

## Congratulations Sunnyside Home!

April 2017



Back row left to right, Kelly Buxton, Social Planner Senior Services, Helen Eby, Administrator. Front Row left to right Members of the Residents' Council Leadership Team: Josie Ince, Angie Plante and Trevor Ince

Sunnyside Home, Region of Waterloo in Kitchener recently achieved a perfect score in an Accreditation Canada quality and safety audit, earning exemplary standing for the Region's 263-bed long-term care home.

"A perfect score is a monumental achievement that could only be accomplished through the sustained efforts towards excellence by the entire Sunnyside team," says Connie Lacy, Director of Seniors' Services.

Sunnyside met or exceeded all 506 requirements around standards of excellence, safety practices to reduce potential harm, patient safety culture, and resident experience.

"The surveyors highlighted Sunnyside's progress in quality improvement and client and family-centred care, the clean and welcoming environment, and the effective partnerships between staff, service partners and volunteers," adds Lacy.

Sunnyside Home is part of a larger campus in Kitchener that includes supportive housing and community programs. It has been accredited for more than two decades and will celebrate its 150th anniversary in 2019.

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## OARC Membership Renewal

Thank you to those Residents' Councils who have once again supported OARC through membership! Membership dollars contribute to education and services for Residents' Councils across Ontario. If you haven't already renewed your membership or are interested in becoming a member, please contact Jennifer at 1-800-532-0201 or [jlangston@ontarc.com](mailto:jlangston@ontarc.com).

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## Upcoming Education from OARC

### Managing Your Residents' Council's Finances – Live Webinar

Looking for guidance or clarification on managing your Residents' Councils' finances? Join us on for a 1 hour webinar that will address rising concerns and barriers around Residents' Council's banking.

**Date:** Wednesday May 17, 2017

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

**Cost:** Free

**Target Audience:** Residents, Residents' Council Assistants and Administrators

**Registration:** Registration is limited to the first 50 LTC homes. To register for the webinar click here <https://attendee.gototraining.com/r/3950355444913242370>

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## OARC's Through Our Eyes: Bringing the Residents' Bill of Rights Alive



*David Kent, OARC's Vice-President and Sharron Cooke, OARC's President, met Premier Kathleen Wynne at the AdvantAge Ontario Convention and Tradeshow prior to OARC's Through Our Eyes presentation.*

OARC premeired the “Through Our Eyes: Bringing the Residents' Bill of Rights Alive” at the two largest long-term care conferences in Ontario. The program is designed for long-term care home staff and residents to work together to co-develop and co-facilitate an education session about the Residents' Bill of Rights (LTCHA 2007). The program provides educators with a step-by-step guide, videos, exercises and resources to develop education for staff, residents, family members, volunteers and more. We are thankful to the Ontario Long Term Care Association and AdvantAge Ontario for their support and opportunity to share this important program. Currently in production, the program guide and materials will be ready for distribution in May 2017. The program will cost \$35 for members and \$45 for non-members (excludes shipping). To reserve your copy contact OARC at 1-800-532-0201.

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## Update on the Canadian Dementia Priority Setting Partnership

Roughly 1,200 Canadians replied to this survey with their questions for dementia research – thank you for your participation!

Since the survey closed in August 2016, the research team has been busy analysing the data, including merging similar questions, checking to see if there was already research that had answered the questions and, to keep the list to a manageable size, excluding questions that were only asked once. This created a list of 79 questions about dementia. They are now asking for help deciding which of these 79 questions are most important.

If you would like to take part in deciding which of the 79 questions are most important, or you would like to know more about what's involved, please go to:

<https://surveys.uhnresearch.ca/index.php?sid=68575&lang=en>

The deadline for responses is 5pm (Eastern time) on Wednesday, May 3, 2017.

Participating in the study is voluntary. Responses from this phase of the study will be used to create a short list of questions that will be discussed and prioritized at an in-person workshop in June 2017 to decide on the "top 10".

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## Update from OARC's Education Team

### Monthly Live Webinars

OARC will hold live interactive educational webinars from 2:30 to 3:30 pm (EST) on the second Wednesday of each month. Residents' Council topics are selected based on member needs and Residents' Council trends. The webinars are free of charge and require registration. Our first live webinar will be held on Wednesday May 17, 2017 with "Managing Your Residents' Council's Finances".

### Leading and Supporting Residents' Councils in Ontario Long-Term Care Homes

Starting May 16<sup>th</sup>, 2017 OARC will begin to release virtual education modules offering primary Residents' Council education for Council leaders and supporters. Beginning with Module 1: *An Introduction into Legislation and the Resident's Council* the modules will be easy to access via GoToTraining and are free of charge.

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## Watch for our Next Edition of *Seasons* Newsletter

This edition of *Seasons*, arriving at your home in May, will feature articles on living with and working with residents with cognitive changes; managing Residents' Council Finances and an update from our Ministry of Health and Long-Term Care and more...

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