

February 2019

March 13, 2019 | 2:30 to 3:30 pm – Live Webinar: **Spring Forward: Tips and Hints on Making the Most of Horticultural Activities**



Guest Speaker: Nancy Lee-Colibaba, Horticultural Therapy Coordinator, Royal Botanical Gardens, Burlington

Are horticultural plans on your Residents' Council agenda? Join horticultural therapy expert Nancy Lee-Colibaba as she shares tips and hints to make the most of your plans. From indoor small potted plants to outdoor gardens, horticultural activities offer moments of peace and wellbeing. Sharing practical advice and ideas for projects, Nancy will highlight some of her expert advice to get you started. Residents' Councils will be provided with inspiration to create their own activities.

Register here: <https://attendee.gototraining.com/r/7325621960761846530>

Mark your Calendar for Upcoming Webinars

JOIN OUR WEBINARS



Join OARC for live, interactive, free, monthly webinars addressing Residents' Council needs and trends.

March 13, 2019 - 2:30 to 3:30 - Spring Forward: Tips and Hints on Making the Most of Horticultural Activities – [Register Here](#)

April 10, 2019 - 2:30 to 3:30 - Residents Welcoming Residents: Peer Support Opportunities to Enhance the Transition to Long-Term Care - [Register Here](#)

May 8, 2019 – 2:30 to 3:30 - Residents' Councils Influencing Human Resources in Long-Term Care Homes - [Register Here](#)

June 19, 2019 – 2:30 to 3:30 - Supporting Ontario LTC Homes and Secondary Schools Identify and Maximize Partnership Opportunities: Intergenerational Toolkit - [Register Here](#)

July 9, 2019 – 2:30 to 3:30 - Cohesive Living in Long-Term Care: Supporting Your Peers - [Register Here](#)

Check out our [website](#) for detailed descriptions of the webinars listed above. Our webinars are designed with residents in mind and are open to team members/staff and residents of long-term care homes. *All LIVE webinars are recorded and posted on the "[Archived Webinar](#)" webpage on OARC's website.

Yee Hong Centre for Geriatric Care Shares: Residents' Bill of Rights Translated to Chinese

Thank You

Yee Hong Ho Lai Oi Wan Centre (Markham)
Yee Hong Centre - Mississauga
Yee Hong Centre - Scarborough Finch
Yee Hong Centre - Scarborough McNicoll

A big THANK YOU to the Residents' Council and team members of Yee Hong Centre for Geriatric Care for sharing their translation of the Residents' Bill of Rights (LTCHA, 2007) to Chinese with other long-term care homes and residents.

Yee Hong Centre for Geriatric Care's mission is to "enable Chinese Canadian and other seniors to live their lives to the fullest, healthy, independent and dignified, through our continuum of excellent, culturally appropriate care". Translating the Residents' Bill of Rights supports all residents, their team members/staff and families at Yee Hong Centres.

To access these resources please click on the links below:

[Residents' Bill of Rights \(LTCHA 2007\) – Chinese \(Traditional\)](#)

[Residents' Bill of Rights \(LTCHA 2007\) with examples – Chinese \(Traditional\)](#)

27 The Line Video Now Available with French Sub-titles



As OARC's *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program grows and homes adopt this unique program, participant needs are emerging, and new resources are identified. We are pleased to announce the addition of the *Through Our Eyes* accompanying video, "27 the Line", is now available with French sub-titles and can be located here <https://youtu.be/2prCi75imPI>

Stay tuned for future resources to support and assist homes to implement the *Through Our Eyes* program. We would love to hear your feedback and stories about your experience using the Through

Our Eyes program...contact us Josie-Lee Gibson, Education and Community Engagement Manager jjgibson@ontarc.com x 250.

It's Membership Time at OARC



OARC Board Member Frank Tod with OARC's Dee Lender, Executive Director

Membership renewal notices were sent to all OARC members, care of the Residents' Council Assistant. **Your Residents' Council is IMPORTANT** and positively contributes to the quality of living in your home. OARC is instrumental in educating, supporting and advocating for Residents' Councils in long-term care. OARC Board members sit at government and long-term care home community tables to support and represent what is important to long-term care residents across Ontario. **Your Support Matters** - Annual membership dollars help us to travel further and more frequently to reach residents province-wide for education and in-person support as well as supporting special projects and resident-centred

initiatives. For questions and to learn more about membership with OARC please contact Jennifer Langston jangston@ontarc.com | 1-800-532-0201 x 220.

