

# OARC In Action

## For Residents By Residents



May 2020

### Exploring the Impact of Mealtimes in LTC During an Outbreak | LIVE Webinar

June 9, 2020 | 2 to 3 pm EDT



Guest Speaker: Heather Keller, RD, PhD, Schlegel Research Chair in Nutrition and Aging at the University of Waterloo

Mealtimes are about more than food on the plate. We recognize this now, more than ever, as residents living in long-term care are more isolated and physically distancing for meals. The impact of mealtimes beyond food has been shown in research and practice. In this webinar, Professor Heather Keller will provide a brief overview on the importance of mealtimes and discuss changes in routines and opportunities

for social engagement as a result of an outbreak. Most of the webinar will be focused on peer-sharing and supportive suggestions to make the most of mealtimes, even during outbreak status.

Register here: <https://attendee.gototraining.com/r/6088618613662164738>

### OARC Launches June 2020 Webinar Series

JOIN OUR  
WEBINARS



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

**June 9 | 2 to 3 pm EDT:** Exploring the Impact of Mealtimes in LTC During an Outbreak | Guest Speaker, Heather Keller, RD PhD • [Register Here](#)

**June 10 | 2 to 3 pm EDT:** Ontario Long-Term Care Inspection Program During COVID-19 | Guest Speaker, Brian Pollard, Assistant Deputy Minister, Long-Term Care Operations Division, Ministry of Long-Term Care • [Register Here](#)

**June 18 | 2 to 3 pm EDT:** Caring for Long-Term Care Residents, a Message of Hope from our Government | Invited Guest Speakers: The Honorable Doug Ford, Premier of Ontario; Christine Elliot, Minister of Health; Merrilee Fullerton, Minister of Long-Term Care; Janet Hope, Assistant Deputy Minister, Long Term Care Policy Division; Brian Pollard, Assistant Deputy Minister, Long Term Care Operations Division • [Register Here](#)

**June 25 | 2 to 3 pm EDT:** Supporting Residents with Cognitive Changes During COVID-19 | Guest Speaker: Dr. Allen Power, Schlegel Chair in Aging and Dementia Innovation at the Schlegel—University of Waterloo Research Institute for Aging • [Register Here](#)

## LONG-TERM CARE HOMES SHARE INSPIRATION AND BRIGHT IDEAS

### Zoom Video Conferencing Connects Two Long-Term Care Homes for Exciting Social Recreational Activities

Tsi' Nu: Yoyantle Na' Tuhuwatisni (Oneida Long-Term Care Home) near London, Ontario and the Wikwemikong Nursing Home from Manitoulin Island residents decided to try a recreational activity together to focus on their social needs due to the loneliness of physical distancing and isolation because of COVID-19.

Cheryl Osawabine-Peltier, Administrator from Wikwemikong Nursing Home, and Barbara Antone, Activities Manager from the Oneida Long Term Care Home, conversed through e-mail and made plans to hold a Zoom video conference between the two homes to provide the excitement of social recreational activity which the residents were requesting.



Two Homes Coming Together: Tsi' Nu: Yoyantle Na' Tuhuwatisni (Oneida Long-Term Care Home) near London, Ontario and the Wikwemikong Nursing Home from Manitoulin Island share a virtual social activity together!

“When working in Long Term Care you only think of the needs of your residents and their rights, such as to pursue social interests and to be given reasonable assistance. Just like everybody else, our residents were experiencing social isolation from family and friends. Even within our homes our residents were experiencing safe distancing. The residents must sit farther apart during meals and recreational activities making it more difficult to talk to one another.”

The two homes were already using Zoom for residents to have virtual visits with families and friends daily and, at the request of our residents, were tasked to try it with a recreational activity.

“We set up a projector with a large screen so that residents could see and hear each other. We scheduled several 40-minute sessions that gave residents something to look forward to and they were excited about being able to see other residents from another home.”

The delay in communication through Zoom tricked our residents into believing they were winning the trivia challenges. This made for a great time and for a while residents forgot about their loneliness and isolation.”

“Our commitment to providing resident-centered care and honoring residents’ rights is important to us and was demonstrated through our collaboration. We plan to continue connecting residents between our homes through social activities on a monthly basis.”

## Providence Manor Being the Light Video



Thank you to Danielle Preston, Coordinator of Recreation and Assistant to the Residents' Council at Providence Manor for submitting this inspirational video. The video was produced with Providence Care's residents and team members. Happy viewing!

<https://www.youtube.com/watch?v=IBrBcaKm7C0>

## OARC Invited to Ontario's Ministry of Colleges and Universities Review of Personal Support Worker Vocational Standards

The Ministry of Colleges and Universities (MCU) is currently conducting a review of the 2014 Personal Support Worker vocational standard that is being followed by Ontario Community Colleges, Private Career Colleges and District School Boards. The Ministry develops and reviews selected standards annually, and they are developed through a broad-based consultation process involving a range of stakeholders with a direct interest in the program area. The stakeholders include employers, employees, professional associations and program graduates, as well as others in the sector. In addition, there are stakeholders from educational institutions including, faculty, administrators and students, and others. This consultation process builds on the ideas expressed to create a consensus of the participating stakeholders on the essential learning that all program graduates should have achieved.

