

## A Whole Home Embracing Residents' Council

The success of a Residents' Council in any long-term care (LTC) home is a collaborative effort. Although the Council operates independently from the management of the home, most Residents' Councils require some assistance. Aside from the practical help often needed to carry out meetings, record minutes, etc., the coming together of key partners to build a supportive attitude that spreads throughout the home cannot be understated.

### Who are the partners supporting Residents' Council?

OARC believes them to be the Residents' Council President, the Residents' Council Assistant and the Administrator or General Manager. Each of these people influence the effectiveness of the Residents' Council in dynamic ways, setting the example for others in the home to follow. OARC recently had the privilege of becoming acquainted with the Residents' Council team from Coleman Care Centre in Barrie. In fact, the President of the Residents' Council has recently become the newest Board Member of OARC. We'd like to introduce you to the team.

Pam Wiebe, General Manager, has been working in this leadership role for four years. Gord McIntee, a resident for five years, has been the Residents' Council President for five years. Mell McMullen, a Recreation Aide has been the Residents' Council Assistant for two years.

When asked why Residents' Council is valued at Coleman Care Centre, Pam, Gord and Mell all emphasized the importance of bringing the residents' voice forward and keeping it front and centre in crafting effective communication.

Pam explained that "Residents' Council gives the residents a voice and provides peer to peer



Coleman Care Centre in Barrie, ON

L-R: Mell McMullen (Residents' Council Assistant), Gord McIntee (President of Residents' Council) and Pam Wiebe (General Manager)

support." Gord pointed out that "Residents' Council provides residents with the opportunity to share information back and forth between the residents and staff." Mell shared that "through Residents' Council, communication and problem solving improves between the residents and staff."

The team was also asked to give their advice to their counterparts in other LTC homes, on how each of their individual roles play an important part in the effectiveness of Residents' Council. Gord encouraged other Residents' Council Presidents to work closely with staff and the leadership of the home and share information. In the role of Residents' Council President, Gord said that

# Home Sharing

he spends time walking around his home inviting other residents to attend the Residents' Council meeting. He feels that he is effective because of the time he invests in building relationships with other residents, mostly one to one. As Gord visits each person, he encourages them to learn more about what happens in their home and to give their input. To other Residents' Council Assistants, Mell shares a reminder that their role is one of providing support and she encourages Assistants to resist the temptation of leading and making decisions for the residents. She also points out that reminding residents and creating opportunities to maximize attendance at the monthly Residents' Council meetings is a big part of the role. Pam advises other senior leaders to be supportive of their Residents' Council and to work together with them. She also encourages LTC homes to take an active interest in OARC, an external source of support for the home.

## Residents' Council's Achievements at Coleman Care Centre

The Residents' Council has achieved many improvements to residents' quality of life through collaboration on ideas and solutions between residents and the staff. Any identified challenges have been worked on together. Gord proudly recalls the following examples:

- There is now an increase in the number of entertainers who visit Coleman Care Centre;
- There is an increased number of meaningful outings into the community;
- There is a tuck shop in the home.

## Whole Home Support for Residents' Council

In the past, at Coleman Care Centre, the Residents' Council Assistant's role was assigned to whomever was working in the Activation department on the day of the Residents' Council meeting. Realizing that the role was much more than recording and posting minutes, changes were implemented to ensure that one staff member was assigned to this position. This consistency has been beneficial. The Residents' Council Assistant is able to attend and assist at

every Residents' Council meeting and also provide support to the Council during the time between each meeting. Coleman Care Centre has recognized that the success of the Residents' Council depends on a philosophical shift that is lived out each and every day requiring consistent support.

The last point of OARC's conversation with the team at Coleman Care Centre revolved around the benefits of having Gord as a new OARC board member. Pam pointed out that by attending the Board meetings and ongoing involvement with OARC, Gord will be learning many new things. She looks forward to the information he will be sharing in keeping the home up to date. Gord feels that there have already been some positive changes since becoming a Board member. He says that he is interacting even more now with his co-residents. He said that he has learned about the appointment and role of the new Patient Ombudsman, a provincial government initiative. The Residents' Council is now using OARC's Minute Template to record the minutes of the meetings. Finally, Gord added that he enjoys working with Pam and feels that they have become much closer. Relationships are budding and being strengthened, and that can only move the Residents' Council forward in positive ways!



