FACILITATOR IN THE CO-CREATION OF THE CHARTER

The lifestyle and programs manager (LPM) has a primary role to play in the Charter co-creation process with residents:

1. **Engage residents** by inviting them to share the topic of goodwill and encouraging them to discuss skills and abilities such as listening, dialogue, and reconciliation;
2. They must **support residents' involvement in the development of the Charter** by stimulating their creativity. The LPM have to **limit their influence**;
3. **Encourage residents to phrase their words** in positive affirmations, e.g., "we will do";
4. They should adopt transformational leadership by engaging residents in a creative process for and by the participants.

STEPS IN THE GOODWILL CHARTER CO-CREATION PROCESS

This section describes the steps in developing the Charter. It is important to mention that **each LPM must take ownership of the steps in the Charter co-creation process** and that the content of the activities may vary depending on the comfort level of the LPM and their group.

STEP 1: INTRODUCTION PHASE OF THE PROCESS

- **When:** **Two weeks before** the first meeting.
- **Who:** The LPM should **promote the Goodwill Charter** to residents by inviting them to engage in the co-creation process. Members of the Residents' Committee or the Goodwill Committee can also be encouraged to participate and invite other residents.
- **What:** It is important to communicate that **the co-creation of the Charter is intended to reflect the residents** so that everyone can relate to it. The following goals can be shared with residents to engage them in the process:
 1. To have a means of raising awareness and countering intolerance;
 2. To encourage goodwill behaviours;
 3. To increase the sense of belonging and trust;
 4. To become a source of inspiration that can guide actions.
- **How:** **Publicize the co-creation of the Goodwill Charter through the residence's communication tools or at other group events.** The LPM should use this moment to indicate the objectives, the meeting dates, and the expected process, in addition to publicizing the charter signing activity (see Step 3).

STEP 2: REFLECT ON CHARTER NEEDS AND EXPECTATIONS

- **Who:** To ensure that enough opinions are gathered without overburdening the LPM, it is **suggested that five to 15 residents** be included in the meeting, in addition to the LPM. If more residents wish to participate, additional meetings can be held.
- **What:** Participants should express their needs and expectations regarding the Goodwill Charter. This is a time to review the purpose of the meeting and the Charter's goals. The LPM **should first invite participants to define the concept of goodwill and then define the components of the Goodwill Charter.** The idea is to translate the concept of goodwill into concrete values, attitudes, and actions and to put them into a chart, graph, or other visual form.



Assign one person to take notes at each meeting and provide copies of the final transcript to participants at the next meeting.

STEP 2.1: DRAFTING THE CHARTER

- **Who:** It is **suggested that the meeting include five to 15 residents**, and the LPM. If more residents wish to participate, additional meetings can be held.
- **What:** The concepts (values, attitudes and concrete actions) that emerged from the first meeting are discussed with the whole group to confirm which elements should be included in the charter. When the elements are selected, the writing of the charter can begin: it consists of translating the actions named during the first meeting and formulating them in a positive way so that they are included in the charter.
- **How:** There are two options available to the LPM for the Charter writing process:
 1. Sub-group format: LPM forms sub-groups to work on specific values and actions. Each subgroup then presents its positive statement; if all participants agree, it is noted. The LPM must ensure that the discussion remains constructive if there is any debate. A vote can be taken to confirm whether the statement is accepted (more than 80 % agreement).
 2. Pre-formulation of statements by the LPM: For each action named during the first meeting, the LPM formulates two statement options for each value and presents them to the participants. The LPM checks to see if any participants would like to propose an alternative wording (and add it if necessary). A vote is taken to confirm the retained statements and ensure consensus (more than 80 % agreement).
- **Before leaving:**
 1. Participants are asked to provide suggestions for the visual appearance of the Charter;
 2. LPM will then clean up the charter and propose a draft visual based on participants' suggestions before the next meeting.

STEP 2.2: VALIDATION

■ **Who:** It is **suggested that the meeting include five to 15 residents** and the LPM. If more residents wish to participate, additional meetings can be held.

■ **What:** The final version of the Charter is validated through discussion with those present and changes are made as appropriate. Once these steps are complete, the LPM can discuss the Charter signing activity:

1. Introduce the signing activity and discuss its process with the residents;
2. Solicit residents who participated in the development of the Charter to reiterate its purpose and the co-creation process during the activity.