OARC was privileged to be invited to the consultation process. PSWs are the backbone, the heart and soul of resident life and wellbeing in LTC homes. The course that PSWs graduate from in becoming qualified to deliver such important, valued, life affirming work needs to focus on real life challenges and competencies required to operate with skill, knowledge and evidence of conflict resolution, resiliency, advanced training in dementia, teamwork and person-centred care.

Three members of OARC's team participated in a meeting with Jason Yeung, Bill Fallis and Louise Campagna from the Ministry's Program Standards Unit, to learn about the existing core standards and make suggestions for improvement going forward. OARC's contributors were Carolynn Snow, Director; Sharron Cooke, President; Dee Lender, Executive Director.

Topics discussed during the meeting include how OARC could participate in the review and the experiences of residents living in long-term care homes, in relation to the PSWs working in the homes, during this time.

## Congratulations to the Spring/Summer Seasons "Find the Watering Can" Contest Winners

Congratulations to residents Linda Eastman, Watford Quality Care, and Pauline Nicholls, Burton Manor, for spotting the Watering Can in the most recent edition of Seasons magazine. Thank you to everyone for their participation and support for Seasons!

[Click here](#) to access an electronic copy of this edition.



Linda Eastman  
Watford Quality Care

Pauline Nicholls  
Burton Manor



## Now Accepting Visa and Mastercard for OARC Membership Fees!

Your Residents' Council membership with OARC helps support 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.** [Click here](#) to pay by credit card. Do you have questions about membership? Please contact Jennifer Langston, Client Relations and Support Manager [jangston@ontarc.com](mailto:jangston@ontarc.com) 1-800-532-0201 x220



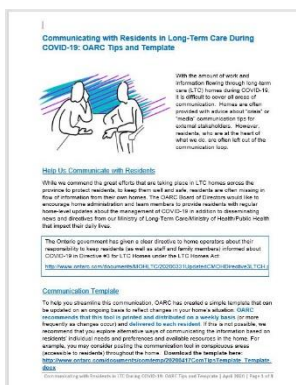
## McMaster Study Seeking Survey Participants Age 65+ - "Health Information and Communicating Online: How do you Determine What Sources are Trustworthy and Credible"

OARC has been asked to share information about a study being conducted through McMaster University regarding how older adults determine whether sources of information online and digital communication are trustworthy and credible. This study is especially important amid the current COVID-19 global health emergency.

Participants willing to complete a short electronic survey are needed. The survey will take approximately 5-10 minutes to complete. Fluency in English is required and participants must be retired from the workforce. Participation is voluntary and you may choose to end the survey at any point. The researcher will not be sharing the names of survey participants. [Click here](#) to access the survey's letter of information/consent.

To begin the survey, please visit: <https://surveys.mcmaster.ca/limesurvey/index.php/639237?lang=en>

## NEW Tool for Communicating with Residents in LTC During COVID-19



With the amount of work and information flowing through LTC homes during COVID-19, it is difficult to cover all areas of communication. Through OARC's efforts to date, it has become apparent that residents, who are at the heart of what we do, are often left out of the communication loop. Residents want and need to be informed about what is happening in their homes.

To assist with this communication, OARC has created a simple template that can be updated on an ongoing basis to reflect changes in your home's situation. OARC recommends that this tool is printed and distributed on a weekly basis (or more frequently as changes occur)

and delivered to each resident. If this is not possible, we recommend that you explore alternative ways of communicating the information based on residents' individual needs and preferences and available resources in the home.

The template and guidelines are available here:

- Template Instructions/Guidelines/Example | [English](#) / [French](#)
- Blank Template | [English](#) / [French](#)

We hope that this will assist you in your continued efforts to communicate with residents living in the home you operate. If you have suggestions or questions, please contact OARC's Executive Director Dee Lender [dlender@ontarc.com](mailto:dlender@ontarc.com) 1-800-532-0201 x 240

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## OARC In the Media

[Isolated and lonely, 'caged' seniors driven to despair — and defiance](#), Moira Welsh, The Star, May 18, 2020 (retrieved May 25, 2020)

[Emergency Order for Long-Term Care - new measures allows government to manage response at facilities with an outbreak](#), CTV News Video Network, Marcia MacMillan, May 15, 2020 (retrieved May 25, 2020)

For media inquiries please contact Dee Lender, Executive Director [dlender@ontarc.com](mailto:dlender@ontarc.com)  
1-800-532-0201 x 240

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## OARC Annual Education Bursary Delayed

Due to COVID-19 demands, the OARC's Annual Education Bursary for Residents' Council Assistants will be delayed. Please watch for updates in future newsletters and website <http://www.ontarc.com/>

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## Special Dates and Celebrations

- June 2020 – Pride Month
- June 2020 – Seniors Month

## 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>

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## 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
- Ministry of Colleges and Universities
- Ontario Seniors Care and Assistance Roundtable (OSCAR)
- 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 share this information with residents in your home. We love to hear from you - call, write or email us with your questions, suggestions and stories.



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**Ontario** 

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