OARC Board of Directors Meeting in June 2015  
L-R: Donna Fairley (OARC Executive Director), Gord McIntee (Coleman Care Centre, President of Residents' Council) and Jannette Beck (Personal Support Worker)

## Partnering Together for Success



ThorntonView LTC in Oshawa

L-R: Jamie Ward (Member of Residents' Council leadership team), Heather Power (Administrator), Felix Neira (Residents' Council Assistant), and Sam Clark (Member of Residents' Council leadership team)

It is with great pleasure that OARC welcomes Jamie Ward as the co-representative from ThorntonView LTC to our Board of Directors. Jamie Ward and Sam Clark, leadership team members of the ThorntonView LTC Residents' Council, will have the opportunity to put their home's leadership team philosophy and model into practice at OARC. We are proud and excited to be able to pilot this new leadership model as we integrate this into the operations of the Board of Directors at OARC. Leadership teams provide an opportunity for resident leaders to come together in a strength based format sharing the responsibilities amongst their team. This truly models the concept that Residents' Council is a Council of equals.



## OARC Welcomes Gord McIntee and Jamie Ward to the OARC Board of Directors

Thank you for volunteering your time with us to help advocate for ALL residents of Ontario living in long-term care homes. We appreciate your commitment and support! Are you interested in becoming an OARC Board member? If so, please contact us for more information.



### WALK with ME

*Changing the culture of aging in Canada*

#### Contest:

Culture Change Challenge...engaging residents and older adults from across Canada to share their stories!

*What is working well and what could be enhanced to make the journey of aging better for you and for others?*

Feel free to be creative - a paragraph, poem, video, or an art piece to express your thoughts.

**Submission Deadline: October 30, 2015**

See further details by visiting [www.the-ria.ca/walkwithme](http://www.the-ria.ca/walkwithme)

Winners choose their prize:

\$500 Cash Prize or All-Expenses Paid Trip for two to Walk with Me 2016 Conference in Edmonton, Alberta.

## The Inspection of All Long-Term Care Homes in Ontario



OARC Board of Directors Meeting in June 2015  
L-R: Sharron Cooke (OARC President), Mary Nestor  
(Senior Manager with the Performance Improvement  
Compliance Branch of the MOHLTC)

Our Ministry of Health and Long-Term Care (MOHLTC) was responsible for conducting a comprehensive, resident focused inspection in every long-term care home (LTCH) in Ontario last year (2014). This inspection, known as the Resident Quality Inspection (RQI) typically takes up to 10 days to complete, examines all aspects of the LTCH, and requires a small team of inspectors in each home, for each inspection. The goal of the inspections is to assure that the LTCH is compliant with the provincial legislation ensuring that residents are supported in living in dignity, respect, health and safety through the provision of quality services, goods and accommodation.

### RQI Program Overview:

- A total of 629 RQIs were completed
- All inspection reports are publicly available on MOHLTC website, [www.publicreporting.ltchomes.net](http://www.publicreporting.ltchomes.net)
- Inspection reports are now sent to the Administrator, Residents' Council President and Family Council President of each LTCH

### RQI Results:

When an inspection identifies items or issues that don't align with our legislation, the MOHLTC issues non-compliances. These findings range in severity, according to the level of risk to the quality of life, health and safety of residents.

### Four of the most common non-compliances are:

1. Plan of Care: not being accurate, not being followed, etc.



*OARC Recommends: Residents ask to see their Plan of Care and know that the legislative and moral expectation is that residents are to be involved in the development of their Plan of Care.*

2. Accommodation Services: issues with the cleanliness and repair of furniture, equipment, and physical building.
3. Residents' Bill of Rights (RBR): violation to one or more of the 27 Residents' Rights.



*OARC Recommends: Residents have ongoing, meaningful discussions at Residents' Council meetings examining each of their 27 rights and how they are upheld in their home.*

4. Resident and Family Satisfaction Survey: issues pertaining to how the survey was developed, carried out and or acted on in creating plans for improvement.



