

OARC In Action

For Residents By Residents



September 2018

November 14, 2018 | 2:30 to 3:30 pm – OARC Live Webinar: **Becoming an OARC Board Director: Resident Leaders in Long-Term Care**

Guest Speakers: Board Director, OARC and Melissa McVie, Education and Home Support Facilitator



OARC's Board Members are uniquely positioned to address issues affecting residents in long-term care homes. As residents themselves, each Board Member holds an active leadership position in their home's Residents' Council. This webinar will explore the leadership journey and cohesive approach to supporting residents and their Councils in long-term care homes across Ontario. Participants will experience candid accounts of what motivates Board Members to join OARC and will learn about work with the Board and its members. Board Members will share their backgrounds, goals and passion to lead and improve life for residents in long-term care. Participants will be inspired and as they learn leadership skills from OARC's Board of Directors.

Register here: <https://attendee.gototraining.com/r/8060327720112139266>

Mark your Calendar for Upcoming Webinars

**JOIN OUR
WEBINARS**



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

October 10, 2018 | 2:30 to 3:30 pm - Residents' Councils and RNAO's Best Practice Guideline: Person and Family Centered Care – [Register Here](#)

November 14, 2018 | 2:30 to 3:30 pm - Becoming an OARC Board Member: Resident Leaders in Long-Term Care – [Register Here](#)

December 12, 2018 | 2:30 to 3:30 pm – Residents' Councils Contributing to Wellness: Exploring Late Life Depression, Self-care & Encouraging Supports for the Resident – [Register Here](#)

SAVE THE DATES for 2019 Live Webinars

- January 9, 2019 - 2:30 to 3:30
- February 13, 2019 - 2:30 to 3:30
- March 13, 2019 - 2:30 to 3:30
- April 10, 2019 - 2:30 to 3:30

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 on the ["Archived Webinar"](#) webpage on OARC's website.

The OARC Office has moved to Newmarket

OARC moved on September 12th, 2018 and our new address is:

Ontario Association of Residents' Councils
c/o York Region Newmarket Health Centre
194 Eagle Street, Suite 3105, Newmarket, ON L3Y 1J6
905-731-3710 | 1-800-532-0201 | F 905-731-1755

Our new office will reside in a long-term care home and our phone, and fax numbers will remain the same.

Celebrate Residents' Councils – Share your Stories

Celebrate Residents' Councils! Do you have a story about a project, event or program that was supported or created by your home's Residents' Council that you would like to share and celebrate with other residents? Submit your stories for the chance to be featured in OARC's publication, Seasons. We'd love to hear from you!

To share your story email Julie Garvey at jgarvey@ontarc.com with the following information:

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

Questions? Contact Julie Garvey at 1-800-532-0201

Northridge Long-Term Care Welcomes OARC

Thank you to Northridge Long-Term Care in Oakville for hosting an OARC education session on “The Role of Residents' Councils in Long-Term Care” on September 5th. OARC's



Three of five members of the Northridge RC Leadership Team: Bill, Sandy and Asta

Education Facilitator, Melissa McVie, was thrilled about the high level of resident participation - 18 residents attended, along with Residents' Council Assistant Amanda, and an interested family member. Melissa shared: “there was lots of enthusiasm following the presentation, and I can't wait to hear how the Leadership team at Northridge implements some of their great ideas in the coming months—especially the launch of a new Welcoming Subcommittee!” Keep us posted, we'd love to hear from you!

A Visit to Chartwell Waterford Long Term Care Residence



Melissa and Cecelia B. (RC President at the Waterford) were all smiles as they played catch-up during a happy reunion!

A recent home visit to Chartwell Waterford in Oakville had Melissa, a former employee of the home's Recreation Department, feeling nostalgic after being away for nearly 7 years. Cecelia B., President of the Residents' Council at the Waterford gave Melissa an "updated" tour of the home and shared some innovative ideas for increasing Residents' Council meeting attendance and educating family members and other stakeholders about the Council. Thank you for a wonderful afternoon of learning and sharing, Cecelia!

The Waterford recently celebrated its 15th anniversary on September 15th and marked the occasion with a special party for all! Congratulations on this exciting milestone.

HQO's Transitions in Care Wants to Hear from Residents in Long-Term Care Homes

Health Quality Ontario is currently identifying concerns in Ontario's health care system when people are transitioning from hospital to home. While the overarching aim is to work on studying transitions in care, the current focus is transitions in care from hospital to home. Recognizing that "home" includes long-term care homes, HQO is interested in hearing from residents living in long-term care homes regarding experiences they've had in leaving hospital to return to their long-term care home.

