

## THE PRESIDENTS MESSAGE



Dear Residents,

It is a great pleasure for me to be the President of the OARC and I thank you very much for the trust you put in me.

These are exciting times for us, especially with the new legislation, LTCHA

2007, proclaimed as of July 1, 2010. This new legislation has many changes in every area of your home which *in time* will hopefully provide an increase in the standard of care for us all.

Since being elected, I have had the pleasure of accompanying Donna, our Executive Director, to many OARC speaking engagements. We are happy to help residents understand the new legislation. I, along with other Board Members, have represented OARC at the OANHSS

Convention and attended the Osgoode Law Professional Development Day specifically on Long-Term Care.

Two OARC Executive Members attended Resident's First Kick-off on September 27th as a member of The Resident's Voice, Part 2, Steering Committee which promotes Resident engagement on relevant LTC Home issues. I chaired my first Executive meeting in September and look forward to our next Board Meeting in November. I appreciate the confidence you give me and I promise to do my very best for continued improvement of care for all Residents in LTC Homes in Ontario.

OARC is here to support you. If there are any questions or help needed, please feel free to contact our office. We are always glad to help!

*Dorothea Lorenz*

### ► New Members

We welcome the following new members to the OARC family,

- Bay Haven Nursing Home, Collingwood
- Caessant Care, Cobden
- Fenelon Court LTCC, Fenelon Falls
- Great Northern Nursing Centre, Sault Ste. Marie
- Hillcrest Village Care Centre, Midland
- Morriston Park, Puslinch
- Southampton Care Centre, Southampton
- Maple Health Centre, Maple
- Pioneer Ridge, Thunder Bay
- Extendicare Brampton, Brampton

## ► New Board Members

Georgina Rogers from Marshall Gowland Manor in Sarnia, Ontario.

Joan Edwards from The Glebe Centre in Ottawa, Ontario.

Maurice Boyd from Caressant Care in Lindsay, Ontario.

Joan worked for National Revenue until she had to retire at forty-two due to her heart problems. She volunteered for 2 years at the Smith's Falls Hospital, which she found very rewarding. Joan is involved in the Resident's Council at Glebe and loves to knit, crochet, embroider, sew, read, be on the computer and attend church. Welcome, Joan!



Maurice Boyd joins us from Caressant Care in Lindsay, Ontario. Maurice, and his wife Dorothy just celebrated their 64th wedding anniversary this past June! They have two children, a son and daughter who have blessed them with eight grand children, and nine great-grandchildren.

Maurice was a Lion in the Minden club for eighteen years and continues to be a Member-At-Large. While living in Minden, Maurice was elected and served as a Councilor to Lutterworth Township for 6 years.

When it became necessary to look for a long-term care home where he and his wife could be together, they chose Caressant Care in Lindsay. They are both very happy at Caressant Care as there are always lots of activities to keep them active and they consider many of the staff and residents as part of their extended family.

After moving into Caressant Care Maurice was elected President of the Residents Council, and has enjoyed working with everyone. Welcome, Maurice!

**Consider becoming a Board Member!**

**Come join the OARC team-we need you!**

**We are looking for representation from the South East and South West LHINs.**

**Please call 1-800-532-0201 for information.**

## ► Getting to know our new Board Members



Georgina comes to us from Marshall Gowland Manor in Sarnia, Ontario. She is the mother of three married children and has eight grandchildren.

Georgina has been a member of the Salvation Army all her life. She is involved in many

activities with the organization including manning the Kettle Drive at Christmas time. Her career was as a nurse R.N.A. (R.P.N.) working in Nursing Homes in London, ON. She retired in 1998 due to illness.

Currently she is the President of the Residents' Council at her home and enjoying it. Georgina is active in most events happening in her nursing home.

Welcome, Georgina!



Joan was married in 1950 to a wonderful man and they were together for fifty-nine years until he passed away in 2009.

They had 8 children including 2 sets of twins. They also have been blessed with 18 grandchildren

and 11 great-grandchildren.

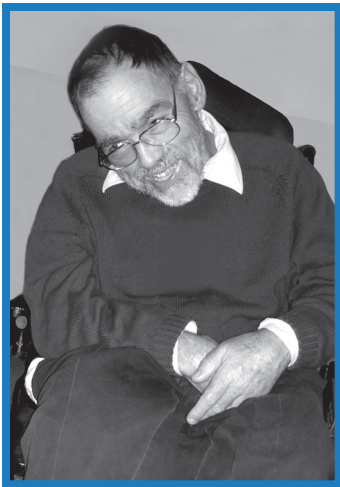
## ► Dennis The-TAB-Man Patchell

Dennis is a man on a mission—collecting aluminum can tabs that turn into wheelchairs!