*OARC Recommends: Residents' Councils plan to be involved in all three stages of the Resident and Family Satisfaction survey process; developing, carrying out and acting on results with the LTCH management.*

#### Four of the greater risk non-compliances are:

1. Issues related to the safe use of bed rails on residents' beds.
2. Generator availability (when power failures occur, the LTCH must have a generator available to provide electricity to the LTCH).
3. Residents' Bill of Rights (RBR): residents being treated contrary to one or more of the 27 rights.
4. Dining and Snack Service: various issues with provision of meals and snacks.



*OARC Recommends: Residents' Councils make plans to discuss and review meal and snack times, and menu cycles at least once per year.*

**A mandatory component of the RQI process is the examination of the existence and effectiveness of the Residents' Council in each LTCH.**

#### Seven of the non-compliances related to Residents' Councils are:

1. The Administrator and other staff members attending meetings when not invited.
2. The Administrator not consulting with the Council at least every three months or when invited to do so.
3. The LTCH not providing the Council with information that is asked (reports, documents).
4. The Residents' Council Assistant not being acceptable to the Council.
5. Not having a Residents' Council established in the home.
6. Having people other than residents as part of the Council.
7. Administrators not responding in writing within the required ten days to Residents' Council issues or recommendations.

When an RQI is finished, the residents who were interviewed as part of the Residents' Council, are given a survey from an inspector. This survey measures satisfaction with the RQI process, and provides valuable feedback that will inform quality changes to the RQI process in the future. The surveys collected in 2014 indicated that residents supported the RQI process, and looked favourably on the style of questions, attitude of the inspectors, and the length of the interview. Among the comments from residents were:

*"It gave me more confidence and assurance that my expectations for the nursing home are supported by MOHLTC", and*

*"I think it is worthwhile to sporadically review the function and effectiveness of the Residents' Council [through the RQI Inspection] to ensure it is an open forum for residents to speak freely and know their concerns are being addressed."*

The completion of RQIs in all 629 homes across Ontario has yielded a tremendous amount of information. As a province, we are now able to look at comparative data that shows distinct areas for improvement, so that residents all across Ontario can experience the best quality of life possible. OARC wishes to thank the residents who participated in their respective RQIs! Your voice is important in raising awareness, informing positive change and building a culture within your homes that embodies open communication identifying residents as "experts by experience".

**OARC wishes to thank Karen Simpson and Mary Nestor, Senior Managers with the Performance Improvement Compliance Branch of our MOHLTC for attending the June Board of Directors' meeting and giving the results detailed in this article.**



Welcome Fall! What a beautiful time of year. Summer sure does breeze by...so let's enjoy the bounty and opportunities that present themselves in this season.

# Working Together

## Strengthening Collaboration and Quality Improvement in LTC by working with your Residents' Council



OARC Board of Directors Panel Discussion “Increasing Quality: Confidently Engaging Your Residents’ Council” at the OLTC convention: Together We Care in March 2015.

L-R: Dee Lender (OARC Director of Education), Josie Ince (OARC Past President), Sam Clark (OARC Member-at-Large), Sharron Cooke (OARC President), Dorothy Asselstine (OARC Acting Secretary), Devora Greenspon (OARC Treasurer)

Written by: Matthew Bradford

Resident collaboration, respect and communication are imperative to delivering quality care in long-term care homes. To that end, Ontario’s Residents’ Councils serve a vital role in bringing staff, senior leaders and residents together to create and sustain continuous home improvements.

At the Ontario Long Term Care Association’s recent convention, “Together we Care”, residents from several long-term care homes and the Ontario Association of Residents’ Councils (OARC) shared their advice on how homes can work effectively with a Resident’s Council in a special panel discussion dedicated to the topic. The residents who formed the expert panel are current leaders in their respective Residents’ Councils and serve as Board Members for OARC.

“Residents’ Councils are very important in our long-term care homes, not only from a legislative aspect, but from incorporating a resident’s point of view,” explains Dee Lender, Director of Education at OARC, and panel facilitator. “It’s important for health care leaders to listen to those who call those physical buildings their homes.”