The outcomes of this project will be used to create a quality standard for transitions in care as supported by the *Excellent Care for All Act*.

OARC is one of the members of HQO's Advisory Committee that is guiding this effort and identifying/prioritizing concerns in transitions in care. So far, the work has identified 6 important themes that have a positive and successful experience in transitioning:

- Respect and Compassion
- Effective Communication
- Patient Education
- Follow-Up Care
- Medication Support and Follow-up Care
- Timely and Appropriate Home Care

This is where we need your help... The next step in HQO's research is prioritizing the issues in each of the identified themes. HQO is once again reaching out to ask residents, patients, families, caregivers to rank their priorities from all the ideas that have been shared. To participate and rank your priorities regarding hospital to long-term care home transitions. [Click here](#) to download a PDF form or contact David Wells at david.wells@hqontario.ca | 1-866-623-6868 x 710.

To learn more about this important project click here <http://www.hqontario.ca/Evidence-to-Improve-Care/Quality-Standards/View-all-Quality-Standards/Transitions-in-Care>

OARC Board Update



Freda Poirier and
Suman Iqbal, RNAO

OARC Board Members at the Ottawa location
– St. Patrick's Home of Ottawa

David Wells, HQO and
Josie-Lee Gibson, OARC

The September 25th OARC Board meeting was packed full of information that brought residents together from Toronto, Ottawa, Newmarket and Sudbury. With the help of technology our Board met to explore topics that included RNAO's Person and Family Centered Care Best Practices, Health Quality Ontario's Transitions in Care and reflections on OARC's recent submission to the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System.

OARC and RNAO Work Together Towards Person Centered Care



The Registered Nurses' Association of Ontario and OARC are working together to spread the word about the OARC's *Through Our Eyes* program and how well it fits into the Person and Family Centered Care Clinical Best Practice Guidelines. Together, these programs work to complement evidence-based recommendations and facilitate participation from residents, family members and the whole home as they improve residents' and families' experience of health care and the Residents' Bill of Rights (LTCHA 2007). [Click here](#) to contact OARC or your local RNAO Best Practice Coordinator to learn how you can be supported to implement both the Person and Family Centered Care Clinical Best Practice Guidelines and the *Through Our Eyes* program in your home.

UPDATE: Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System

OARC, represented by lawyers Jane Meadus and Suzan Fraser, submitted written and verbal closing submissions to the Public Inquiry into the Safety and Security of Residents in the Long-Term Care System. The Inquiry was established following Elizabeth Wettlaufer's conviction of eight counts of murder, four counts of attempted murder and two counts of aggravated assault; offences she committed while working as a registered nurse in long-term care homes. Among the 89 recommendations OARC brought forward to the Commissioner are:

- prescribed regulation that an inspector be required to review and discuss findings of non-compliance with the residents' council to facilitate understanding and awareness

- impose a resident-first approach to all decisions made in the provision of care in long-term care homes
- review and revise the Residents' Council interview inspection protocols to look at the impact of the narrowing of the interview and to improve the information that can be elicited from the residents' council.
- ensure that meaningful, accountable education is provided upon initial orientation and ongoing annually to all long-term care home members including staff members from all departments, volunteers, contract staff (including physicians, management, and Corporate Leaders) in the areas of Residents' Councils, Residents' Bill of Rights, Legislation regarding Abuse and Neglect

To read OARC's full Closing Submission and all 89 recommendations click here http://longtermcareinquiry.ca/wp-content/uploads/Closing-Submission_08_OARC-Closing-Submissions-and-Recommendations_Sept_20_2018.pdf To read all submissions from all Inquiry participants click here <https://longtermcareinquiry.ca/en/closing-submissions/>

We are pleased that the Commissioner, Justice Eileen E. Gillese, will attend the November 20th OARC Board meeting to hear directly from OARC Board Members (residents from long-term care homes) about the impact of the Elizabeth Wettlaufer conviction and the recommendations submitted to the Inquiry.

Your Annual Membership is Important to OARC

Thank you to the Residents' Councils across the province who have invested their valuable dollars into the work of OARC. Through membership dollars and provincial government funding, 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" magazine 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.

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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Follow us on [YouTube](#)

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