

September 2016

Support and Representation | Q1 Activities (April – June)

Q1 Activities (April to June) Client Interaction Summary



OARC interacts with many long-term care home partners to build awareness of the value of Residents' Council. Meeting with Residents' Councils, speaking at conferences, government and stakeholder tables, working with new students and researchers, OARC's Board and staff share residents' voices. Highlights for OARC this quarter include:

- **OARC Education:** The Role of Residents' Council in Long-Term Care, OARC Membership, OARC Tools, George Brown College, Through Our Eyes: Bringing the Residents' Bill of Rights Alive

- **Ministry of Health and Long-Term Care:** Design Working Group, Issues Working Group, Medical Assistance in Dying information webinars
- **Research and Consultations:** Behavioural Support Integrated Teams Teleconference, Change Foundation
- **Attending Conferences:** Together We Care OLTC/ORCA Convention and Tradeshow, Culture Change Exchange Conference

OARC Seeking Full Time Education and Community Support Manager

The Ontario Association of Residents' Councils (OARC) provides education, assistance and encouragement to residents and staff to support effective Residents' Councils in Long-Term Care Homes across Ontario. Effective Residents' Councils build relationships throughout the LTC community, measure quality of living in LTC homes and support the understanding our Long-Term Care Homes Act (2007).

OARC is hiring a full time Education and Community Support Manager. We are looking for an individual who is interested in joining a dynamic team that works closely with residents, care partners, LTC stakeholders and our Ministry of Health and Long-Term Care. This position supports the voice of residents, through Residents' Councils, and provides opportunities for residents to explore and promote relationships, education, self-determination, positive mutual support, and ties with the community.

Are you ready to be challenged, to examine the status quo, to spur on creative thinking? If so, please refer to the [Education and Community Support Manager](#) job posting for details and salary range, and forward your resume and cover letter to OARC via admin@ontarc.com. Deadline for applications is September 9, 2016.

Accommodation will be provided in accordance with the Ontario Human Rights Code. If you need accommodation during the hiring process, please contact us at 1-800-532-0201 to provide your contact information. An OARC representative will contact you within 5 business days.

Ontario Association of Residents' Councils is an equal opportunity employer and encourages resumes from people who reflect the diverse communities we serve. We are committed to excellence and hire based on merit.

We thank all candidates in advance for their interest, however, only those selected for an interview will be contacted.

REMINDER - Resident Input Sought for Illness Trajectory Pamphlets



Was your home able to participate in providing resident feedback? If not, please consider sharing your opinions. The research team from the “Strengthening A Palliative Care Approach in Long-Term Care” project is asking for resident feedback on *Illness Trajectory Pamphlets*, produced by the team. **The survey due date has been extended to September 9th and residents have the chance to receive a gift card for participating.**

Respondents are asked to review 5 information pamphlets and answer a brief survey. The *Illness Trajectory Pamphlets* are one of the products being produced by the team and are designed to support pro-active discussions between residents, families and staff in advance of the need for palliative care. They are intended to offer information and resources that can be

accessed at a residents'/family members' pace and support staff when initiating illness trajectory discussions with residents and families.

To participate in the survey, please download the 5 pamphlets and survey below. Review the pamphlets, answer the questions on the survey and mail or email the survey back to:

Attention: Olivia Virag
McMaster University
1400 Main St. West, Room 310D
Hamilton, ON L8S 1C7

“Strengthening A Palliative Care Approach in Long-Term Care” Illness Trajectory Pamphlets:

- [The Palliative Approach for Advanced Dementia in Long Term Care](#)
- [The Palliative Approach for Advanced Frailty in Long Term Care](#)
- [The Palliative Approach for Advanced Heart Failure in Long Term Care](#)
- [The Palliative Approach for Advanced Kidney Disease in LTC](#)
- [The Palliative Approach for Advanced Lung Disease in LTC](#)
- [Illness Trajectory Pamphlets SURVEY](#)

Questions? Please contact Olivia Virag, Project Coordinator, SPA_LTC, McMaster University 905-525-9140 x 26244, viragoe@mcmaster.ca

REMINDER - Your Home's Residents' Council Can Help OARC Support the Canadian Dementia Priority Setting Partnership

Did your home receive a survey in July requesting feedback to determine research priorities for dementia? Was your home able to participate? If not please consider completing a survey.

OARC is part of a national research initiative, “Canadian Dementia Priority Setting Partnership”, that is designed to prioritize research about dementias based on participant’s feedback.

WHAT YOU SAY MATTERS

This survey asks Canadians about their priorities for dementia research. When identified these top ten priority areas will influence Canadian dementia researchers and research funding organizations. As residents in long-term care homes, your knowledge and lived experience is extremely valuable to this project.

WHO IS OVERSEEING THE RESEARCH

A Steering Group made up of people affected by dementia, either personally or through their work, including representatives from the Alzheimer Society, is guiding this research. It is funded by the Alzheimer Society of Canada and conducted by the Toronto Rehabilitation Institute –University Health Network.

HOW TO EXPRESS YOUR VIEWS

You can answer a survey individually or as a group or do both by completing ([the English survey](#) or [the French survey](#)) and mailing it to Dr. Jennifer Bethell. Here's how:

- Step 1: Answer questions about dementia
- Step 2: Provide your information
- Step 3: Provide your contact information

- Step 4: Mail or email the survey to:

Dr. Jennifer Bethell
Toronto Rehabilitation Institute -
University Health Network
Bickle Centre, 130 Dunn Ave
Toronto, ON M6K 2R8

Email: Jennifer.bethell@uhn.ca

Please note that all questions are optional and all personal information will remain confidential.

We hope you will join OARC in supporting this important initiative to focus our time, resources and energy on what is most important to those residents' living with cognitive changes.

Update: The Change Foundation's Long-Term Care Resident Council Survey



Residents' Councils and Family Councils are mandated in Long-Term Care homes across Ontario. They carry out multiple functions and are involved in many aspects of life at the home. Yet overall there is much that can and should be learned and shared regarding the role, functioning, best practices and impacts

on quality that these councils have. To this end, the Ontario Association of Residents' Councils (OARC) partnered with The Change Foundation and several other long-term care organizations in spring 2015 to undertake a review project of councils in long-term care. The project included a survey circulated in summer 2015 and a series of case studies that are currently underway.

Four different surveys were circulated during the summer and the fall of 2015 to residents, family members, staff assistants, and administrators. Over 2,500 participants replied to the surveys. Four key findings emerged from the surveys around: perceived roles, effectiveness, importance and relationships of the councils. Stay tuned, as the comprehensive results are detailed in a four-part report by The Change Foundation set to be released in October 2016! Recruitment for case studies was open during June 2016. Many excellent applications were received and four cases have been selected. The Change Foundation expects to release the case studies in early 2017.

Upcoming OARC Education | Live Webinars

Thursday, September 8, 2016 - 2 to 3 pm

“Tools to Make the Most of Your Residents’ Council - Repeat Live Webinar “

Speaker: Dee Lender, Executive Director, OARC

Download the latest version of the templates and Tips and Hints Booklet from our website

<http://www.ontarc.com/products.html>

Register online: <https://www.surveymonkey.com/r/09082016>

OARC’s “Role of Residents’ Council in Long-Term Care Homes” webinar was held on August 24th, 2016. If you were unable to join us and would like to view the recorded webinar please visit our YouTube Channel for the full recording. <https://youtu.be/KrnsuB1WtJA>

Full descriptions of these education sessions are found on our website at www.ontarc.com

We encourage you to bring this information to the next Residents’ Council in your home.

We love to hear from you.

Call, write or email us with your questions, suggestions and stories...



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