Once the Charter is ready, send it to all residents to read before the signing event!

TIP



Create an atmosphere that promotes exchange, listening, respect and open-mindedness, for the optimal development of the Charter.

STEP 3: CHARTER SIGNING EVENT

■ **When:** This activity can be held **within a few weeks of finalizing the Charter**.

■ **Who:** As the Charter signing event is meant to be a festive moment, it is recommended to invite **all residents, their family members, friends and loved ones, and staff members**.

■ **What:** The process of co-creation, the introduction of the residents involved, and the speaking of participants are all elements that can be included in this activity. The Charter can then be presented and distributed to all residents attending. The final step is **signing the Guestbook of the Goodwill Charter by each resident who wishes to do so**.

This festive meeting can take the form of an activity including drinks and snacks.

TIP



Post a large version of the Goodwill Charter in common area to give it more visibility and make a special publication in the residence newsletter.

TO REMEMBER



It is important to provide a mechanism for signing the Charter so those who could not sign the Guestbook at the official event can do so at their convenience. For example, the LPM could leave the Guestbook, a pen, and a copy of the Charter outside their office.

SUGGESTIONS FOR SUSTAINING THE CHARTER

While engagement in the co-creation process is essential for the initial adoption of the Charter, meaningful rituals are essential to keep the Charter relevant and effective. They are a fundamental driver of goodwill in the living environment.

- 1 An **annual re-signing** of the Charter, for example on International Day of Tolerance on November 16;
- 2 A **review of the content** every two years during an activity with the residents.

GOODWILL AND INTOLERANCE ACTIVITIES (GROUP AND INDIVIDUAL)

The activities suggested in the Program GIFT in residence support the objectives of the Goodwill Charter. The suggestions come from activities created specifically for this program, existing activities that have been adapted, or existing activities that meet one or more of the program's general objectives. Three types of activities are proposed: group activities to promote goodwill among residents, activities to raise awareness about intolerance and goodwill among residents, and individual activities to promote goodwill among residents.

DOCUMENTS TO BE FILLED OUT



[Activities Evaluation Form by the Facilitator](#) to see how to improve the activity and its facilitation;

[Activities Appreciation Form by the Residents](#) to assess the level of relevance and appreciation of the activity.

GROUP ACTIVITIES ON GOODWILL

"2 MINUTES DE BONHEUR ENSEMBLE" ACTIVITY

Description	This activity is based on the board game "2 minutes de bonheur ensemble". It contains 52 cards with four themes: "I tell", "I imagine", "Right now" and "I describe" to share memories, experiences, joys and dreams. The activity promotes sharing among residents .
Material	<ul style="list-style-type: none">▪ Purchase of the board game "2 minutes de bonheur ensemble", which includes instructions.
Procedure	<ol style="list-style-type: none">1. The first participant draws a card at random;2. Participants take turns answering the question in two minutes (timed).
Details	<ul style="list-style-type: none">▪ The board game "2 minutes de bonheur ensemble" is available in selected bookstores in Québec (in French);▪ It is possible to use this game as inspiration and reproduce a version specific to the residence. Each resident writes a question on a piece of paper, and they take turns answering it;▪ This game was initially designed to promote links between generations but has been adapted to promote exchanges between residents.

"PAY IT FORWARD" ACTIVITY

Description	This activity aims to demonstrate the impact of small gestures in daily life , and especially for residents. These are common gestures, marked by simplicity and happiness, which promote goodwill towards others.
Material	<ul style="list-style-type: none"> ▪ "Pay it Forward" kiosk; ▪ Volunteers (volunteer partners); ▪ Various products (candies, chocolates, flowers, etc.).
Procedure	<ol style="list-style-type: none"> 1. Set up the "Pay it Forward" kiosk in a strategic location in the residence for a few hours; 2. Invite the volunteers to help the residents surprise a person of their choice: this can be through a surprise delivery or product purchased directly from the residence.
Details	<ul style="list-style-type: none"> ▪ Residents can be invited to create items to be sold to raise money for a particular cause or project within the residence or in the community. Such an activity is a source of appreciation and reinforces goodwill behaviours. ▪ There is only one rule to the game: a resident cannot give back to the person who gave to them. They must give to the next person.


