

# OARC In Action

## For Residents By Residents



August 2020

### Residents' Councils: Exploring a New Normal

Wednesday, September 16<sup>th</sup>, 2020 | 2 pm | **Live Webinar** (during Residents' Council Week)



On March 16<sup>th</sup>, in alignment with government directives, OARC recommended that Residents' Council meetings be postponed as a safety precaution during the onset and management of COVID-19. Since then, long-term care homes have been finding new and innovative ways to communicate while keeping residents safe.

As we move forward, we must find ways to re-establish Residents' Council and reincorporate the voice of residents in home operations and decision-making. Residents' Council meetings and activities are important to living well in LTC.

While the current climate presents enhanced challenges including the need to respect physical distancing and restrict group sizes, technology and infrastructure limitations, and strained resources, including staff supports, these changes are opening up opportunities to be creative and adapt. Join us as we share feedback, promising practices and examples of how to move forward with Residents' Councils.

Register here: <https://attendee.gototraining.com/r/2015836230705633025>

### RE-ENERGIZE Your Residents' Council with Residents' Council Week Celebrations

September 14<sup>th</sup> to 20<sup>th</sup>, 2020 – Start Planning Today



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' Council Week will allow Councils the opportunity to creatively showcase who they are and what they do. The OARC team is excited to help you prepare for Residents' Council Week. What makes your Residents' Council special and how can you share this with others to commemorate Ontario's very FIRST Residents' Council Week? Visit our [Residents' Council Week](#) webpage to have access to posters, activity pages, event ideas, contests and more...

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## Vendredi, septembre 18 | 10h30: Forum des résidents



Denise Burke  
Rencontrez votre animatrice

L'OARC souhaite réunir des résidents francophones de partout en Ontario pour se connecter et partager pendant la Semaine du conseil des résidents. Rejoignez-nous pour notre premier forum virtuel des résidents! Les résidents peuvent participer par téléphone ou en utilisant un ordinateur ou une tablette. Cette session sera animée par la dirigeante résidente Denise Burke, avec l'aide de Natacha Dupuis. Veuillez noter que cette session est destinée aux résidents uniquement afin de créer un espace sûr et confidentiel pour le soutien par les pairs. Nous avons hâte de vous y voir!

Inscrivez-vous ici: <https://attendee.gototraining.com/r/984743913562798594>  
| Training ID: 372-102-380

**Friday, September 18 | 10:30 am: Residents' Forum:** The OARC wants to bring together French-speaking residents from across Ontario to connect and share during Residents' Council Week. Join us for our first virtual residents' forum! Residents can participate by phone or using a computer or tablet. This session will be moderated by Resident Leader Denise Burke, with the assistance of Natacha Dupuis. Please note that this session is intended for residents only to create a safe, confidential space for peer support. We can't wait to see you there! Register here: <https://attendee.gototraining.com/r/984743913562798594> | Training ID: 372-102-380

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## Call for Seasons Magazine Submissions – Deadline Extended to September 21<sup>st</sup>

Do you have a story to share about teamwork/collaboration, maintaining resident connection during outbreak, program innovations and other lived experiences in LTC? The focus of our Fall/Winter edition of Seasons magazine will celebrate Residents' Councils/resident voices and relationships from LTC homes across Ontario. We are looking for:

- Article submissions (about 250-300 words)
- 1-2 photos to accompany your story
- Submission title and authors

**RESIDENTS' COUNCIL WEEK CELEBRATIONS:** This edition will feature stories about Residents' Council Week celebrations. Share your story (short articles of 250 -500 words + photos) by September 21st for consideration (space-permitting).

**SPECIAL REQUEST:** Is there a special picture(s) from your home you'd like to share or are you a resident photographer with a keen eye? We are looking for (quality, high-resolution) photos to feature on our front and back covers of Seasons.

**To share your stories and photo's contact Melissa McVie at 1-800-532-0201 x 260 or [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com)**

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## UPDATE: OARC Annual Education Bursary for Residents' Council Assistants - 2019



OARC was thrilled to support Connie Redmond as the first recipient of the OARC Annual Education Bursary for Residents' Council Assistants in 2019. We are pleased to share that Ms. Redmond completed the Long-Term Care Home Leadership Program through Conestoga College just last month and now meets the requirements to become an Administrator in long-term care. We are confident that, with a focus on resident empowerment and self determination, Connie will continue to advocate for residents and provide leadership and inspiration to her colleagues. Congratulations Connie! Applications for the next Bursary will be launched in 2021.