**Did you know that it takes 17 million tabs to make 1 non-motorized wheelchair?**

**Did you know that it costs in the neighbourhood of \$15,000.00 for a wheelchair that tilts?**

**Did you know that Dennis and his team have raised money to purchase 1057 wheelchairs?**



Dennis is a 61 year old man physically challenged by cerebral palsy. He has spent most of his life in a wheelchair but that hasn't slowed him down. Dennis has been a volunteer forever. He strongly believes in giving back, his motto is: "People helping

people". Over the years he has volunteered for the Canadian Diabetes Association, Cerebral Palsy Association, Kiwanis Club and Markham-Stouffville Hospital. Dennis also holds down a full time job at Loblaws. He is a very busy man. I quickly found this out when I was having trouble contacting him for this interview. I knew if I couldn't reach him by phone, I could ask him at our neighbourhood Loblaws store, where he works and is well known in the Markham store.

Dennis began collecting tabs in 1989 when he heard of the work that a Fergus man was doing. The man approached an aluminum company to see if it would be willing to pay for the tabs as a way of fundraising to purchase wheelchairs. When he received a positive reply, he began organizing teams of people across the province. It was 22 years ago when Dennis spoke with the President of Alcan

Aluminum to confirm sustainability for his project. Dennis shared with me his dog-eared binder with many pages of names and places that have joined Dennis' mission to collect tabs in order to purchase wheelchairs for people who cannot afford them. The Royal Canadian Legion in Markham keeps track of the list of over 200 people waiting for the chance to get a new wheelchair.

There are more than 250 participants including: Schools, Hospitals, Police Forces, Salvation Army, Churches, Loblaws, Hotels, Banks, TTC, St. John Ambulance, Wheel Trans, Libraries, Beavers, Cubs, Scouts, Brownies and independent retail stores.

Some LTC homes have become involved as well. Castlerview-Wychwood Towers in Toronto is already up and running. Once a year, some residents and accompanying staff make the trip to Markham to donate their bags of tabs and meet with Dennis. They are very proud and Dennis is very grateful.

**It only takes one person to organize the collection in their home. Tabs from pop cans as well as Ensure cans may be collected in a plastic container on each unit as well as in the cafeteria or café. Awareness is key, so making signs to encourage family members and friends is important.**

Dennis is also an educator. He travels to local schools for speaking engagements to educate students about cerebral palsy. He brings a message that "kids are important," educating them about how to include and respect people with physical limitations. Dennis has proven that a person can achieve whatever they set their mind to.

To help with Dennis' mission, please email us at: [info@ontarc.com](mailto:info@ontarc.com) and we will send you information on where to send your collected tabs.

A special **thank you** Dennis for helping those less fortunate and for being such an inspiration to us all.

## ► OARC and OHQC's Partnership Activities

The spring 2010 issue of Seasons included a special insert to announce our partnership. Our mutual intent is to further engage residents in activities that impact their lives in long-term care homes. OARC participates on the working group committee which is producing a public reporting website for long-term care. The prototype is live and available at [www.ohqc.ca](http://www.ohqc.ca). We have also provided a link to this website on our website, [www.ontarc.com](http://www.ontarc.com).

### Consulting with Residents on Satisfaction Surveys

OHQC presented OARC Board members with the opportunity to provide feedback on how resident and family surveys should be implemented. They provided background about the survey process and the intent. Issues such as who should be conducting the survey came up. Residents gave suggestions as to who they thought would be best to conduct the interview and why. Members went through the survey questions themselves and also took extra copies to share it with other residents and families in their home. This feedback helps to focus the survey development process so that the best possible outcomes will be achieved when being implemented. OHQC will be presenting to the OARC Board at its November meeting on this issue. Look for more information about this in the winter edition of Seasons.

### Residents First: "The Resident's Voice" - Keeping Resident Needs Front and Centre

This Curriculum Committee project grew from the passion of 4 women who were excited about

the opportunity of having residents share their lived experience with everyone interested in the long-term care sector. Gina DeSouza and Maryanne D'Arpino, both RN's with quality and administration experience in LTC partnered with OARC Executive Director, Donna Fairley and Concerned Friends Chair, Phyllis Hymmen to launch THE RESIDENT VOICE. The OHQC focus areas for Year 1 were: Emergency Department transfers, Falls, Incontinence, Pressure Ulcers and Consistency of PSW assignment. We found residents and family members readily spoke up on their lived experience. The digital stories are now complete and are part of the training curriculum that is being delivered to homes participating in Resident's First.

Key Messages Heard:

"It is important for residents to feel empowered and safe to communicate what has meaning in their lives."

"It is important that residents continue to contribute to staff learning about resident care."

"It is important for staff to continue to develop their understanding of the lived experience of residents."

"We visited LTCH's. We spoke to select residents and family members to understand their personal lived experiences."

These key messages demonstrate the importance of resident and family engagement. Honouring residents' values, beliefs and preferences allows us to show dignity and respect for their uniqueness

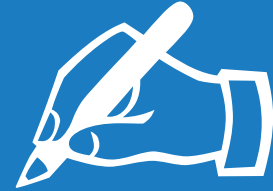
as human beings. We believe being listened to and supported will empower residents to feel safe to speak to what has meaning and value for them each day as they live their lives in our LTC Homes.

**The Resident Voice** incorporates photos of residents interviewed and a digital audio file capturing their stories. **The Resident Voice** is being shown at the learning sessions.