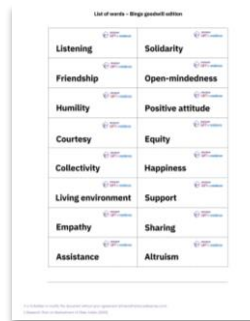
"I BRIGHTEN THE LIVES OF OTHERS" ACTIVITY

Description	In this activity, creativity is used as an avenue to convey joy through the creation of decorations, centerpieces, flower or herb planters, etc. Awareness of goodwill is achieved by realizing the pleasure of contributing to the collective well-being. The activity acts on both behavioural beliefs (potential for action) and perceived control (ability to act).
Material	<ul style="list-style-type: none"> Accessories needed to create centerpieces (or depending on the creative activity chosen): pots, thematic decorations, craft materials, etc.
Procedure	<ol style="list-style-type: none"> 1. Invite residents to participate in a creative activity with the goal of improving the quality of life of other residents; 2. Facilitator explains the project and ensures that everyone can contribute; 3. The facilitator acknowledges the work done by the residents (e.g., with a thank you to the group in the residence newsletter).
Details	<ul style="list-style-type: none"> Residents can be invited to create items to be sold to raise money for a particular cause or project within the residence or in the community. Such an activity is a source of appreciation and reinforces goodwill behaviours.
Facilitation variations	<ul style="list-style-type: none"> The game can also take the form of the "Kindness Squash" activity: the idea is to celebrate World Kindness Day on November 3 by decorating squash with words related to kindness (tenderness, kindness, politeness, altruism, empathy, etc.). All you need to do is buy squash and decorations. Residents can then be invited to participate in the activity.

“TELL US ABOUT YOU!” ACTIVITY

Description	The objective of the game is to allow residents to get to know each other by sharing their experiences or what characterizes them. The activity aims to strengthen the residents' bonds , thus promoting a sense of belonging to the residence . It allows residents to become aware of their commonality in terms of values, experience, etc.
Material	<ul style="list-style-type: none"> "Tell Us About You!" displayed game; Dice; Sticky counters, e.g., Post-it notes of different shapes and colours.
Procedure	<ol style="list-style-type: none"> All participants place their counters on the "Start" square; Each participant takes turns rolling the dice and moving forward according to the number. They must answer the question written on the square; <ol style="list-style-type: none"> The participant who does not wish to answer the question may refuse or tell a joke. When participants are at the "Finish" square, they can share their knowledge, surprises, etc. <ol style="list-style-type: none"> There are no winners or losers.
Details	<ul style="list-style-type: none"> With the game projected on the wall, each participant is linked to a different coloured counter; The facilitator can move each counter on the digital game and roll the dice for the participants, or; Each resident can roll the dice and move his or her counter on the game.
Facilitation variations	It is possible to print out a version of the game for each participant ; in this case, counters and dice can also be provided for each. Participants play together, but each has their own game board, which they can then use with their family or other residents.
Game to use	Click on the image to get your version of the game:

SPECIAL GOODWILL BINGO


Description	<p>This activity encourages participation and integration into the group and puts all participants on an equal footing. In this "Special Goodwill Bingo", words related to goodwill replace numbers. Terms such as respect, inclusion and openness are used to remind people of the concepts of goodwill and to act on the cognitive dimension of perceptions.</p>
Material	<ul style="list-style-type: none"> ▪ Bingo cards with words about different aspects of goodwill; ▪ Words to be drawn from a container; ▪ Bingo chips; ▪ Sound system and microphone to facilitate the activity (if necessary); ▪ Prizes to be won.
Large group game process	<ol style="list-style-type: none"> 1. Facilitator picks out words, reads them aloud twice and sets them aside for later card checking; 2. Participants must complete a horizontal line, vertical line, diagonal line, all four corners, or a complete card to win (determined by the facilitator before the game); 3. When a participant believes they have a completed game, they must call out "goodwill"; 4. If the participant does indeed have a winning play, they may receive a prize; if the participant does not have a winning play, the game continues; 5. When a game is complete, participants remove the chips from their cards, the facilitator returns the words to a container, and a new game begins.
Game to use	<p>Click on the images to access the game:</p> <div> <div> <p>100 Bingo Cards</p>  </div> <div> <p>List of words</p>  </div> </div>

TIP



Invite the winning participant to congratulate or compliment another participant or staff member for a good deed.