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

### Gardening During Physical Isolation – Abundance of Tomatoes!



Reid with Residents' Council Assistant Anna Hardy at Chartwell Brant Centre LTC Residence in Burlington

Reid Walker, OARC Secretary/Board Director, was determined that the pandemic would not prevent him from putting his green thumbs to work this spring/summer! With the support of the team at Chartwell Brant Centre in Burlington, including Anna Hardy, Programs and Support Services Manager (pictured here alongside Reid), Reid has been nurturing plants and vegetables in raised garden beds on his fourth-floor balcony for several months now. Getting outside for fresh air and toiling in the gardens has been a welcome pastime for Reid and others during this period of extended isolation. Reid reports that he has been pleased with the harvest he's yielded this season, including an abundance of tomatoes! Keep up the great work Reid!

Have you been able to get out to the garden this year? We would love to hear your story. Contact Melissa McVie at 1-800-532-0201 x 260 or [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com)

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### Virtual Residents' Council Meetings Established at the Elizabeth Centre

Residents of Elizabeth Centre Long Term Care Home in Val Caron, Ontario, have turned to technology to assist them in carrying out their regular Residents' Council Meetings.

With the many changes and challenges that have presented themselves as a result of the COVID-19 Pandemic, Residents and Team Members alike have had to identify new, safe, and in many cases, innovative, ways to carry-out day-to-day operations. Keeping in mind social distancing requirements, group gathering guidelines and infection prevention and control practices, Elizabeth Centre has successfully transitioned from in-person meetings to a virtual format, which has been very well-received by all those involved.

When facilitating a meeting, Residents gather in their respective Home Areas (Elizabeth Centre has four) and employ the use of both a tablet and a speaker. The Residents' Council Assistant then Skypes in all four Home Areas and the meeting proceeds once everyone can see and hear one another. In addition to ensuring a safe and timely execution of the meeting itself, Residents have enjoyed learning about and engaging with the technology. While this format is not without its complications, as technical issues such as internet connection and speaker volume have been incurred, along with user error in some cases, this initiative is a work in progress and something we hope to continually enhance and improve upon.

Residents and Team Members are grateful for the optimism, support and flexibility that the Residents' Council has demonstrated over the course of these past six months and they look forward to the possibility of additional technology-driven opportunities on the horizon.



*Thank you to the residents and team members of Elizabeth Centre (Jarlette Health Services) for sharing their story!*

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## Share Your Experience for a New “By Us For Us” Guide © Regarding Social Isolation

The project team of Murray Alzheimer Research and Education Program (MAREP) and Behavioural Supports Ontario (BSO) are inviting people living with dementia or their care partners to share their lived experience of social isolation. Experiences will be used to create a new “By Us For Us” guide.

### The project team would like to know:

- How dementia affects social inclusion
- How people living with dementia engage with their community
- What strategies you use to overcome challenges with being socially engaged with your community

### How to share your experience (2 options):

- OPTION 1: Participate in an online focus group or telephone interview (30 minutes in September)
- OPTION 2: Fill out an online survey, accessed by clicking here [bit.ly/bufusocial](https://bit.ly/bufusocial)

For more information contact Sian Lockwood at 519-904-0660 extension 4112 or [sian.lockwood@uwaterloo.ca](mailto:sian.lockwood@uwaterloo.ca)

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## Resources and Research

- **Upcoming Resource from OARC:** “Residents’ Councils: Considerations and Strategies for Long-Term Care Homes During Outbreaks” – Guidance document for leading practices to support residents and their home teams to take the safe and necessary steps to move forward in our current pandemic and beyond
- **Research Paper released on August 17, 2020:** “[For-profit long-term care homes and the risk of COVID-19 outbreaks and resident deaths](#)” | Nathan M. Stall, Aaron Jones, Kevin A. Brown, Paula A. Rochon, Andrew P. Costa, CMAJ Aug 2020, 192 (33) E946-E955; DOI: 10.1503/cmaj.201197

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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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OARC is funded by the Ministry of Long-Term Care, membership dues and sponsorships.

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