

### ALMA WINS THE FALL/WINTER SEASONS COVER CONTEST!



Congratulations to Alma (pictured to the left) and Kerry Guy, Director of Programs and Volunteer Services, from Grove Park Home in Barrie, for winning the Fall/Winter Seasons Cover Contest! Accompanied by the caption, “the simple pleasure of picking vegetables in our garden,” this winning photograph conveys a feeling of joy that comes from engaging in a favourite hobby. Alma’s abundant harvest is also seasonally appropriate for our fall edition.

We received over 20 submissions for our contest and were so impressed by the creativity and authenticity of every moment captured. The OARC team would like to thank the following homes that took the time to submit photos – we look forward to featuring your work in future OARC Communications: *Lanark Heights,*

*Kitchener; Spruce Lodge, Stratford; Burton Manor, Brampton; Extendicare Falconbridge, Sudbury; Chartwell Aylmer; Caessant Care Nursing Home, Lindsay; Grove Park Home, Barrie*

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### OARC’s Vice-President, David Kent meets the Minister of Long-Term Care



On July 24<sup>th</sup>, Dr. Merrilee Fullerton, Minister of Long-Term Care, and other government officials visited the Village of Erin Meadows, a Schlegel Villages home in Mississauga. The visit was to announce the allocation of new long-term care beds for Trillium Health Partners, Schlegel Villages and a seniors' care partnership project between Indus Community Services, Trillium Health Partners and the Yee Hong Centre for Geriatric Care. *Pictured: Dr. Merrilee Fullerton, Minister of Long-Term Care, David Kent and Gina Yukich, Director of Nursing at the Village of Erin Meadows*

David Kent, President of the Residents' Council of the Village of Erin Meadows and Vice President of the Ontario Association of Residents' Councils (OARC) was introduced to the Minister by Anneliese Krueger, General Manager of Village of Erin Meadows, and Brad Schlegel, Vice President of Design and Construction for Schlegel Villages Inc. During the brief conversation, the Minister acknowledged the great work that Residents' Councils do in the homes and the important role the Ontario Association of Residents' Council has in being the collective voice of all long-term care residents.

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### OARC 2018-19 Annual Report



OARC celebrates another successful year through our 2018-19 Annual Report. The support of our government, member Residents' Councils and stakeholder opportunities, enabled OARC to impact culture change, influence resident-centred action, and develop programs that will leave a footprint of residents' voice in Ontario. The report was mailed to all long-term care homes in Ontario and an electronic copy can be accessed on our website.

## Resident Leaders Embracing a TEAM Model for Council Leadership



*Pictured above: Resident leaders and Council members from Cumber Lodge, City of Toronto*

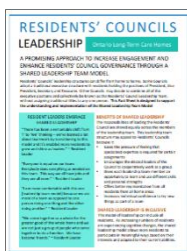
The OARC Education team often receives inquiries from residents and their supportive partners, Residents' Council Assistants and Administrators, asking how to maximize the Residents' Council in their homes. Sometimes making small changes in the operations and governance structure of the Residents' Council can have a profound and positive effect.

Based on the feedback we have received from Residents' Councils across the province, the Traditional Leadership model of Council (characterized by elected roles such as President, Vice-President, Secretary, Treasurer etc.) is still the most widely used; however, this leadership structure is not without its challenges.

Increasingly, due to changing resident acuity in the home, Council duties that would typically have been carried out by a resident acting in the capacity of Secretary or Treasurer are being delegated to the Residents' Council Assistant. In many homes, there is one sole resident leader acting as President/Chair of the Council. This can place a great deal of responsibility and stress on an individual and may result in major challenges for the Council, should the position be unexpectedly vacated.

Many Councils have also shared that they find themselves experiencing prolonged vacancies on their Council's executive, due to a perceived lack of interest or a reluctance on behalf of residents to take on the roles and responsibilities typically attributed to the Traditional Leadership positions. Having only one or two people leading Council can also preclude other residents from being engaged as resident leaders in the home. These limited perspectives may not always be representative or inclusive of the collective voice of all residents living at the home.

### Shared Leadership Team Model: An Inclusive Alternative



As a response to some of the above noted drawbacks of the Traditional Leadership structure, the Shared Leadership Team model has emerged as a more inclusive model, favoured by a growing number of Residents' Council groups. This model supports equality among its members by eliminating the hierarchy and formal titles of traditional elected officers. It combines all the executive positions into one TEAM that shares the work of the Council equally

across a group of resident leaders.