This value of Residents’ Councils is recognized by Ontario’s Long-Term Care Act, 2007, and accompanying Regulations. This body of legislation mandates Residents’ Councils as mandatory within long-term care homes and affords them specific powers and a wide scope of influence within the homes’ operations. “Senior leaders are to consult with the Council when invited, and at minimum they are to consult with the Council once every three months. That framework is built into our legislation as a way to build relationships between senior management and residents,” explains Lender.

### Multiple benefits

Legislative requirements notwithstanding, there are many benefits to be gained from building an effective Residents’ Council. Primarily, the Councils provide a safe and influential forum through which all concerns, ideas and experiences can be directly conveyed to staff and management. This includes those from residents whose voices may otherwise go unheard without the support and encouragement of their co-residents who gather together in the formalized meetings.

Whether it’s offering feedback on home redecorations or financial operations, planning events, collaborating with management, or raising

---

concerns, a Council's collective voice can greatly enhance the satisfaction level of everyone in the long-term care home. By asking residents for their opinions, and truly listening to what is said, sustainable change is made possible.

"With a strong Residents' Council, there's no telling what residents can do!" offers Devora Greenspon, the President of the Residents' Council at Extencare Bayview. "Residents need to be involved in all quality improvements, have their ideas presented to the managerial staff for their consideration, and then brought back to the Residents' Council for approval. It's the right thing to do and it gives us [residents] the respect we deserve as people, not just residents."

Furthermore, when senior leaders strive to form a genuinely respectful relationship with the Residents' Council, a model of care is set for all staff and creates a heightened sense of confidence for all home decisions. This in turn encourages residents to become part of the team in creating quality improvements within their home while empowering the Residents' Council to affect positive change based on residents' perspectives.

"Many of the residents we work with day in and day out say working with Residents' Councils has renewed their purpose, given them focus, and allowed them to exercise self-determination and advocate for other residents within their home. It's really beneficial for many, many reasons," notes Lender.

### **Working together**

Strong relationships are the foundation of effective Residents' Councils. Achieving these relationships depends on home operators moving from a "silo" approach to their operations to a more open and transparent environment.

"Everyone has to work together – the administration, residents, and even corporate management," insists Lender. "Senior leaders set the tone for these relationships by talking to all staff in positive terms about the importance of Residents' Councils so that the conversations begin and everyone in the home begins to understand and support the meaningfulness of Residents' Council."

Building on this, senior leaders can play an active role in encouraging resident participation. This can be done by inviting residents to participate in committees and meetings; exploring opportunities to be involved in community initiatives, projects, and events; and simply promoting the Council's purpose and its successes to consistently show residents that their voice makes a difference.

It's also important for senior leaders to involve Residents' Councils in home decisions at an early stage. Doing so can mitigate concerns before they turn into something greater, and ensure decisions are made with a resident's "lived" perspective. This is especially the case when conducting in-home education, where resident input and a familiar face can help make programs such as these all the more effective.

"There's a whole set of mandatory education that has to be delivered, but often the material can be disconnected from caring for residents because some of the education seems theoretical," explains Lender. "When senior leaders invite residents from the Residents' Council to be involved in the development and delivery of education in the home, it really puts a personal face to the information that's being given."

Overall, adds Greenspon, effective Residents' Councils are built on trust, support and a working relationship between all decision makers. "When you work together, you build mutual respect," she explains. "When you are respected, you have confidence in yourself, and therefore you impart that confidence to the Residents' Council."

There's even further value to be had in encouraging this teamwork on an ongoing basis. Working with a Residents' Council is about more than attending a meeting once a month; it's about installing that philosophy of collaboration and quality improvement in the home. As summed up by Lender, "When residents and staff in the long-term care community are encouraged to really connect with one another, their long-term care home becomes a better place to live and a better place to work."

# Information Sharing

---

## Treatment Under the Health Care Consent Act

Written by Jane Meadus, Barrister & Solicitor,  
Institutional Advocate,  
Advocacy Centre for the Elderly

**This article contains general information only and is not legal advice.**

Consent to treatment in Ontario is governed by the Health Care Consent Act (HCCA), which sets rules about: capacity; consent; substitute decision-making for mentally incapable persons; and hearings before the Consent and Capacity Board (CCB).

