

July 2019

September 11, 2019 – 2:30 to 3:30pm EST – **LIVE WEBINAR** - A Champion for Fairness - Patient Ombudsman



Patient Ombudsman

Guest Speakers: Craig Thompson, Executive Director, Patient Ombudsman, Elizabeth de Sousa, Senior Investigator, Patient Ombudsman

Patient Ombudsman can receive complaints from the families and the residents of Ontario's 630 public long-term care homes. Patient Ombudsman takes the time to listen closely to all experiences and perspectives, without taking sides. Tune in to this webinar to learn more about our free and confidential service. Our conversation will aim to cover the following topics:

- What is a Patient Ombudsman?
- The types of complaints the Patient Ombudsman can receive
- How to make a complaint and access our service
- Practical tips when making a complaint to Patient Ombudsman
- Case studies and resolutions achieved by Patient Ombudsman.

Register here: <https://attendee.gototraining.com/r/5046129850759395329>

JOIN OUR WEBINARS



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

SAVE THE DATES

Mark your Calendar for Upcoming Webinars

Upcoming webinar topics include pet therapy, Patient Ombudsman update, Smile Theatre, Osteoporosis clinical tool, fundraising, palliative care, residents' rights and more...

- August 2019 – no webinar this month
- September 11, 2019 - 2:30 to 3:30pm EST - A Champion for Fairness - Patient Ombudsman
- October 9, 2019 - 2:30 3:30pm EST
- November 13, 2019 - 2:30 to 3:30pm EST
- December 11, 2019 - 2:30 to 3:30pm EST

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 in the "[Webinar Library](#)" on OARC's website.

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Did You Miss Our July Live Webinar with Dr. Sinha? Cohesive Living in Long-Term Care: Supporting Your Peers



Dr. Samir Sinha, Director of Geriatrics at Mount Sinai and the University Health Network Hospitals, delivered a heartfelt session that addressed the diversity of care needs of those living in long-term care homes. Current provincial and national effort to improve the care and support for residents living with dementia were addressed. Additionally, Dr. Sinha recognized what residents and those not living with cognitive issues can do to better support their peers living with dementia to promote a more cohesive living environment.

A recorded version of this webinar is available to view [by clicking here](#). We encourage Residents' Council leaders and their care partners to view this informative session together. Thank you, Dr. Sinha!

Celebrating Residents' Councils: Where We've Been this Summer!

Summer in Ontario is finally in full swing and what better time to travel and connect with Residents' Council groups in the beautiful Muskoka region, Simcoe County and the Regional Municipality of Durham! OARC's Education and Home Support Facilitator had the special opportunity to visit, and in many cases, deliver Education Sessions and sit knee to knee with resident leaders to discuss their lived experiences and exchange ideas. Melissa would like to thank the following homes, especially the residents, Council Assistants, and Administrators who helped to coordinate these home visits and for their willingness to learn and share.

ReachView Village, Uxbridge
Port Perry Place, Port Perry
Lakeview Manor, Beaverton
Chartwell Bon Air, Cannington
Trillium Manor, Orillia
Leacock Care Centre, Orillia

Spencer House Orillia
Oak Terrace, Orillia
Muskoka Shores, Gravenhurst
The Pines, Bracebridge
Muskoka Landing, Huntsville
Fairvern Nursing Home, Huntsville

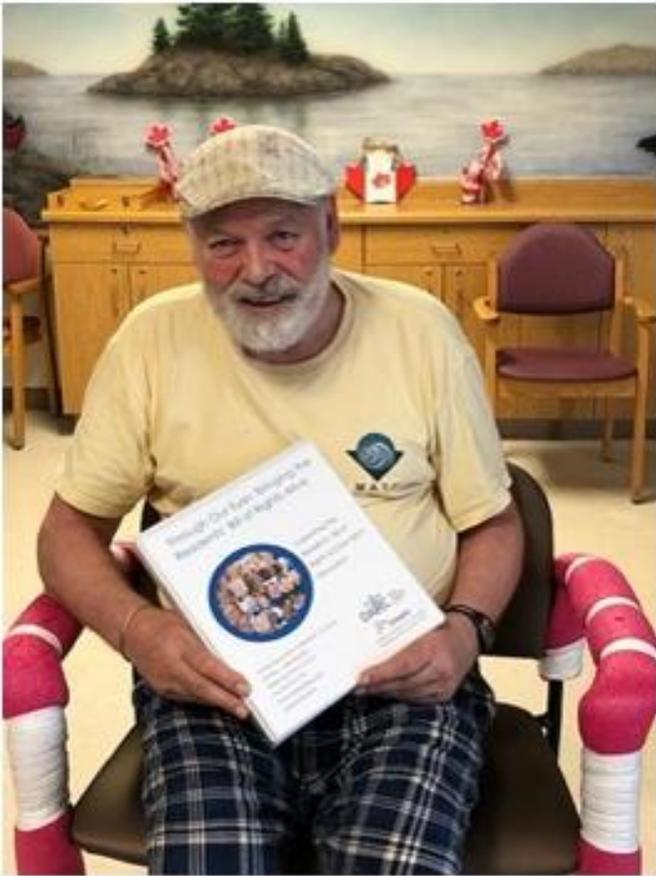
Thank you for all that you do to strengthen and support the Residents' Council at your home!