"ACTS OF GOODWILL" DAY

Description	For this activity ³ , residents are invited to perform a service or display a kind gesture (giving a compliment, smiling, yielding to others in the elevator) to various people in the residence during the day.
Material	<ul style="list-style-type: none"> Acts of Goodwill Day posters.
Procedure	<ol style="list-style-type: none"> Print out one or more Acts of Goodwill posters; Post the Acts of Goodwill posters in strategic locations in the residence (e.g., notice boards, elevators, common lounges, etc.); Invite residents to perform goodwill actions.
Facilitation variations	<ol style="list-style-type: none"> The "Acts of Goodwill" Day activity can be included to encourage residents to complete a mission during the day. Make game cards that sow happiness (tell a positive story, encourage someone, greet someone, etc.) and distribute them to residents and staff. Then, invite them to complete the card's mission. The "Smile Waves" activity can also encourage people to tell others around them how their presence makes them happy. Produce smile stickers that participants can give to other residents. Do not forget to leave them in strategic places in the residence.
Game to use	<p>Click on the first image to get your version of the posters:</p> 

³ Source of inspiration: DIAPASON. (n.d.). Création de communautés bienveillantes chez les aîné(es) : Guide pour les intervenant(es). <https://www.anonyme.ca/wp-content/uploads/2020/10/1-guide.pdf>

COLLECTIVE MANDALA

Description	The activity of colouring a mandala is conducive to relaxation , allows residents to refocus and promotes a positive moment within a group . This social climate promotes discussions about the importance of caring for oneself and others.
Material	<ul style="list-style-type: none"> ▪ A giant mandala or individual mandalas with a theme encouraging reflection; ▪ Coloured pencils.
Procedure	<ol style="list-style-type: none"> 1. The facilitator welcomes the participants and explains the activity; 2. The facilitator invites participants to colour a mandala as a group or individually in silence for about 15 minutes; 3. The facilitator then invites the participants to express themselves on the contribution of this activity to their well-being. The issue of caring for oneself and for others can be addressed.
Details	<ul style="list-style-type: none"> ▪ Individual or giant mandalas can be purchased in bookstores, department stores or on the Internet.

TIP



Publish the mandala in the residence newsletter to make it a recurring individual activity.

COLLECTIVE WORK OF POETRY

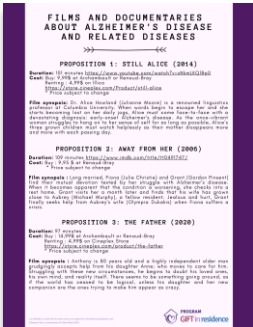
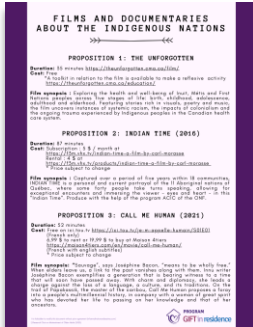
Description	The activity encourages personal and group reflection through the writing of a collective work on a theme related to goodwill. This activity helps to strengthen the bonds between residents and leads them to work as a team.
Material	<ul style="list-style-type: none"> ▪ Whiteboard, multimedia projector and computer or large-format flipchart paper; ▪ Pencil for whiteboard or flip chart.
Procedure	<ol style="list-style-type: none"> 1. The facilitator suggests a few themes related to goodwill (inclusion, acceptance, empathy) to the participants and invites them to choose one; 2. To initiate the reflection, the facilitator invites participants to name the words they associate with the theme; 3. Based on the words, participants are asked to create a sentence; <ol style="list-style-type: none"> a. The facilitator should record the sentences on the chosen material. 4. In creating the poem, the sentences should be ordered according to the participants' choices; <ol style="list-style-type: none"> b. Residents may suggest new wording to bring it all together. 5. Once the sentences have been decided upon, the facilitator can record them on the device to form the poem's final version.
Details	<ul style="list-style-type: none"> ▪ This activity is open to all and can be done with people with cognitive impairments.