Celebrating Residents' Councils



L to R: Neelam, Residents' Council Assistant, Mariam, Residents' Council VP, Jay, Residents' Council President

With the new year in full swing, OARC's Education team has been on the road visiting a number of homes in the Greater Toronto Area. "It is always a real privilege to have the opportunity to visit a home and provide an education session with the residents and their Council Assistants," shared OARC's Home Support Facilitator, Melissa McVie. "Residents' Councils near and far are engaged in the development and sponsorship of innovative programs and fundraising initiatives, and they are generously re-investing back into their homes as a result of these efforts." Residents' Council is much more than a monthly meeting! Resident leaders across Ontario are working hard to enhance the quality of life for everyone who lives, works and visits their homes,

while providing a forum for relationship-building and peer support. A warm thank-you to the following homes for hosting Melissa for an OARC Presentation this month: Kipling Acres, Cawthra Gardens, the Rekai Centres (Wellesley Central Place and Sherbourne Place), and Newmarket Health Centre.

Quality Improvement Plans for 2019-2020 are due April 1st, 2019!

OARC's *Through Our Eyes* program and the Registered Nurses Association of Ontario's (RNAO) *Person-and Family-Centered Care* best practice guidelines work to complement each other in supporting quality care for the residents. [Click here](#) to read a spotlight example of how Cambridge Country Manor Long-Term Care Home highlighted resident experience efforts in their 2017-2018 QIP with the *Through Our Eyes; Bringing the Residents' Bill of Rights Alive* Program.

OARC and RNAO Upcoming Joint Presentations

Two organizations are maximizing on the alignment of resources that will benefit LTC home participating in the *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program and the *Person-and Family-Centered Care* best practice guideline. Together, these programs work to complement evidence-based recommendations and facilitate participation from residents, family members and the staff as they improve residents' experience of health care and the Residents' Bill of Rights. LTC Best Practice Coordinators work with LTC home leaders, nurse practitioners and point-of-care staff to establish and adopt practices to provide high quality care to LTC home residents and their families.

Together Josie-Lee Gibson, Education and Community Engagement Manager, Ontario Association of Residents' Council and Freda Poirier, LTC Best Practice Coordinator, RNAO, will share the journey LTC homes shifting the culture of quality, pillared on person-centered approach to resident care. Co-presenting at this year's [Nursing Leadership Network of Ontario Conference; Innovations in Care Delivery: Balancing the Focus on Clients, Providers and Leaders](#), taking place in Toronto March 28th - 29th. As well as at the [Canadian Gerontological Nursing Conference](#) in Calgary, Alberta May 2nd - 4th.

HQO Consultation

On February 21st OARC's Board of Directors participated in a consultation with Health Quality Ontario to help inform what would help residents participate in quality improvement projects in Long-Term Care. The experiences shared by OARC Directors will help to create tools and resources to support meaningful and effective engagement and improve care in Ontario.

Thank you to Stephanie Lagosky, Knowledge Translation and Exchange Specialist with Health Quality Ontario for facilitating the fruitful consultation.

Ministry of Health and Long-Term Care Consults with OARC

On Monday February 11, 2019, OARC consulted privately with Effie Triantafilopoulos, the Parliamentary Assistant to Honourable Christine Elliott, Minister of Health and Long-Term Care. Effie met with OARC's President Sharron Cooke, Secretary Treasurer Devora Greenspon, Vice President David Kent and Executive Director Dee Lender for one hour. OARC was asked to come with as much information, advice, and flagged potential issues foreseen as the Provincial government moves forward with their commitment to implement 15,000 new LTC beds in Ontario. OARC was assured that the comments shared would be considered as the Ministry of Health and Long-Term Care moves towards restructuring the health care system to eliminate 'hallway healthcare' and provide the best possible patient/resident experience, no matter where they are along their health care journey.

The OARC team was honoured to be invited to the meeting and thought it was prudent to paint the picture of the current lived experience in LTC; one that is in dire need of an infusion of human resourcing now and one that needs a plan to assure the sustainability of human resources into the future. Building 15,000 new long-term care beds will not build public confidence or create positive lived experiences for residents and their families if the homes cannot be equipped with appropriate number of team members; the reality that exists today in long-term care homes across the province.

Celebrate Residents' Councils – Share your Stories

Celebrate Residents' Councils! Do you have a story about a project, event or program that was supported or created by your home's Residents' Council that you would like to share and celebrate with other residents? Submit your stories for the chance to be featured in OARC's publication, Seasons. We'd love to hear from you!

To share your story email Melissa McVie at mmcvie@ontarc.com with the following information:

- PICTURES – we love sharing your pictures
- Submission title and authors
- 500-word (maximum) story summary of the event, project, program
- Your contact information

NEW: “Confidence in Culture Change Gifting Program”



Thank you to Java Group Programs for providing a financial gift to OARC! Your generosity enables us to strengthen our ability to influence culture change in our LTC sector and beyond through education and awareness.

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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