For more information on how to implement the Shared Leadership Team Model with your Residents' Council, OARC has created an easy-reference Fact Sheet:

<http://www.ontarc.com/documents/factsheets/122018OARCFactSheetSharedLeadership.pdf>

For a more thorough overview of Residents' Council leadership structures, and transitioning to the Shared model, we urge you to view our archived educational webinar:

[https://www.youtube.com/watch?v=weG\\_zlt6hTo&feature=youtu.be](https://www.youtube.com/watch?v=weG_zlt6hTo&feature=youtu.be)

## Celebrating Residents' Councils: Applying the Shared Leadership Team Model

On August 15, OARC's Education and Home Support Facilitator, Melissa McVie, spent the afternoon with an engaged group of residents at Cummer Lodge (City of Toronto) in North York. Melissa was invited to deliver an in-home OARC education session and was asked to introduce the Shared Leadership Team model for Residents' Councils. After learning about this alternative model for Council leadership, the residents agreed to continue the conversation at a future Residents' Council meeting and to explore the possibility of a trial of the model before committing to the change. The group is also considering expanding their current leadership base to add resident "Home Area/Floor Representatives" from throughout the home to better represent the lived experiences of residents in the 391-bed home. Would your Residents' Council benefit from a Shared Leadership Team model? OARC encourages you to ask yourself:

1. Is the current Residents' Council leadership model working well in our home?
2. Could any modifications be suggested to enhance operations and increase engagement?
3. Are there potential resident leaders that might emerge if approached and/or given the opportunity to join a new TEAM?

*A big thank you to Linda S. for reaching out to OARC on behalf of the Residents' Council and for helping to coordinate Melissa's visit to Cummer Lodge!*

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**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>

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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...

- 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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## Outcomes of the Public Inquiry into the Safety and Security of Residents in the Long-term Care Homes System

The long-awaited [report and accompanying 91 recommendations](#) coming from Commissioner Gillese and her team was released on July 31, 2019. This was the culmination of 2 years of consultation, testimony and tremendous public unrest, anger and nervousness pertaining to the long-term care home system.

OARC, through legal representation, was involved from the beginning as a standing participant in the inquiry process. Team members and Board Members were present for many of the public hearing sessions and participated in collective consultations with the Commissioner and in a privately held Board Meeting. Our position remained clear and consistent from the beginning; long-term care living needs to improve. There needs to be more oversight, more financial resourcing targeted towards increased team members (staffing) and a dramatic systemic shift in culture. Emphasis on the Residents' Bill of Rights needs to improve so that ultimately, every person living in a long-term care home lives with the upmost dignity and respect. Long-term care homes are not places where people are removed from community and 'placed to die'; people move to long-term care to enjoy the best quality of living possible given the many challenges they live with. Long-term care is a place to live well, surrounded by caring, committed, highly trained and efficient team members.

The official obligation of the Inquiry was to make recommendations on how to avoid similar tragedies in the long-term care system in the future (ex. prevention of a health care serial killers). The Inquiry was not tasked with conducting a general overview of the long-term care system. That said, Commissioner Gillese, in her report stated that the offenses were the result of 'systemic vulnerabilities' not individual misconduct. While this position has sparked criticism, there are still many significant and meaningful recommendations that will enhance the system's ability to safeguard the lives of residents in Ontario.

OARC is currently in the process of reviewing the recommendations and looks forward to working and collaborating with stakeholders and partners, including the Ministry of Long-

Term Care, in the coming weeks and months to leverage opportunities to actualize the recommendations wherever possible.

We wish to thank Commissioner Gilese for her thoughtful and thorough work, and we extend our most sincere sympathies to the families and victims. While we do not agree with all aspects of this report, we are thankful for the lens of public scrutiny that has been shed on long-term care so that residents' health, safety and optimal quality of living is discussed more today than it was yesterday. The Commissioner specifically challenged us as a society, asking if we are prepared to invest in the health and safety of residents. OARC believes that the time is NOW to significantly move the needle on changing the culture of aging and redefine what it means to live and work in long-term care homes.

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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:
- 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](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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