

April 10, 2019 | 2:30 to 3:30 pm – Live Webinar: **Residents Welcoming Residents: Peer Support Opportunities to Enhance the Transition to Long-Term Care**



Melissa McVie and Devora Greenspon

Co-presenters: Devora Greenspon, OARC Secretary/Treasurer and Melissa McVie, Education and Home Support Facilitator

Regardless of the circumstances that precipitates a move to LTC, this physical relocation is often accompanied by many strong feelings and emotions for residents and their loved ones. Residents experience a number of life changes, including real and perceived losses following the move. Residents' Council members can play a significant role in supporting their peers through this time of transition. Join OARC Board Director, Devora Greenspon and OARC's Education Facilitator, Melissa McVie, as they

candidly discuss programs and strategies that residents can champion within the home to enhance the move-in experience, including the creation of a Welcoming Committee, and other initiatives. **Register here:** <https://attendee.gototraining.com/r/1997480971536221954>

Mark your Calendar for Upcoming Webinars

JOIN OUR
WEBINARS



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

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 22, 2019 – 2:30 to 3:30 - Residents' Councils Influencing Human Resources in Long-Term Care Homes - [Register Here](#) **(Please note webinar date has moved to May 22nd)**

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.*

The Rose of Sharon Korean Long Term Care Home Shares: Residents' Bill of Rights Translated to Korean

A big THANK YOU to the Residents' Council and team members of the Rose of Sharon Korean Long Term Care Home for sharing their translation of the Residents' Bill of Rights (LTCHA, 2007) to Korean with other long-term care homes and residents.



The Rose of Sharon LTC Home is the first long term care home across Canada that is dedicated to serving the elderly Korean population of Toronto. The home was built with state-of-the art conveniences and is committed to providing the highest quality care that is personalized to the physical, emotional and spiritual needs of seniors in a Korean-Canadian culturally specific home. The Rose of Sharon pledges to deliver care in co-operation with residents, families, multidisciplinary teams and government bodies.

To access this resources please click on the link below:

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

Celebrating Residents' Councils in March!

A sincere thank you to the following homes for hosting home visits in March and for generously sharing their Council experiences: Extencicare Bayview, Kensington Gardens (North Building), Westside Long-Term Care and Allendale Long-Term Care.

March has been a busy month of learning and sharing for the OARC Education team. Melissa, OARC's Education and Home Support Facilitator, was welcomed into long-term care homes in Etobicoke, Milton, North York and Toronto. Home visits are opportunities for OARC team members to connect face to face with Residents' Councils, including resident leaders, Residents' Council Assistants, home Administrators and other managers within a long-term care home. Working together, everyone contributes to the success of the Residents' Council in every home. Through home support visits, our education team members can make a personal connection with the home, address specific support needs and areas of interest, and share ideas and tools to enhance Councils and strengthen relationships. The OARC team also embraces the chance to learn from each unique Council and to celebrate in their successes. We love hearing about innovative programs, quality improvements and promising practises that have been trialled or implemented in the homes.

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 in February, care of Residents' Council Assistants. **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.

Residents' Council Ideas and Promising Practices from Westside LTCH



Pictured here is the Residents' Council Executive members at Westside Long-Term Care Home in Etobicoke with their assistant, Sabrena.

Back row (left to right): Walter M. (Treasurer), Sabrena C. (Residents' Council Assistant), Andre L. (Vice-President)

Front Row (left to right): Margaret H. (Co-Secretary), Brian D. (Co-Secretary) and Barbara B. (President)

During a recent home visit to Westside, a long-term care home owned and operated by Revera, the Residents' Council Executive members were kind enough to sit down with Melissa and talk candidly about their Council. Melissa quickly observed the matching t-shirts worn by all five members of the Council Executive. The resident leaders shared that they made the decision to invest in **matching t-shirts** (in two colours, blue and green) to be worn, along with bright yellow name badges identifying their name and role, at special programs and events in the home. This matching attire has helped to make the resident leaders more easily-recognizable to their peers and team members. The Residents' Council Executive members also shared that they each **live on different floors** within the home, and acting as resident **ambassadors**, they work hard to ensure that new and existing residents throughout the building feel welcome and are encouraged to be engaged in the daily life and activities at Westside. Resident leaders, Barbara and Margaret were pleased to report that residents will often seek them out (as familiar faces and members of Council) to ask questions or share concerns.

Every month, the Council works collaboratively with the home's Programs Department and management team to host a "Welcome Social" to **personally connect with new residents** shortly after they move in. The socials provide an opportunity for residents and their family members/friends to meet and get to know other residents as well as members of the home's leadership team. An introduction to the Residents' Council is also provided at the Social so that **residents are aware of the Council's purpose and goals** and to spark resident interest.



Having an engaged group of resident leaders and a supportive home environment where the **Residents' Council is truly valued within the home** are important and necessary ingredients for ensuring successful outcomes. At Westside, on Residents' Council meeting days, all hands are on deck to encourage and **support ALL residents to attend**. New residents receive personal invitations to join their first meeting. The Residents' Council at Westside credit the above-noted efforts for their high meeting attendance and level of engagement. Residents' Council

assistant, Sabrena stressed the home's shared belief that, "it's the residents' meeting and if they have something to say, we listen!"

Resident Preferred Language - Residents' Bill of Rights (LTCHA 2007) Translated

Educating residents, team members, and other stakeholders about the Residents' Bill of Rights is a necessary and ongoing effort taking place at every long-term care across the province. We are committed to making resident rights education as accessible and meaningful as possible. To enhance current efforts, the OARC team has recently started to collect and compile an inventory of the Residents' Bill of Rights translated into different languages, to better support homes serving residents of diverse cultural backgrounds. Every resident deserves to have a copy of the Bill of Rights in their first/preferred language to promote/enhance their understanding, and the team at OARC is hoping to make this possible through this ongoing initiative. Thank you to the long-term care homes who shared their resources and to the Centres for Learning, Innovation and Research - Schlegel-UW Research Institute for Aging for their financial support. Questions or suggestions? Contact Melissa McVie, Education and Support Facilitator, mmcvie@ontarc.com 905-731-3710 x 260

Seasons - Spring/Summer Edition is Now Available



The [Spring/Summer edition of Seasons](#) magazine is available on line. This edition features Residents' and Family Council collaboration options, community engagement stories, reimagining residents' rights education, the Daffodil reader contest and more. Our magazine is published 3 times a year and is created and edited in consultation with residents in long-term care. If you have a story you would like to share with us, please contact Melissa McVie at mmcvie@ontarc.com or 1-800-532-0201 x 260.

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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