

### Register now for OARC's Togetherness Training Workshops

This free, 2-part workshop, brings together long-term care homes' Residents' Council Presidents, Assistants and Administrators to build dynamic, meaningful and influential Residents' Councils by:



- Examining how teamwork and understanding roles contributes to the effectiveness of Residents' Councils
- Exploring effective tools, strategies and relevant legislation
- Learning ways to ensure Residents' Councils meet expectations set out by the Ministry of Health and Long-Term Care

PLEASE NOTE: Residents' Council President, Residents' Council Assistant attend Day 1 & 2, and home Administrator attend Day 1 only

Registration is limited to 15 homes in each location. Click on the links below to register on-line.

- [Toronto at Baycrest Centre](#) – Day 1, March 7<sup>th</sup> and Day 2, June 13<sup>th</sup>
- [Ottawa at Élisabeth Bruyère Hospital](#) – Day 1, March 29<sup>th</sup> and Day 2 June 19<sup>th</sup>

Questions? Contact Jennifer at OARC [jlangston@ontarc.com](mailto:jlangston@ontarc.com) 1-800-532-0201

This workshop has been co-sponsored by the Ontario Centres for Learning, Research and Innovation. THANK YOU! <http://clri-ltc.ca/>

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## Ministry of Health and Long-Term Care Strengthening Quality and Safety in Long-Term Care Homes

Residents' Councils will be interested to know that our Ministry of Health and Long-Term Care is taking steps to strengthen quality and safety in long-term care homes. Our government recognizes that the vast majority of long-term care homes are in compliance with provincial rules. However, our Ministry is proposing new enforcement tools, that include:

- Financial penalties that would be applied to those operators who repeatedly do not comply with the requirements of the Long-Term Care Homes Act, 2007, as recommended by the Auditor General in her 2015 annual report. Any financial penalties would not negatively impact patient care
- Provisions to enable the Minister to provide direction to long-term care homes to support improvements in care, for example directing all long-term care homes to use a new skin and wound care best practice protocol

- Establishing new offences that would provide additional protections for residents, if needed, such as an offence for failing to protect residents
- Minister and Director's authority to suspend an operator's licence and order interim management
- Improvements to the transparency of the inspection process, including publicly posting directives to long-term care homes.

OARC is pleased with the language our Minister uses in this announcement. Language, the precursor of change, sets the stage for celebration, expectation and accountability. We are thankful that the Minister acknowledges the excellence in care provided in the great majority of LTC homes and his commitment to working to resolve issues concerning staffing needs. A strengthened degree of accountability is necessary for recurring, non-resolved, or ignored non-compliances.

Additionally, it's important for all of us to remember the efforts and possibilities each home's Residents' Council contributes to quality services in long-term care. The care and attention directed to ensure all residents are safe, secure, respected, and acknowledged as whole human beings, translates into an environment where residents and their Councils thrive.

For more information about these proposed changes download the [news release](#) and [letter](#) from Minister Hoskins.

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## **2 Postions Available on OARC's Board of Directors**

OARC is accepting applications to fill 2 positions on the OARC Board of Directors. OARC's Board of Directors governs and supports OARC by:

- assisting Residents' Councils in improving their effectiveness and sustainability;
- encouraging residents to participate in decisions affecting them;
- providing a collective voice for Residents' Councils; and
- working with government and other organizations interested in improving quality of living in LTC homes

If you are resident in a leadership position on your Residents' Council and reside in an OARC member long term care home and are interested in learning more about this position, please send a letter/email of interest or contact Jennifer Langston at 1-800-532-0201, [jlangston@ontarc.com](mailto:jlangston@ontarc.com)

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## OARC Supporting Residents' Council's Finance Processes

OARC needs your help...we're asking Residents' Councils to complete a survey sharing their experiences with Resident's Council financial processes. To participate please answer the survey questions by completing our [on-line survey](#) by February 17th, 2017. All surveys are anonymous and should take about 15 minutes to complete.

OARC is working with our membership and Ministry of Health and Long-Term Care to assist Residents' Councils regarding their financial processes. OARC's Resource Guide has recommendations regarding these processes (pages 138 to 142). However, as policies and procedures change within financial institutions and long-term care homes, we are seeking a better understanding of the realities Residents' Council leadership and their assistants are faced with.

Issues brought forward so far include, difficult banking institution restrictions; banking institutions lack education about long-term care; home audit questions; signing authorities within the home (staff and residents); and more.

Outcomes of our research will include education sessions for both Residents' Councils and banking institutions. Questions? Contact Jennifer Langston 1-800-532-0201 x 22

[jlangston@ontarc.com](mailto:jlangston@ontarc.com)

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## Upcoming OARC Education

### February 28th - Transitioning to a Shared Leadership Model for Residents' Councils Webinar

Many Residents' Councils are recognizing that transitioning to a leadership model, (moving away from a traditional model with President, Secretary, Treasurer etc.), has helped in bringing residents together who are eager to share in the responsibilities of Council. This helps to focus on strengths of all who gather together as the leadership team, and 'takes the pressure off' of assumptions that often go hand in hand with a title such as 'President'. Learn more with OARC on February 28<sup>th</sup>!

**Date:** Tuesday, February 28, 2017

**Time:** 2 to 3:30 pm

**Cost:** Free

**Target Audience:** Residents, Residents' Council Assistant and may include Administrator

**Registration:** Registration is limited to the first 50 LTC homes. To register for the webinar click here <https://www.surveymonkey.com/r/TSL2017> Questions? Contact Jennifer Langston [jlangston@ontarc.com](mailto:jlangston@ontarc.com) or 1-800-532-0201.

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## What's New in Education

Our Education Team is excited to be in the process of planning the year ahead. 2017 is shaping up to be full of events, new education and tools. Over the next several months we will expand our online education portfolio; strengthen our collaboration with key partners and educational institutions; explore ways in which to increase our capacity to be present in your homes; and continue our commitment to play a leading role in ensuring the voice of residents living with cognitive changes are heard, enabling Councils are fully represented.

Here is a look at anticipated education topics to be explored and released this year:

- Banking Practices for Residents' Councils
- Transitioning to a Shared Leadership Model for Residents' Councils
- Residents' Council Bylaws – How to Guide
- Powers of Residents' Councils

Visit our website for more information about upcoming education events [www.ontarc.com](http://www.ontarc.com)

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## OARC Membership Renewal

OARC membership runs from April 1<sup>st</sup> to March 31<sup>st</sup> annually. We are gearing up for our 2017 membership renewal and drive. Invoices will be mailed to the Residents' Council President/Leader for renewal consideration and notification will be sent to all Residents' Council Assistants in February.

Your support is important to us. Membership dollars contribute to education and services to Residents' Councils across Ontario.

We encourage you to bring this information to the next Residents' Council meeting in your home.

We love to hear from you...  
call, write or email us with your questions,  
suggestions and stories.



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