A COMPETENT PERSON ALWAYS MAKES THEIR OWN DECISIONS. Substitute decision-makers (SDMs) only make decisions for incapable people. Health practitioners (HPs), (i.e. doctors and nurses), only OFFER treatment, they do not MAKE DECISIONS about treatment.

Before treatment starts, the HP MUST obtain “informed consent” which must:

- relate to the treatment;
- be informed;
- be given voluntarily and
- not be obtained through misrepresentation or fraud.

Informed consent mean the HP must tell the person/SDM what the treatment is, expected benefits, material risks, side effects, alternatives, what could happen without treatment, and answer all questions asked before obtaining consent.

Capacity is a legal concept. There is a presumption of CAPACITY, no matter your age or diagnosis. You can be capable at some times and not others, and of some treatments and not others. The HP proposing the treatment must decide whether you are capable of making that decision. To be capable, the person must be able to both understand the information being provided to them about the decision they need to make; and appreciate the information and how that it might

relate to their own circumstances.

When a HP finds a person to be incapable, they must tell them and if they disagree they have the right to apply to the CCB, a tribunal which hears capacity cases. No treatment can be started until the legal issues are resolved.

The HP must get consent from the highest ranking SDM from this list (except in emergencies):

1. Guardian of the person with authority for the treatment.
2. Attorney for personal care with authority for the treatment.
3. Board appointed representative with authority for the treatment.
4. Spouse or partner.
5. Child, custodial parent, or Children’s Aid Society.
6. Parent who has only right of access.
7. Brother or sister of the incapable person.
8. Any other relative.

The SDM must be: capable; at least 16 years old (unless the parent); not prohibited by court order; available; and willing to act. If there is no SDM who meets the criteria, the Public Guardian and Trustee (PGT) makes the decision. The PGT also makes decisions in case of disagreements between SDMs.

The SDM must follow these rules of decision-making:

- (1) Comply with any known wish the person made while competent and after the age of 16. This wish can be expressed in any way: in writing, verbally, on videotape, etc. The most recent wish is the one that must be followed.
- (2) Where there is no known wish, or it is impossible to comply with the wish, the person must act in the person’s best interest, by considering the following:
  - Values and believes that the person held when they were capable;
  - Wishes of the person now;
  - Whether the treatment is likely to improve, prevent from deteriorating, reduce the extent of deterioration of the persons condition or well-being;

- Whether the condition will be improved, remain the same, or deteriorate without the treatment;
- Whether the benefits of the treatment outweighs the risk of harm;
- Whether there is a less restrictive or intrusive treatment that would be as beneficial.

A LTCH cannot threaten to discharge a resident if they or their SDM refuse or withdraw consent to a treatment.

## Moment of Reflection & Appreciation...



Peggy Skipper  
RQI Master Trainer, LTC  
Home Inspector, MOHLTC

The Long-Term Care Homes Quality Inspection Program (LQIP) is well into another busy year. As we reflect back on 2014 and the early part of 2015, we are grateful for our working relationship with the OARC. We take this opportunity to express our appreciation to OARC for their contribution in bringing awareness and education

about the value and effectiveness of Residents' Councils, and for their passionate efforts in supporting and representing the collective voice of Residents' Councils in long-term care (LTC) homes across Ontario.

As liaison, I have been privileged to work with OARC members Sharron Cooke (President), Donna Fairley (Executive Director), and Dee Lender (Director of Education), to facilitate their vision in reaching out to LQIP inspectors across the province, bringing awareness and education about the value and effectiveness of Residents' Councils in all LTC Homes.

In 2014 this dynamic team has provided on-site training sessions for inspectors from Service Area Offices (SAO) in Hamilton, London, and Toronto – the Ottawa and Sudbury SAO staff look forward to their upcoming sessions. Inspectors have expressed their individual thanks for the sessions provided, with feedback and comments of appreciation to OARC. In their words, we share a few thoughts ...

