

June 2018

Hello Summer! OARC wishes you a safe and happy summer season!

### August 8, 2018 – OARC Live Webinar - **LGBTQ2S: Moving Toward an Inclusive Culture in Long-Term Care - One Home's Journey**



*Recommended resource from the City of Toronto's Long-Term Care Homes and Services "LGBT Creating Lesbian, Gay, Bisexual and Trans Inclusive and Affirming Care and Services 2017"*

Join Barbara Michalik, Director of Community Partnerships, Programs and Volunteer Services of the Re kai Centres (Wellesley Central Place & Sherbourne Place) as she reflects on the homes' continued journey towards an inclusive culture. The goal of this webinar is to provide information, ideas and encouragement on how to move forward and join in on the journey of inclusivity within your respective long-term care home. Learn how the Re kai Centres fostered inclusivity through:

- The establishment of a Gender and Sexuality Alliance (GSA)
- Basic LGBTQ2S community terminology and identification education – open to residents, staff, volunteers, students
- Creating a welcoming, inclusive and safe space for residents, staff, families and community
- Establishing an inclusive admissions process and attempting policy changes
- Hosting community events, and more...

Residents' Councils are vital in the collaboration of education, support and engagement of their fellow residents, family members, team members and community to create, support and foster an inclusive environment for all residents.

Register here: <https://attendee.gototraining.com/r/7718378504301513986>

### Mark your Calendar for Upcoming Webinars

JOIN OUR  
WEBINARS



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

**July 11, 2018** – Finding Respectful, Compassionate Approaches to Persons Living with Dementia – Gentle Persuasive Approaches in Dementia Care – [Register Here](#)

**August 8, 2018** – LGBTQ2S: Moving Toward an Inclusive Culture in Long-Term Care - One Home's Journey – [Register Here](#)

**September 12, 2018** – Confessions of a (Former) Residents' Council Assistant: The Good, the Bad, and Hindsight Reflections – [Register Here](#)

**October 10, 2018** - Residents' Councils and RAO's Best Practice Guideline: Person and Family Centred Care – [Register Here](#)

**November 14, 2018** - Becoming an OARC Board Director: Resident Leaders in Long-Term Care – [Register Here](#)

December 12, 2018 – Hold the Date - To Be Announced

Check out our [website](#) for detailed descriptions of the webinars listed above.

Our webinars are designed with residents in mind and are open to staff and residents of long-term care homes. \*All LIVE webinars are recorded and posted on the "[Archived Webinar](#)" webpage on OARC's website.

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## Summer Edition of OARC's Seasons now Available On-line



This edition focuses on OARC's expert panel presentation addressing media portrayal of long-term care homes, celebrating life in long-term care homes and more.

OARC's Summer edition of Seasons will be mailed to long-term care homes in the next few weeks. The electronic version is available on-line now. Click here [http://www.ontarc.com/assets\\_newsletter/OARC\\_Seasons\\_Summer2018.pdf](http://www.ontarc.com/assets_newsletter/OARC_Seasons_Summer2018.pdf) to download this edition of Seasons.

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## Through Our Eyes: Bringing the Residents' Bill of Rights Alive – Webinar Now Available

OARC held 3 live webinars in June providing information about the OARC signature program *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program. The webinar explored lessons learned and experiences with program implementation, growth and use within long-term care homes. We heard from experienced staff and resident facilitators and their involvement in planning, using and delivering the program. Co-facilitators of the program described their growing relationships and customized education/presentations that included non-verbal co-facilitators. If you missed these sessions you can view the recorded webinar on OARC's Archived Webinars webpage <http://www.ontarc.com/archived-webinars.html> or click here <https://attendee.gototraining.com/r/3637469629621019906> to access the webinar directly. For more information about the *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* visit <http://www.ontarc.com/through-our-eyes.html>

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## The OARC team has been out and about this spring and were pleased to present at two different events last month.

### Therapeutic Recreation Ontario (TRO)



OARC workshop participants complete "commitment cards"

Josie-Lee Gibson, Education Community Engagement Manager and Dee Lender, Executive Director, led 60 delegates through a 90-minute interactive workshop at the Therapeutic Recreation Ontario (TRO) Conference in Kanata, Ontario (May 30-June 1). The session allowed participants to delve into OARC's newest signature program, *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* (TOE) focused on the delivery and approach of this uniquely customizable educational tool. Participants worked through three different exercises

from the TOE program, giving them a fresh perspective on the resident experience, and showcasing the benefits of engaging residents to co-facilitate. The session concluded with each participant sharing a written “commitment” on a card, pledging to implement a change in behaviour, practice, or to try something new with the knowledge gained following conference.

