

## COVID-19: A message of hope and thanks from OARC's Executive Director



Dear Residents' Councils, family members, and LTC team members,

These days are tough. The news, the government directives, the societal precautionary measures, the social distancing ... it seems so surreal. This is real, information changes every day, it is important, and we need to take this seriously. This pandemic is stretching our society, and more specifically, our LTC sector in ways that seem almost unimaginable.

OARC wishes to thank each and every LTC team member who shows up every day to provide the very best they have in very difficult circumstances, to ensure that residents in our 630+ LTC homes are safe. Whether you sweep floors, wipe surfaces, assist with personal care, dispense medication, answer the phones, prepare food, assist with meals, provide oversight or strive to set the stage for meaningful social interaction – THANK YOU!!!

The recent restrictions on visiting in LTC homes are difficult and painful for residents and their beloved family members/visitors. However, OARC fully supports this restriction so that we can restrict the contact and spread of COVID-19. Further, OARC recommends that aside from going outdoors for fresh air once in a while, residents remain inside their LTC homes, refraining from personal visits from visitors.

I am in contact with our Ministry of Health, and Ministry of LTC repeatedly each week, and have a reciprocal relationship with key government leaders; the voice of residents is being heard by our Ministries. You have my commitment in that.

When times are tough, bright lights appear. I have seen and heard incredible examples of people seizing this challenge, harnessing creativity in ways that serve well to ensure residents are living their best, fullest lives. Management, team members and resident leaders are pulling out the stops to provide the best and safest care possible.

I'm particularly inspired by resident leaders who have identified ways to contribute to the mental and social health of their co-residents. Loneliness, isolation and depression can be heightened through the absence of visitors in LTC. On March 20, OARC's Board of Directors (residents living in LTC homes) met via telephone for a check in, at which time, the following list of ideas was generated in the spirit of encouraging residents to be part of their solution to preventing depression, isolation, sadness and loneliness. Here's what resident leaders are currently doing:

- Residents are sharing their technology with fellow residents so that they may speak on a cell phone, text, video conference (Face Time, Zoom, Google Duo, Skype) with their family members. Be sure to use disinfectant wipes and hand sanitizer.
- Residents report that homes are arranging to have family members and residents connect via cell phone or iPads utilizing Skype or other platforms. Often a schedule must be developed so that residents and family members know which day and time they've been assigned. Residents can assist by creating a schedule.
- Activities in smaller group setting (example – group of 10 residents with puzzles, games and colouring instead of 20 residents)
- Resident Leaders are making themselves available to fellow residents to talk and explain why things are happening as they are, providing reassurance and companionship
- Have families come to the window of the long-term care home and see their loved ones – maybe sing a song
- Residents can travel in hallways (observing principles of social distancing) with a smile and a song or whistle, extending greetings to residents and team members along the way
- Residents FEEL the tension from their team members who are working to serve them. Residents can offer words of support and encouragement and thanks to the health care team members who are working so hard in such difficult times
- Residents can assist residents to send emails, write letters, send pictures
- Residents acknowledge that music is contagious:
  - a. Residents sing within earshot of other residents. In an instant, a few residents who are seated in a room join in!
  - b. Put together a cart with a CD player and music and travel around to resident rooms and play music from the doorway of the resident room. Sing, clap, smile, talk.

Let us keep our eyes on the goal of health and wellbeing on the other side of this pandemic and let us keep focused on the reward of our sacrificial love and dedication. We are in this together, and we will get through this together. Blessings to you.

Sincerely,



Dee Lender  
Executive Director

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“I can do things you cannot, you can do things I cannot; together we can do great things.”

~Mother Theresa

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## Time for TOE (Through Our Eyes: Bringing the Residents' Bill of Rights Alive)

During periods of increased contact precautions and visitor restrictions, team members working in LTC are getting creative at finding ways to adapt program offerings that follow health and safety considerations but also meet the diverse needs and interests of residents. If you're looking to engage small groups of residents or meet 1:1 with residents in a new and meaningful way, OARC's "Through our Eyes: Bringing the Residents' Bill of Rights Alive" (TOE) program might be a great program tool to call upon!