These intimate personal stories from residents and family members will soon be available on both the OARC and OHQC websites.

OARC [www.ontarc.com](http://www.ontarc.com) | OHQC [www.ohqc.ca](http://www.ohqc.ca)

- Linda's story related to her experience of waiting in the emergency department.
- Gord & Daryl's story was about their choice for Gord to live at risk related to falls.
- Barbara's story described the psychological impact of incontinence (dignity, dependency and discomfort).
- Carole's story spoke to the importance of establishing good relationships with staff and how this impacts the caregivers approach to client care.
- Bob gave examples of how being listened to in caring for his pressure ulcers would make a difference in his quality of life.



## Highlights

- OARC Board members have provided feedback on a resident satisfaction survey that the OHQC is developing. Their feedback is helping to shape the survey and surveying process.
- The long-term care public reporting site is live at [www.ohqc.ca](http://www.ohqc.ca). More homes and indicators will be added this year, as more homes complete the implementation of the RAI-MDS common assessment tool.
- The OARC is an active partner in The Residents First initiative. The lived experiences of residents are being captured and shared, they will be available on its website this fall.

## ► OARC Upcoming Events

September 27, 2010

### **OHQC - Resident's First Leading Quality Kick-off Session**

OARC staff and 2 Executive members who participated in The Resident's Voice will be attending this very special event being held at the Sheraton Centre in Toronto.

October 20 & 21, 2010

### **Activity Professionals of Ontario Convention**

OARC is an exhibitor at the convention. Our data shows us that most Staff Support positions for Resident Council in a home are from this area. We hope to encourage membership in OARC and connect with existing members on how we can support and sustain Resident's Councils.

October 21, 2010

### **MOHLTC Compliance Transformation Advisory Group**

OARC continues to participate at this table from the perspective of a resident in a LTC Home. The new inspection process has been totally transformed. NEW...The President of your Resident Council, along with many other residents will be interviewed by Ministry Inspectors annually. OARC Board members volunteered to give feedback on the new Resident Interview Process as part of every Home's Annual Inspection.

November 1 & 2, 2010

### **OARC Fall Board of Directors Meeting**

All Board members meet for these 2 days in Toronto. Our agenda includes items such as Financial Reporting, Home-to-Home exchange, Executive Meeting report and a specific LTCHA regulations discussion. We have also booked presentations from the Ontario Health Quality Council and MOHLTC Compliance and Improvement Branch.

November 23, 2010

### **OLTCA - LTC Applied Research Education Day**

Residents are encouraged to participate in this day. The theme for the day is "What is Quality End of Life Care in LTC?" The day is designed to promote & profile new & emerging research in LTC. This day will provide a forum for learning, networking and information sharing. Keynote speaker is Dr. Robert Buckman. OARC will take part in a panel discussion in the session entitled Drivers of Resident Satisfaction to try and represent the resident perspective. The event is being held at the Toronto Congress Centre, 650 Dixon Rd., Toronto. Consider attending the workshop & see what's new and emerging in the field of LTC.

\* \* \*

**Please contact OARC if you are interested in attending. There will be no charge for residents to attend this very special day.**

## Executive Director's Note



Where has the summer gone? Traditionally, as I was told, the summer months are "slower", and that many meetings are reduced to teleconference as people are away throughout the summer months. I believed this statement and decided to

seize the opportunity to participate and complete a resident-focused project in collaboration with the Ontario Health Quality Council (OHQC) called **The Residents Voice**. This enabled me to visit many homes and meet with many residents. This was the perfect way to spend the summer months. Please read about **The Resident's Voice**

in more detail on pages 4 & 5.

On the office front, we put together a new brochure for residents in our member homes. We wanted everyone to know who we are and what we do. Our Executive meeting took place in the month of September and now the office is in full swing planning our Fall Board Meeting.

We were also invited to speak at many Resident and Family Council meetings this summer. Many homes are anxious to learn more about the new legislation and understand how it will impact residents. It's been a very busy and productive summer.

Thank you for your interest in the OARC.

*Donna Fairley*



## In Memorium

We have lost a friend. Sadly, Denise Berlinguette, an OARC Board member and a resident of Trillium Centre in Kingston has passed away. Denise was an OARC Board member since 2008. She contributed to all our meetings and looked forward to seeing us all, her friends. We will miss her very much. We offer our sympathy to all of Denise's family.

## OARC on Ontario Roads

Since our last issue OARC has visited,

Rekai Centre, Toronto

The Brant Centre, Burlington

Tony Stacey Home, Scarborough

Marshall Gowland Home, Sarnia

Morrison Park Nursing Home, Puslinch

Valleyview Residence, Toronto

## Contact:

Questions, comments and news about your home can be addressed to:

**Ontario Association  
of Residents' Councils**

351 Christie Street,  
Toronto, ON M6G 3C3

**Toll Free:** 1-800-532-0201

**Tel:** 416-535-3718 **Fax:** 416-535-0055

**E-mail:** [info@ontarc.com](mailto:info@ontarc.com)

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