### AdvantAge Ontario - Administrator Leadership Program:

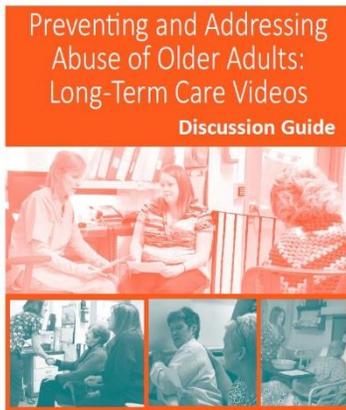


*Devora Greenspon, OARC Secretary/Treasurer/former Teacher presents at the Administrator Leadership*

On June 5th, Devora Greenspon, OARC Board Director and Secretary/Treasurer and Josie-Lee Gibson, Education and Community Engagement Manager presented to the AdvantAge Ontario Administrator Leadership Program on the role the Administrator plays in supporting Residents’ Councils in Ontario long-term care homes. Devora emphasized the value of communication and collaboration between the home’s leadership team and Council, with a call to action to “ask a resident!” about decisions and quality initiatives that impact their lives. She went on to share that current and aspiring Administrators have the responsibility of modelling the behaviour and the tone necessary for creating a positive, mutually-rewarding culture in the home. OARC wishes continued success to all participants of the Leadership Program.

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## **News from RNAO - Reporting Suspected Abuse and Neglect, Whistle-blowing Protection**



Woodingford Lodge, together with support from the Registered Nurses’ Association of Ontario (RNAO) and with funding from the Ministry of Health and Long-Term Care, created a video depicting interaction with a management team attending a morning meeting. It is a supplementary video to the five videos developed by Parkview Manor Health Care Centre in 2015, which illustrate interactions between staff and residents in a long-term care (LTC) home.

The purpose of this video is to provide a fictional scene which can be viewed and then discussed as part of an educational program to raise awareness, prevent and address abuse and neglect of older adults, and allow for self-reflection. This video addresses

whistle-blowing protection and the moral, ethical, professional and legal aspects of reporting suspected abuse and neglect. The goal of this video is to positively change the workplace culture to support the reporting of suspected abuse and neglect.

The discussion guide (available under ‘downloadable files’) has been developed for educators or facilitators. Use it to promote critical thinking, enhance learning and help generate conversation. The guide highlights key points for discussion, suggested questions and possible responses and, provides tips for the facilitator. Facilitators are responsible for providing accurate and up-to-date information regarding legislation and its own organization policies. Click here <http://rnao.ca/bpg/initiatives/abuse-and-neglect-older-adults-pan-canadian-best-practice-guideline-initiative/videos> to access the videos and guide (pictured above).

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## Your Annual Membership is Important to OARC

Through provincial government funding and membership dollars, OARC educates, supports and strengthens the voice of residents in long-term care.

### OARC Supports Residents' Councils Through:

- Participation in Ministry of Health and Long-Term Care committees, working groups and focus groups regarding quality, design, care, operations, funding and more...
- Collaboration with stakeholders, students and researchers to further the voice of residents in long-term care
- Community and stakeholder education about Residents' Councils

### OARC is Directed by Residents from Long-Term Care Homes Who:

- Reside in long-term care homes across Ontario
- Participate in Ministry of Health and Long-term Care meetings and consultations
- Represent residents in long-term care homes at various consultations and presentations

### OARC Offers:

- Free education through monthly live webinars and education modules
- Archived webinars that are available to you to view anytime
- The "Through Our Eyes: Bring the Residents' Bill of Rights Alive" program
- In-home programs, support and education services
- Regular communication to Residents' Councils through "Seasons" newsletter and monthly email updates
- Free tools and resources to support Residents' Councils



Have you renewed your Residents' Council membership or are you interested in becoming a member? Please visit our website at <http://www.ontarc.com/Membership.html> or contact OARC at 1-800-532-0201.

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## OARC Representing Residents' Councils

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

- Ministry of Health and Long-Term Care:
  - Enhanced Strategy Stakeholder Advisory Committee
  - Enhanced Strategy Design Variance Committee
  - Enhanced Strategy Issues Working Group
  - Long-Term Care Stakeholder Liaison Committee
  - Long-Term Care Quality Improvement Program
- Behaviour Supports Ontario:
  - Advisory Group
  - Integrated Teams Collaborative
  - Lived Experience Advisory Group
  - Non-Stigmatizing Language Expert Panel

- Partnerships for Health Systems Improvement (PHSI) Advisory Boards for the Strengthening a Palliative Approach in Long-term Care
- Bruyère CLRI Steering Committee
- Health Quality Ontario:
  - Resource Development Advisory Group
  - Long-Term Care Practice Report Advisory Committee
  - Transitions from Hospital to Home Advisory Group

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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Tel 905-731-3710 | Toll-free 1-800-532-0201 | Fax 905-731-1755  
[www.ontarc.com](http://www.ontarc.com) | [info@ontarc.com](mailto:info@ontarc.com)

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