TOE is a program that resident leaders can champion because it is designed to have residents as the teachers and co-facilitators of residents' rights education!

Don't have time to roll out the full program? Consider highlighting one of the residents' rights each day at your home or pulling out some of the exercises and worksheets from the TOE program:

- Screen the "27 the line" video and hold a small discussion group afterwards to share immediate feelings and reactions or try using reflection questions on page 45-53 to guide you
- Support residents to complete their own "I AM" statement using template on page 55. How can you display or showcase these personal declarations in the resident's space or in your home? Can these statements be used as part of a sharing exercise for peers to get to know one another?
- Empower resident leaders to educate their peers about residents' rights by printing and sharing copies of the 27 rights in a residents' preferred format or language:  
<http://www.ontarc.com/residents-bill-of-rights.html>

For an introduction to OARC's Through Our Eyes: Bringing the Residents' Bill of Rights Alive program and to access free OARC videos, please see the resource links below:

1. To learn more about the program, including testimonials from long-term care home residents and staff please view the program video here <https://youtu.be/RpOzPa4YCDE>
2. Download a PDF copy of the program guide here free of charge  
[http://www.ontarc.com/assets\\_publications/TOE/TOEProgramFINAL06192017.pdf](http://www.ontarc.com/assets_publications/TOE/TOEProgramFINAL06192017.pdf)
3. Through Our Eyes Webinar: <https://youtu.be/YIAFQ4GTaeU>
4. Access a TOE Fact Sheet here for tips and tricks for moving forward with the program:  
<http://www.ontarc.com/documents/factsheets/20191008OARCTOEchecklist.pdf>
5. Get inspired by other homes who have implemented TOE in our current and archived publications: <http://www.ontarc.com/publications.html#seasons>
6. To learn more about how OARC and RNAO are working together to spread this program view information here  
[http://www.ontarc.com/assets\\_publications/TOE/OARCRNAOCommunication09192018\\_FINAL.pdf](http://www.ontarc.com/assets_publications/TOE/OARCRNAOCommunication09192018_FINAL.pdf)

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## Membership with Ontario Association of Residents' Council (OARC)

Formed by residents living in long-term care homes over 30 years ago, OARC has grown to be a central place for Residents' Councils.

Focusing on education, tools and support, OARC empowers Ontario long-term care residents to understand their rights, share their lived experience, and inspire a better tomorrow. Your Residents' Council membership with OARC helps make this happen by supporting our efforts to help educate and coach Councils. **Membership renewal notifications were sent to your Residents' Council Assistants on February 12th and if your Council is not already a member of OARC, please consider joining our over 400 Residents' Council members.**

Do you have questions about membership? Please contact Jennifer Langston, Client Relations and Project Manager [jlangston@ontarc.com](mailto:jlangston@ontarc.com) 1-800-532-0201 x220



**Now Accepting Visa and Mastercard for Membership Fees!**

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## Celebrating Residents' Councils in March



RC President MaryAnn with Lorraine  
at Park Lane Terrace



RC President Norma with Stacey  
Recreation team Telfer Place



RC President Norma with Melissa  
OARC at Telfer Place

Earlier this month, OARC's Melissa travelled to Brantford, Paris, Hagersville and Ohsweken, where she connected with 8 long-term care homes, delivering 4 Residents' Council education sessions, and 4 informal meetings with resident leaders and Residents' Council Assistants to share OARC tools and information.

Resident leaders who attended education sessions were excited about the new Residents' Councils Week (launching September 14-19) and several expressed interest in creating their own Residents' Council Brochure using OARC's template <http://www.ontarc.com/education-support/tools.html#brochure> to use as a promotional tool for RC Week and to share with new residents. Residents' Council groups were also inspired by the possibility of having residents involved in their home's hiring processes ([OARC Webinar Here](#)), home tour teams, and welcoming initiatives ([OARC Webinar Here](#)).