*“Awesome presentation about residents’ rights and the powers of Residents’ Councils”.*

*“Very informative reminder to myself about how important Residents’ Council interviews are.”*

*“Supporting Your Home’s Residents’ Council manual, Togetherness Training, Sharing Focus, etc. these are valuable tools for Residents’ Councils and their home administration, thank-you!”*

*“Sharron’s words inspire me to listen attentively and with my heart when interviewing Residents’ Council members about their life in their home.”*

In closing, and on behalf of LQIP’s management and compliance staff, we wish to extend our sincere thank you and appreciation to Sharron, Donna, and Dee for sharing your time, knowledge and passion with all of us, and for bringing awareness and education to our inspectors. As well, we are grateful to OARC’s board members for their collective voice and ongoing efforts in supporting quality of care and life for all residents living in LTC Homes across Ontario. Thank you!

## OARC Resident Quality Inspection (RQI) Resident Experience Survey

Early 2015, OARC distributed a Resident Quality Inspection (RQI) – Resident Experience survey to its membership. OARC received approximately 160 resident responses. Thank you! The survey results were presented to Honorable Dipika Damerla, Associate Minister of Health and Long-Term Care at the OARC Board meeting in March 2015.

Highlights from the RQI Resident Experience Feedback Survey included:

- 79% of Residents’ Council representatives felt that inspectors understood the operation of their Council;
- 97% of residents commented positively on the RQI process and felt the questions were easy to understand.

Many residents suggested that the RQI process could be improved if inspectors always introduced themselves as soon as they entered the home by posting notices in visible areas and inviting conversations.

# From OARC President



## Message from the President

For this edition of Seasons, I reflected on how I've become personally involved in my own home in staff education. I wanted to share my experience with you now

and by doing so, encourage you to explore similar opportunities that exist in your long-term care (LTC) home. Each and every month, I have the privilege of teaching new employees about the Residents' Bill of Rights, from a legislative perspective, but most importantly...from the residents' perspective. In sharing what I see, what I hear and what I expect as a resident, matching my comments to the 27 Residents' Rights found in our legislation, has become a very powerful experience. Stories and real life examples help the words come to life and somehow make a huge difference in how staff members understand and change their behaviours accordingly. At the end of each session, I ask for comments from the staff which sometimes bring me to tears as I realize how my contribution to their learning has changed their perspective and made it easier for my co-residents to be treated well. Here are a few of those comments from staff members:

*"It was great to hear from the perspective of a resident. Residents' Council is a vital tool in getting residents' voices across. I like the emphasis on that. The way you feel when people enter your room unannounced and the respectful manner that is necessary is a good reminder. It is your home and we must treat it as such!"*

*"Just because a resident does not speak, does not mean they are not listening. They may be able to express in a different way."*

*"Thank you for your wonderful and eye-opening presentation. Your words & stories really showed me that everyone in LTC is equal and residents do have the same needs and desires as everyone else. After your presentation, I feel moved that I want to help make a difference in LTC and provide the best care and compassion I can. I look forward to working with you!"*

At the end of every session, I always thank the staff for listening to ME! Again, I encourage all residents to think about how you might be able to become more involved in educating your team members, family members and volunteers! I'm confident that you will find ways to bring your personal experiences forward, and by doing so, bring education alive in your home!

## OARC Welcomes New Staff Member: Susan Thibert, Education and Support



Hello Everyone! I am extremely fortunate to have had a career in long-term care (LTC) that spans over 35 years. I started out as a nurse, but realized my true calling to be in the Activation/Recreation field and I returned to school. Following my graduation, I managed the Activation Department in a small rural nursing home until my retirement in 2013. During those years, I was privileged to work with hundreds of residents and their families and friends as they experienced life in a LTC home.

One of the many hats that I wore was that of the Residents' Council Assistant.

Working as a facilitator with the Residents' Council was one that I thoroughly enjoyed. I am a strong advocate for a person-centred approach to care. I believe that the provision of a safe, trusting and respectful environment that focuses on residents' strengths will enable all residents to shine. I learned that this is exactly what an effective Residents' Council in the home can do!

I am extremely pleased to be working with OARC and look forward to connecting with many of the LTC homes in Ontario.

# Supporting Long-Term Care (LTC) Homes Residents' Councils

Small but mighty! That's what many people have said about the OARC staff who work tirelessly in seizing opportunities to provide support and education. Our motto has become "Ask, Listen, Act". When we apply that saying to our days, weeks, and months, and then take time to reflect back on where we've been, and whom we've had the privilege to work with, we are often astonished!