Christine, Residents' Council Assistant with Residents' Council President Janice at Reach View Village, Uxbridge



A dynamic leadership duo at Trillium Manor, Orillia: Pauline B. and Shirley A. (Residents' Council Vice-President and President)



Resident leader Wayne is a Residents' Rights Champion at Muskoka Landing in Huntsville

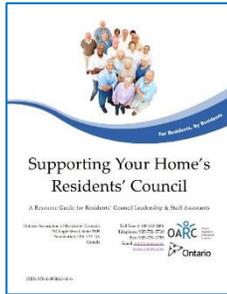


Residents' Council Assistant Tarah with Residents' Council President Bunny at Spencer House in Orillia



Members of the Fairvern Residents' Council in Huntsville with their supportive partners, Residents' Council Assistant Jan, two volunteers and two Activation team members

Resource Guide Refresh



OARC's popular Resource Guide, entitled, "Supporting Your Home's Residents' Council" was published and distributed to all long-term care homes across Ontario about six years ago, to help Residents' Council Leaders, Residents' Council Assistants, and home Administrators support and sustain effective Councils in their homes. OARC's Education team has already released Sections 1 and 2 of the Guide, and this month, we are sharing a "refreshed" Section 3!

These new sections contain updated content for this foundational Residents' Council resource, reflective of culture change in long-term care, and some of the current language and promising practices.

[Click here](#) to access and PRINT section 3

[Click here](#) to view a brief companion video for an overview of what's "new" in Section 3

Have you seen RNAO's Person- and Family-Centred Care Through the Eyes of the Resident webinar?

On April 25th, 2019, the Registered Nurses Association of Ontario held a webinar describing how F. J. Davey Home implemented RNAO's *Person and Family-Centred Care best practice guidelines*. F. J. Davy's Best Practice Spotlight journey included the use of OARC's *Through Our Eyes: Bringing the Residents' Rights Alive* program. The webinar included a discussion of the home's challenges and successes with the implementation of the PFCC BPG, and their plans for the evaluation and sustainability of this guideline in professional practice. To view the webinar on YouTube click here <https://youtu.be/cDwFtV4i9w4> Download an information brochure [here](#) to learn more about the RNAO's *Person- and Family-Centred Care Best Practice Guidelines* and OARC's *Through Our Eyes: Bringing the Residents' Rights Alive*.

Call for Seasons Submissions

The OARC Education Team invites you to share story submissions for our bi-annual print publication, Seasons magazine! This is a great opportunity to celebrate and share the efforts and innovations of your Residents' Council and inspire other Councils across the province! To help get your creative wheels turning, we've brainstormed a short list of topics that we'd like to highlight in the Fall/Winter edition of Seasons:

- *How does your Residents' Council connect with the broader community?*
- *How does your Residents' Council generate funds/make money?*
 - *E.g. Share your successful fundraiser ideas and describe how residents were involved*
- *How does your Residents' Council reinvest Council funds back into your home to enhance resident quality of life?*
 - *E.g. Share some of the programs/events that Council has sponsored, or items you've purchased etc.*
- *How are the residents in your home involved in Committees or Quality Improvement?*



This is not an exhaustive list! Tell us what makes your Council unique and what you're most proud of. We look forward to hearing from you soon!

To share your story email Melissa McVie at mmcvie@ontarc.com with the following information:

- 500-word (maximum) story summary of the event, project, program
- PICTURES – we love sharing your pictures alongside your stories
- Submission title and authors

Submission Deadline is August 23, 2019

First Annual Ontario Association of Residents' Councils' Education Bursary for Residents' Council Assistants

OARC is thrilled to offer an annual education bursary for Residents' Council Assistants (RCA) designed to support their development and growth in working directly with Residents' Councils. A Working Group of the OARC Education and Publications Committee will select the recipient – who will receive \$500 in September 2019. Applicants must work in an OARC Residents' Council member home and education requests will be reviewed based on:

- Enhancing knowledge of issues faced by residents
- Improving the standard and quality of care and life in long-term care
- Advancing facilitation and leadership skills

Applications for the bursary are due on **July 31, 2019 at 5 pm** and all applicants will be notified of the results. [Click here](#) for the application and submission instructions. Questions? Please contact Jennifer Langston jangston@ontarc.com 905-731-3710 x 220.

The Ontario Association of Residents' Councils Annual Education Bursary for Residents' Council Assistants was inspired by OARC Board members who have and continue to promote positive and meaningful education experiences for long-term care home residents and team members/staff.

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



Thank you to Java Group Programs for supporting OARC through our Confidence in Culture Change Gifting Program! Your generosity enables us to strengthen our ability to influence culture change in our LTC sector and beyond through education and awareness.

To find out more about our Confidence in Culture Change Gifting Program, please contact Dee Lender, Executive Director 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.



Tel 905-731-3710 | Toll-free 1-800-532-0201 | Fax 905-731-1755

www.ontarc.com | info@ontarc.com

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