RC leader Margaret and RCA Karli  
from John Noble House



Fox Ridge Care Community Resident  
leader Christine with Melissa



Brierwood Gardens RC Exec  
Jim Vandervolk and  
John Chamberlaine

Melissa would like to thank the residents, team members and management teams at the following homes for their warm welcomes and meaningful visits:

Anson Place Care Centre  
Brierwood Gardens  
Fox Ridge Care Community  
Hardy Terrace Long-Term Care  
Iroquois Lodge  
John Noble Home  
Park Lane Terrace  
Telfer Place

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## Gloves at the ready? Play ball!

Story submitted by Janice Jeynes (JJ), LTC Toronto Blue Jays Fan Club Co-ordinator



While Major League Baseball has cancelled the remainder of its Spring Training games and will be delaying the start of the 2020 regular season, this news will not dampen the spirits of baseball super fans at Allendale Long-Term Care Home in Milton.

In April of 2015, Allendale formed a fan club for the Toronto Blue Jays baseball team. Most of the reasons for forming a club were for pure enjoyment. Members received a schedule a roster, membership certificate and merchandise won through draws. The Life Enrichment team planned an opening day special kickoff luncheon or social followed by watching the game on the big screen TV in the auditorium.

There are 200 residents in Allendale with about 10% who come from baseball backgrounds having played in softball leagues in the surrounding Halton Regional area. Some are inductees into the Canadian Baseball Sports Hall of Fame. Collectively or individually, their backgrounds make for hours of colourful memories and recollections.

Club membership continues to be free and open to residents, family members, volunteers and staff. For further information about Allendale's LTC Blue Jays Fan Club or for inspiration to start your own, resident leader Janice Jeynes is happy to connect with you at [gjeynes@bell.net](mailto:gjeynes@bell.net) or by phone 289-878-5836.

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## Keeping Spirits Green in March

Residents and team members in long-term care homes across Ontario helped to create special St. Patrick's Day memories earlier this month. What innovative programming has your home been implementing to keep spirits high? Share with us at [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com)



Left: a resident from Lanark Heights dons some lucky clovers and makes a silly face

Right: a PSW presents a St. Patrick's day raffle basket to the lucky winner, Vanna White-style. All fundraiser proceeds went to Residents' Council



## Spring Summer Seasons Magazine

While the spring distribution of OARC's bi-annual magazine, Seasons, will be delayed for reasons beyond our control, you can get a head start on reading our current issue:

- Residents Engaged in Hiring Practises
- PSW Spotlight
- Ask A Resident
- CLRI: The Secret Ingredient
- Did You Know? Clarifying Trespass Orders
- Ask Your Pharmacist
- Through Our Eyes Program Spotlight Organization and Implementation Stories:
  - APANS Health Services
  - Middlesex Terrace
  - Mount Hope Centre for LTC
- Home-Sharing & Promising Practises In LTC
  - Wexford Residence
  - Markhaven Home for Seniors

We encourage you to print and share additional copies of Seasons with residents and teams at your homes!



## Missed our March webinar? View the recording... Residents Exploring Resiliency in Times of Grief and Loss in Long-Term Care Homes

On March 18<sup>th</sup>, over 100 residents, 120 team members and other stakeholders tuned in to OARC's live webinar about "Residents Exploring Resiliency in Times of Grief and Loss in Long-Term Care Homes". While the subject matter was sensitive in nature, many homes reported being inspired by what they'd learned and look forward to bringing the information to their Residents' Councils and implementing new practises.

*"Our palliative care team is well-functioning, and this was the piece that has helped us move beyond physical care to the emotional challenges faced by our residents, families and team members."* – Team Member

<https://attendee.gototraining.com/r/3373258099199352065>

\*Click the link and answer the registration questions to have immediate access to the session.