We're indebted to our governing Board of Directors who keep us grounded with their real life experience living in LTC homes across Ontario, leading their respective Residents' Councils.

From picking up the phone to answer a question, to meeting with Ministry of Health and Long-Term Care representatives, to preparing a large scale presentation for 500 people at a national conference, OARC strives to bring the reality of the resident experience to the forefront of discussion and decision making. We are pleased to share a few highlights of our time supporting and representing Residents' Councils:



## Representing LTC Homes Residents' Councils

- Presented Residents' Council Assistant Education Session at Sienna Seniors Inc.
- Participated in OANHSS Convention and Revera Leadership Symposium
- Panel presentation at the OLTC Together We Care Convention and Trade Show
- Member of the Ministry of Health and Long-Term Care Enhanced Long-Term Care Home Renewal Committee
- Member of the Health Quality Ontario – Quality Indicator Development Program
- Participant at a roundtable discussion hosted by The Honorable Dipika Damerla, Assistant Minister of Health and Long-Term Care
- Member of the Steering Committee Change Foundation's project evaluating the effectiveness of LTC home Residents' and Family Councils

## Supporting LTC Homes Residents' Councils

OARC answered questions and supported Residents' Councils in issues of governance and effective operations that include:

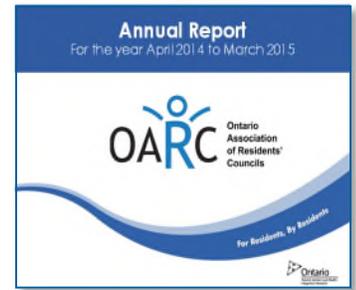
- Clarifying who attends Residents' Council meetings and how to manage guest requests
- Working with complex resident complaints during a Residents' Council meeting
- Strategies on how Residents' Council leaders can represent residents with advanced illness
- Coaching Residents' Councils who wish to use the shared leadership model
- OARC Minute Template education for Residents' Councils and their Assistants
- Learning how to run an effective Residents' Council election and how to begin draft by-laws
- Support on how to effectively sponsor and plan activities through Residents' Council

All Extendicare Inc. Long-Term Care homes are members of OARC!!!

This gesture of support shows respect for the vital role of Residents' Councils within each home.  
**Thank you Extendicare** for investing in the support of effective Residents' Councils in all your homes.

## Highlights from OARC's Annual Report for 2014-2015

2014 was another unprecedented year for representation of the resident experience by the OARC Board of Directors. OARC's strength and successes depend entirely on the active engagement of our Board members. Board Members were co-presenters at 15+ events and were eager for more! OARC received a significant increase in requests for education and support from individual Councils, for participation in research projects, to share Council experiences with college and university students and to participate on Ministry of Health and Long-Term Care committees. The resident experience is a vital and unique contribution.



Several LTC home Residents' Councils are shifting from a traditional executive & hierarchal leadership model (President, Vice-President, Secretary, Treasurer), to a "Shared Leadership Model" of governance where the responsibilities of executive positions are shared amongst a leadership team of residents. Homes report this to be a highly successful alternative in many aspects. This team approach has also provided a helpful structure when carrying out the Residents' Council Interview during the home's annual Resident Quality Inspection. Up to three residents may participate in this interview as the Residents' Council leadership team.

We are excited to move forward with our newly created Strategic Plan. We will be supporting effective Residents' Councils in all LTC Homes including the voices of cognitively challenged residents.

We are extremely proud of our accomplishments and I invite you to enjoy our 2014-15 Annual Report. Our report has recently been widely distributed. It is also available on our website: [www.ontarc.com](http://www.ontarc.com).

Sincerely,

Donna Fairley

Executive Director, OARC

*Special thanks to Devora Greenspon for her expertise in proofreading Seasons.*



Ontario  
Association  
of Residents'  
Councils

[www.ontarc.com](http://www.ontarc.com)

Questions, comments and news about your Residents' Council may be addressed to:

**Ontario Association of Residents' Councils**

80 Fulton Way, Suite 201

Richmond Hill, ON L4B 1J5

Tel: 905-731-3710 | Fax: 905-731-1755 | Toll Free: 1-800-532-0201 | Email: [info@ontarc.com](mailto:info@ontarc.com)