TIP



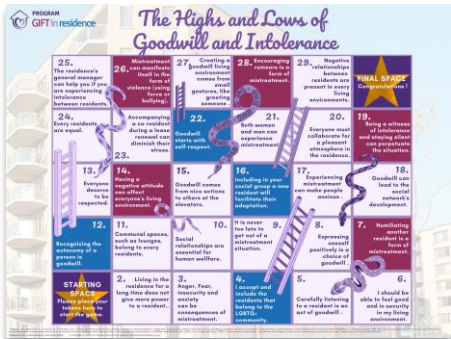
Showcase the residents' shared creation by printing the poem for display on the walls of the residence or publishing it in the residence newsletter.

VIEWING AND CONVERSATION

Description	This activity sensitizes residents to the underlying themes of goodwill and intolerance through viewing films or documentaries and a discussion. The activity encourages exchanges between residents to develop their ability to understand the opinions of others. The program has chosen two themes: cognitive loss and the realities of Indigenous Nations.
Material	<ul style="list-style-type: none"> Film lists provided below.
Procedure	<ol style="list-style-type: none"> The facilitator determines a film to watch or suggests that the residents choose one; After the viewing is complete, residents are invited to discuss as a group their general appreciation and possible connections between their personal lives and the film; The facilitator can introduce the notion of goodwill, respect, listening and openness by asking the participants to express themselves on the personal connections they identified in the film.
Details	<ul style="list-style-type: none"> The suggested themes are only indicative; many other themes underlying goodwill and intolerance can be used (e.g., grief). A snack can be provided during the conversation.
Game to use	<p>Click on the first image to get your version:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p>First Nations</p>  </div> <div style="text-align: center;"> <p>Cognitive losses</p>  </div> </div>


GROUP ACTIVITIES ON INTOLERANCE AND GOODWILL

“THE HIGHS AND LOWS OF GOODWILL AND INTOLERANCE” GAME


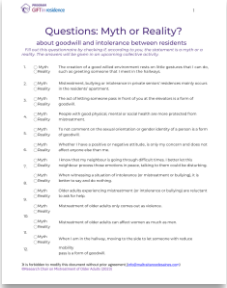

Description	<p>This activity⁴ is designed to increase residents' awareness of their power to act on goodwill and intolerance (or, more broadly, mistreatment) within the residence. Each box in the game contains a thought-provoking sentence about goodwill or intolerance. The sentences on goodwill thus support a "climb" towards collective well-being, and the sentences on intolerance, a "slide" towards distancing and isolation.</p>
Material	<ul style="list-style-type: none"> Game to be displayed on goodwill and intolerance between residents; Dice; Sticky counters (e.g., Post-it notes of different shapes and colours).
Large group game process	<ol style="list-style-type: none"> Participants begin by taking turns rolling the dice to determine who will start the game (usually the highest number); Players take turns rolling the dice and moving their counter forward; <ol style="list-style-type: none"> If the participant lands on a square at the bottom of the ladder, they move up to the top of the ladder; If the participant arrives on a square with a snake's tail, they go down to the snake's head; If the participant lands on a standard square, on a snake's head or on the top of a ladder, they stay where they are.
Game to use	<p>Click on the image to get your version of the game:</p> 

⁴ Source of inspiration (In French only): Trousse SOS abus. (n.d.) Les abus envers les aînés existent... Les solutions aussi! [http://www.troussesosabus.org/trousses/trousse_f/repertoire_outils/trouvailles/\(T4\).pdf](http://www.troussesosabus.org/trousses/trousse_f/repertoire_outils/trouvailles/(T4).pdf)

JEU SÉRIEX “LA P’TITE VIE EN RESIDENCE”