## Call for Working Group Members – By Us For Us



The Murray Alzheimer Research and Education Program (MAREP) is currently seeking people living with dementia and their care partners to join a working group to help develop a new By Us For Us guide. By Us For Us guides are developed by people living with dementia and/or care partners. This new guide will focus on tips and strategies for how to reduce social isolation. [Click here](#) to learn more about the working group. **If you are interested please contact Sian Lockwood by March 31<sup>st</sup> at [sian.lockwood@uwaterloo.ca](mailto:sian.lockwood@uwaterloo.ca). 519-904-0660 x 4112.**

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## Important Notices for Conventions and Special Dates

### **CANCELLED | Ontario Long Term Care Association & Ontario Retirement Communities Association's Together We Care Convention & Trade Show 2020**

The Ontario Long Term Care Association (OLTCA) and the Ontario Retirement Communities Association (ORCA) are committed to protecting the health and safety of residents, staff, members, and commercial partners. Due to the evolving situation around COVID-19, the Together We Care Convention Planning Committee has made the decision to cancel this year's convention and trade show in the best interest of participants and the residents. This includes the cancellation of the OLTCA's Annual General Meeting and the Leadership Dinner on Monday, March 30. [Click here](#) to view the full statement put out by the OLTCA and ORCA.

### **CANCELLED | AdvantAge Ontario Annual General Meeting and Convention 2020**

Due to the escalating health crisis, AdvantAge Ontario has cancelled their 2020 Convention and AGM that was scheduled for April 22-24. The Association's Board of Directors made this difficult but necessary decision based on a thorough risk assessment and consultation with Toronto Public Health. [Click here](#) for more details.

### **National Volunteer Week 2020 - April 19th to 25th**

National Volunteer Week (NVW) is a time to celebrate and thank Canada's 12.7 million volunteers. This year's theme is: "[It's time to applaud this country's volunteers.](#)" From coast to coast to coast, Canada's volunteers work tirelessly to spur progress in their community, city and country. Volunteer Canada has developed a campaign kit to support your volunteer celebration efforts. The kit and more information from Volunteer Canada can be found here <https://volunteer.ca/index.php?MenuItemID=408&lang=en>

### **OARC Launching Ontario's FIRST Residents' Councils Week September 14th-19th, 2020**

Residents Councils' play an important role in shaping the place residents call home. They bring residents together as peers, to discuss issues of importance and to stay connected and engaged in home operations and decision-making. Ontario's first official Residents' Councils week will allow Councils the opportunity to creatively showcase who they are and what they do. Stay tuned in the coming months for customizable tools and templates to help promote this special week in YOUR home! Check our website for updates <http://www.ontarc.com/residents-council-week.html>

### **SAVE THE DATE: April 22<sup>nd</sup> – 23<sup>rd</sup>, 2021 | WALK *with* ME 2021**

*Calgary, Alberta*

Walk with Me: Changing the Culture of Aging in Canada is a biennial conference that brings together older adults/residents, care partners, educators, policy makers, students and researchers from all over the country to learn with and from each other about how to enhance the journey of aging across the continuum of care and community living. For more information visit <https://the-ria.ca/events/walk-with-me/>

## OARC Representing Residents' Councils

Working with our Ministry of Long-Term Care (MOLTC) and Stakeholder Groups as members of various committees, residents attend and provide their lived experience to government and sector leaders through:

- Ministry of Long-Term Care
- Behaviour Supports Ontario: Advisory Group, Integrated Teams Collaborative, Lived Experience Advisory Group, Non-Stigmatizing Language Expert Panel
- CLRI Provincial Advisory Committee; CLRI Supporting Diversity and Inclusion in LTC Advisory Group; CLRI Ontario Caring Advisory Circle (OCAC), Implementation Advisor
- Health Quality Ontario: Resource Development Advisory Group; Long-Term Care Practice Report Advisory Committee; Transitions from Hospital to Home Advisory Group



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Thank you to Java Group Programs and the Ontario Centres for Learning, Research & Innovation in Long-Term Care for supporting OARC's Culture Change products and education programs. To find out more about how you can support OARC, please contact Dee Lender, Executive Director [dlender@ontarc.com](mailto:dlender@ontarc.com) 1-800-532-0201 x 240.

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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