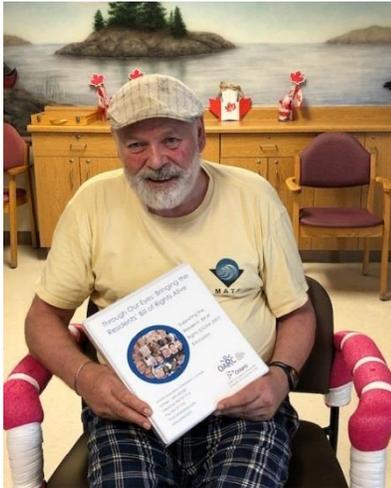


September 2019

### **LIVE WEBINAR** October 9, 2019 – 2:30 to 3:30pm EST | Practical Tips to Start and Move Forward with the Through Our Eyes Program



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

*Speakers: Josie-Lee Gibson, OARC Education and Community Relations Manager and Melissa McVie, Education and Home Support Facilitator*

In the Spring of 2018, every long-term care home in Ontario received a hardcopy copy of OARC's *Through Our Eyes: Bringing the Residents' Bill of Rights Alive*, a program tool designed to transform education on the Residents' Bill of Rights through collaboration and impactful resident-sharing.

Since the time of distribution, the OARC team has received and circulated many successful implementation stories and testimonials from users endorsing the program. However, despite the widespread positive reception and inherent value of the program, we acknowledge that for many homes, there are perceived roadblocks for getting started.

In this webinar, we take a candid look at some of the barriers for launching this innovative program and share some tangible solutions to help inspire team members and residents to dust off the *Through Our Eyes* binders and move forward with renewed confidence and enthusiasm.

**In preparation for this session, we recommend that you bring the *Through Our Eyes* program binder to the webinar. [Ontario long-term care home attendees will be eligible to receive one of 40 FREE \*Through Our Eyes: Bringing the Residents' Bill of Rights Alive\* program guides. Interested attendee who complete the webinar survey at the end of the session will be entered into a draw. Recipients will be notified.](#)**

Register here: <https://attendee.gototraining.com/r/5722946329234439170>

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## **Education and Information Survey - We'd Like to Hear from You**

Calling all Residents and Residents' Council Supporters...[CLICK HERE](#) to take this 5 minutes survey and have your say about what information you need to lead and support an effective Residents' Council. OARC's newly formed Education and Publications Committee will meet for the first time on November 7th. Your feedback will be shared with the Committee during the afternoon planning process.

There are 2 ways to participate:

1. Complete the survey online here <https://www.surveymonkey.com/r/OARCED> or

2. Complete a paper copy and mail, fax or email your survey to Ontario Association of Residents' Councils, 194 Eagle Street, Suite 3105, Newmarket, ON L3Y 1J6 FAX: 905-731-1755

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## CONGRATULATIONS TO CONNIE REDMOND – Recipient of OARC's Inaugural Education Bursary



The OARC team is pleased to announce Connie Redmond as the successful candidate and recipient of OARC's first annual Education Bursary.

Connie has dedicated the last 14 years to a career in long-term care (LTC) and is currently the Recreation Supervisor for Riverview Gardens LTC in Chatham, Ontario. Connie is continuing to hone her leadership skills through Conestoga College's Leadership in Long-Term Care and Retirement Living Certificate. She is a champion for resident-centred care and OARC's *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program. When asked how this education (supported in part by the OARC Education bursary) would enhance interactions with residents and Residents' Councils, Connie said, "Leadership skills strengthen relations with all stakeholders that one works with. This includes residents within a LTC home. Strengthening relationship-based care with residents is important to develop meaningful conversation and trust for the ones we serve."

The OARC team wishes Connie the very best as she starts her Leadership Certificate program this fall. Thank you to everyone that took the time to apply for this new Educational bursary opportunity. We look forward to supporting the educational pursuits of another Residents' Council Assistant again next year!

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## Welcome New OARC Board Member, Barry Hickling



On September 20<sup>th</sup>, the OARC Board of Directors extended an invitation to Barry Hickling, resident leader from the Village of Aspen Lake in Windsor, Ontario to join the Board as a Delegate member. Barry has lived in long-term care for 6 years. He brings his lived experience as a resident to his home's Village Advisory Team that helps to guide operations and support quality initiatives. Barry also plays a key role in human resources and is involved in the hiring process of new team members.

Born and raised in Windsor, Barry has worn a number of different hats and worked in many capacities over the course of his life, including retail management, spiritual care and counselling, and non-profit board directorship. He is a very social and outgoing person, who loves connecting with people.

Barry is passionate about advocating for others and promoting culture change within the long-term care sector and with the broader community. He has been involved in several educational speaking engagements and conferences. Barry welcomes opportunities to connect with students, and he is proudly part of the Schlegel Villages *Wisdom of the Elder* signature program, where he shares his personal experiences with community members.

Welcome to the OARC team, Barry! We are thrilled to have you join our provincial Board, and to have strengthened representation of residents living in Southwestern Ontario!

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## Celebrating Residents' Councils in September



This month kicked off with two home visits in the Brampton area. On September 4<sup>th</sup>, OARC's Education and Home Support Facilitator, Melissa McVie, spent some quality time with resident leader Murray W. and Residents' Council Assistant, Stephanie, at Extencicare Brampton. Murray proudly shared some of the strengths of his Council, including the high level of resident engagement and the strong communication and responsiveness demonstrated by home management. Residents' Council meetings are very well-attended. The group uses a round-table boardroom layout to encourage face to face interaction at meetings instead of sitting in rows. Murray and Stephanie also work together to create an enticing agenda, including a monthly "vote" for a Dinner Club restaurant in the middle of each meeting to maintain interest and enthusiasm.