Description	The Jeu sérieux “ La P’tite vie en résidence ” is part of the program to raise awareness “ L’intimidation : Chez nous y en n’a pas ! ” funded by the Secrétariat aux aînés and put into practice by the Centre collégial d’expertise en gérontologie (CCEG CCTT). The game aims to develop the residents’ knowledge about bullying, its consequences and the ways to prevent and counter it.
Material	<ul style="list-style-type: none"> ▪ Free training “Je fais jouer les personnes résidentes”; ▪ Awareness-raising material; ▪ Link to the game (scroll down the page to access the game); ▪ Information sheet on the behaviors to encourage to print and arrange so everyone can see it; ▪ Device connected to the internet: mobile phone, computer, etc. (In case Internet access is not available, contact the CCEG CCTT to find a solution: sensibilisation-intimidation@cegepdumond.ca).
Large group game process	<ol style="list-style-type: none"> 1. It is possible to play the game in a group or individually; 2. The game makes the players experience seven concrete bullying situations. Choices of behaviours are offered for each situation; 3. Feedback is given to the players to explain why the chosen options are appropriate or not. Thus, they will be more prone to intervene in the most appropriate way possible when bullying occurs; 4. For each answer given, the players win points and can replay to try and obtain more points and discover more information on the behaviours to favour.
Details	<ul style="list-style-type: none"> ▪ Plan 90 minutes for leading the game with a large group; ▪ The CCEG CCTT can offer support for the facilitation of the game; ▪ Access to the game and documents is free; ▪ Everyone must have increase awareness so the program “L’intimidation : Chez-nous y en n’a pas !” can achieve its goals. Consult: <ol style="list-style-type: none"> a. the free training offer for the program; b. the self-training video clip (10 min) for staff members and volunteers.
Facilitation variations	Consult the ‘ trousse d’animation ’ for more information on the different ways to play the game, as well as the activities to accompany it and improve awareness-raising.
Game to use	<p>Click on the image to access the game (scroll down on the web page):</p> 




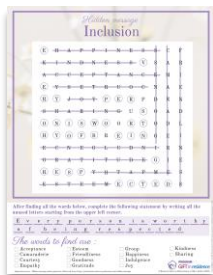
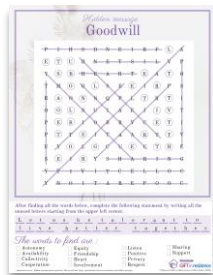
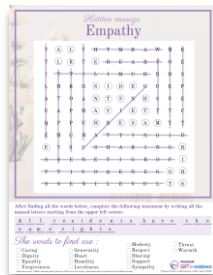
MYTH OR REALITY ABOUT GOODWILL AND INTOLERANCE BETWEEN RESIDENTS

Description	<p>The game is built around a list of statements⁵ about the notions of goodwill and intolerance. The objective is to determine if each statement is a myth or a reality. The goal is to get residents to think about ways to promote goodwill and to inform about intolerance between residents and, more broadly, mistreatment. This activity can be done in groups or individually.</p>
Material	<ul style="list-style-type: none"> ■ For the group activity: <ul style="list-style-type: none"> ○ Statement handout for overhead projection; ○ Quiz and answer sheets for the facilitator; ○ "Myth" and "Reality" answer cards for each participant (to be created). ■ For the individual activity: <ul style="list-style-type: none"> ○ "Myth or Reality?" quiz, including statements and answer choices.
Large group game process	<p>For the group activity:</p> <ol style="list-style-type: none"> 1. The facilitator reads the statement aloud and asks participants if it is a myth or reality; 2. Participants vote and the facilitator encourages discussion among participants by asking for their opinions on the statement; 3. The facilitator then gives the answer and reads the explanation. <p>This same process is repeated for each statement.</p>
Game to use	<p>Click on the images to get your version of the game:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div data-bbox="444 1205 815 1234" style="text-align: center;"> <p>PDF document to be projected</p>  </div> <div data-bbox="974 1205 1029 1234" style="text-align: center;"> <p>Quiz</p>  </div> <div data-bbox="1224 1205 1328 1234" style="text-align: center;"> <p>Answers</p>  </div> </div>

⁵ Source of inspiration: Beaulieu, M., & Bergeron-Patenaude (2012). *La maltraitance envers les personnes âgées. Changer le regard*. Québec: Presses de l'Université Laval. 148 p.

INDIVIDUAL ACTIVITIES

GOODWILL HIDDEN MESSAGES


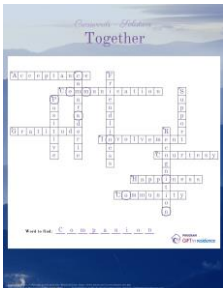
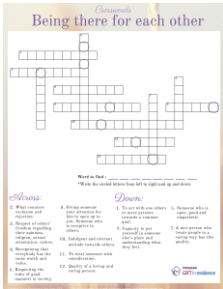

Description	<p>The Goodwill Hidden Messages activity groups together positive words related to goodwill that can lead to self-reflection (friendship, autonomy, happiness, community, communication, cooperation, commitment, intimacy, joy, positive, relationships, respect, support, listening, equity, etc.). Once all the words have been found, a sentence that appeals to the theme of goodwill is formulated.</p>
Material	<ul style="list-style-type: none"> Hidden Messages provided as part of the program; It is possible to generate other hidden messages from different websites, such as: <ul style="list-style-type: none"> Puzzlemaker: https://puzzlemaker.discoveryeducation.com/hidden-message
Facilitation variations	<p>For a group activity:</p> <ol style="list-style-type: none"> The facilitator introduces the subject of the word search, for example, by starting with a poem, a maxim, etc.; Residents complete the word search individually; To conclude, the facilitator may ask residents to share a reflection, for example, on good deeds to do today.
Game to use	<p>Click on the images to get your version of the game:</p> <div style="display: flex; justify-content: space-around; text-align: center;"> <div data-bbox="467 1108 678 1430"> <p>Inclusion</p>  </div> <div data-bbox="792 1108 1003 1430"> <p>Goodwill</p>  </div> <div data-bbox="1101 1108 1312 1430"> <p>Empathy</p>  </div> </div> <div style="display: flex; justify-content: space-around; text-align: center; margin-top: 10px;"> <div data-bbox="467 1451 678 1724">  </div> <div data-bbox="792 1451 1003 1724">  </div> <div data-bbox="1101 1451 1312 1724">  </div> </div>

TIP



Share the hidden messages in the residence newsletter, directly to residents' apartments or in common areas.

GOODWILL CROSSWORD PUZZLES

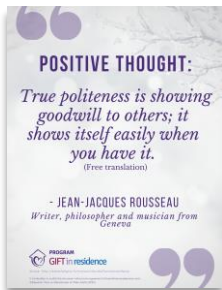
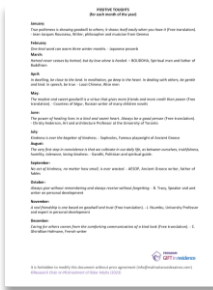
Description	<p>The Goodwill Crossword Puzzles gathers positive words related to goodwill that can lead to a reflection on oneself (friendship, autonomy, happiness, community, communication, cooperation, etc.). Once all the words have been found, a word related to the theme of goodwill will be discovered.</p>
Material	<ul style="list-style-type: none"> ▪ Crossword puzzles provided as part of the program; ▪ It is possible to generate other crossword puzzles from different websites, such as: <ul style="list-style-type: none"> ○ Educoll.net: https://www.educoll.net/crosswordgenerator.php ○ Crosswordlabs: https://crosswordlabs.com/ ○ Crossword Puzzle: https://www.education.com/worksheet-generator/reading/crossword-puzzle/
Facilitation variations	<p>For a group activity:</p> <ol style="list-style-type: none"> 1. The facilitator introduces the subject of the crossword, for example, by beginning with a poem, a maxim, etc.; 2. Residents complete the crossword individually; 3. To conclude, the facilitator can ask residents to share a reflection, for example, on the good deeds to do today.
Game to use	<p>Click on the images to get your version of the game:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p>Together</p>   </div> <div style="text-align: center;"> <p>Being There for Each Other</p>   </div> </div>

TIP



Share the crossword puzzles in the residence newsletter, at the residents' apartments or in common areas.

POSITIVE THOUGHTS

Description	The use of maxims or positive thoughts is a reminder of the concept of goodwill. Regardless of location, the inclusion of a thought of the day or week can have a beneficial effect on residents and get them thinking.
Material	<ul style="list-style-type: none"> Positive thoughts suggested in the program; Box to collect resident's positive thoughts.
Procedure	<ul style="list-style-type: none"> Share a thought related to goodwill with the residents.
Details	<ul style="list-style-type: none"> To consistently keep people curious, it is important to have a mechanism in place to change the thought displayed.
Material to use	<p>Click on the images to get your version:</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p>Posters</p>  </div> <div style="text-align: center;"> <p>List</p>  </div> </div>

TIP



Share positive thoughts in the residence newsletter or post them in common areas.

SUGGESTIONS FOR THE SUSTAINABILITY OF THE ACTIVITIES

- 1 **Improve the activities and their facilitation** according to the comments on the [Activities Evaluation Form by the Facilitator](#) and the [Activities Appreciation Form by the Residents](#).
- 2 **Review each year's annual planning** to improve it and alternate the different activities.

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