*Pictured above: Stephanie and Murray from Extencicare Brampton*

*Pictured below: Residents' Council members from Burton Manor with Residents' Council Assistant, Astrid*



Melissa spent the afternoon with residents at Burton Manor, where the group was keen to learn strategies to empower and encourage more residents to be leaders within the home. Council President, Pauline, was very receptive to the idea of implementing "Home Area Representative" roles as an extension of the Residents' Council leadership team, in an effort to learn more about resident experiences throughout the whole home and to better represent the collective voice of Burton Manor residents at meetings. Since participating in the Education session with Melissa, Pauline has shared that 3 residents have come forward to serve as resident leaders representing and supporting their respective home areas/floors!

Thank you to both Extencicare Brampton and Burton Manor for your warm reception during Melissa's visits. The OARC team looks forward to keeping in touch and hearing about more successful outcomes and efforts of your Residents' Councils!

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## Seeking Your Ideas and Inspiration!

The OARC team is currently compiling ideas and tips for an upcoming webinar to help Residents' Councils in the following areas:

- Managing Residents' Council finances/bank account  
(ex. Managing funds within the home, overcoming challenges with opening a bank account, changing resident signing authorities, addressing/removing bank fees etc.)
- Generating funds for Residents' Council through creative fundraising efforts
- Ideas of how to spend/reinvest Residents' Council funds to enhance the home, the community and/or resident quality of life

Does your Council have an idea that might help or inspire another home? We'd love to hear from you. Contact Melissa McVie [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com) or 1-800-532-0201 x 260

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## OARC Participates at the [Ontario Long-Term Care Association's \(OLTCA\) This is Long-Term Care, Biennial Global Ageing Conference](#)



The OARC team was thrilled to participate in [OLTCA's This is Long-Term Care 2019 Conference!](#) Highlights include inspiring opening remarks from the Honourable Merrilee Fullerton, Minister of Long-Term Care, which conveyed a feeling of hope despite sincere acknowledgement of some very real challenges facing the sector, including human resource shortages. The morning of inspiration continued with a powerful keynote by Darby Allen, Fort McMurray's Fire Chief, who spoke passionately about courage and leadership.

On September 18<sup>th</sup>, OARC's Executive Director, Dee Lender, and Education Facilitator, Melissa McVie, enjoyed the conference as delegates,

attending a variety of sessions on topics such as long-term care design, technological innovation and serving diverse populations. Of particular interest were the sessions that examined the status quo or traditional way of thinking and invited delegates to think about issues differently. One such session challenged the validity of operating secured neighbourhoods/units within a LTC home in which people living with dementia reside. The speakers encouraged creative thinking around the true meaning of security, and how physical security (confinement) can often come at the cost of emotional and psychological security leading to distress and responsive behaviours. Perhaps following a resident care model that embraces freedom, and a healthy balance of risk, supported by education of family members, team members and residents can result in a more supportive person-centred environment with fewer areas of confinement. The session was very thought provoking!

On September 19<sup>th</sup>, OARC's Education Manager, Josie-Lee Gibson collaborated with Freda Poirier, LTC Best Practise Coordinator, RNAO, for an inspiring and well-attended session about a person-centred approach to care through the eyes of a resident (highlighting the

alignment of OARC's Through Our Eyes: Bringing the Residents' Bill of Rights Alive program with the RNAO Person and Family-Centred Care Best Practise guidelines).

The highly anticipated Awards Gala did not disappoint. Once again, the OARC Board of Directors had the privilege of adjudicating the award for OLTCA's Resident-Centred Home of the Year, and OARC's Vice President, David Kent, was there to present the award to the winning home with Carla Beaton representing award sponsor, Medical Pharmacies. In David's speech, he shared that the number of applicants for the award this year was a record 18 homes. In the selection process, the OARC Board had a difficult time because the competition was at such a high level, with outstanding submissions describing home efforts to enhance resident quality of life through enhanced Residents' Bill of Rights education, intergenerational programs, meaningful activities for residents living with dementia, showcasing resident



histories/biographies, and championing community food drives.

**A big congratulations to the winning home, Chartwell Westmount Long-Term Care in Kitchener - OLTCA's Resident-Centred Home of the Year!**

We are grateful to [OLTCA](#) and every home that applied to this award. We commend all applicants for their commitment to developing innovative and resident-centred programs, projects and quality.

## JOIN OUR WEBINARS



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

## Mark your Calendar for Upcoming Webinars

- October 9, 2019 - 2:30 3:30pm EST | [Practical Tips to Start and Move Forward with the Through Our Eyes Program](#) - Speakers: Josie-Lee Gibson, OARC Education and Community Relations Manager and Melissa McVie, Education and Home Support Facilitator
- November 13, 2019 - 2:30 to 3:30pm EST | [Preventing Fractures in Long-Term Care Homes](#) - Speaker: Caitlin McArthur, MScPT PhD | Postdoctoral Fellow
- December 11, 2019 - 2:30 to 3:30pm EST | [Councils Making Coin: Exploring Residents' Council Finances, Fundraising and Spending](#) - Speakers: Melissa McVie, Education and Home Support Facilitator, David Kent, OARC Vice-President and Reid Walker, OARC Secretary

**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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## 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.



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

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