

Remembering David W. Kent, OARC Vice President September 8, 1938 - September 16, 2020



David Kent was an important and influential contributor to Ontario Association of Residents' Councils and a personal mentor. David began his tenure with OARC in the summer of 2016. I remember my first meeting with David. When I explained who OARC was and what he would be doing as a Board Member, he replied, "I don't know. I'm a busy man!"

He taught courses at his home, the Village of Erin Meadows, he was involved in many projects with management, he had an active social life and enjoyed frequent visits with his wife Linda (married for almost 60 years), son, daughter and grandchildren.

David was an inspiration to the thousands of people who have heard him speak about culture change over the past few years. He spoke at Pioneer Network Conferences, Schlegel Villages Team and strategic planning meetings, OLTCAs conferences, and more. (See David speaking about his personal journey with long-term care

<https://youtu.be/2lc2sKEmDqg>, thank you to Kate Ducak and Tina Kalviainen, BSO for this video.)

David represented OARC well, contributing in significant ways to various groups, Committees and consultations with researchers, Behaviour Supports Ontario and the Ministry of Long-Term Care and Health Quality Ontario. He was aware of the importance and power of language and insisted that we abolish the phrase 'staff member' and use 'team member'. I can hear him reprimanding me in my head whenever I slip up and revert back to the word 'staff'. David served as OARC's Vice President and Chair of the Board Development Committee for the past few years.

Even though David is not physically here, it feels as though he's ever present. David's significant impact and leadership challenged the status quo. David challenged me and made me a better leader. We will miss him terribly and will continue to work full steam ahead in honour of our vision – something that rang true for David, "EVERY LTC RESIDENT IN ONTARIO SHAPES THE PLACE THEY CALL HOME." Rest in peace David. ~ Dee Lender, Executive Director, OARC

Two weeks ago, I asked David, knowing he was palliative, if he had any messages for our Board, government and residents. Here are his messages:

To the OARC Board: "I love the Board."

To our government: "Pay frontline workers a better wage."

To the Village of Erin Meadows residents: "You live in the best place in Ontario..."

To the long-term care residents across Ontario: "Try to get involved in Residents' Council. Be aware of what's going on in your home. It'll make a difference to yourself and your neighbours."

THANK YOU for Making the First Ontario Residents' Council Week a Success!

Ontario's first official Residents' Council Week was a success and allowed Councils the opportunity to creatively showcase who they are and what they do. The OARC team was excited to receive numerous stories and pictures of the week's celebrations, many of which will be featured in our upcoming edition of Seasons magazine. Thank you to ALL who contributed. The week inspired small group gatherings and celebrations, games and contests with an emphasis on Residents' Council awareness and communication. In the coming weeks, OARC's [Residents' Council Week](#) webpage will feature pictures and celebrations from across Ontario. **Mark your calendar for the next Residents' Council Week September 13th to the 19th, 2021.**

[OARC Residents' Council Week Events](#)

OARC held online events during Residents' Council Week:

- ✓ [Residents' Council Week Kick Off Bulletin](#) and [Video](#) including a greeting from our Premier, Doug Ford https://youtu.be/thLAfLQJ_DY
- ✓ Three Resident Forums, one of them for our French speaking neighbours. Resident Forums connect residents in long-term care homes from across Ontario. Click here <https://attendee.gototraining.com/rt/4948757107395787522> for the schedule and registration for future Forums
- ✓ Webinar: Residents' Councils: Exploring a New Normal - recording available here <https://attendee.gototraining.com/r/4575892926569729026>
- ✓ The range of contest submissions that we have received for Residents' Councils Week is inspiring. **Our contests officially close Wednesday, September 30th** <http://www.ontarc.com/residents-council-week.html> and we look forward to announcing our winners in our October newsletter

OARC Board members Reid and Sharron proudly shared highlights from the first Residents' Council Week in their homes, Chartwell Brant Centre and Newmarket Health Centre respectively....

Chartwell Brant Centre LTC Residence: submitted by Reid Walker and Anna Hardy



Throughout the home we put up posters of our Council members and started off the week with word searches and trivia questions in our newsletters. All who completed the puzzle had a chance to win a lunch at Tim Hortons, sponsored by the Residents' Council. We had 3 winners!

The Council sponsored an ice cream truck to come to the home and we served an ice cream cone to every resident which was a huge hit with everyone.

The Council had a great idea to do a puzzle making contest. We brainstormed how to include exposure of the Council members and we were able to connect with a company who made us puzzles with our Council members. We had a lot of fun with this and we had two winners; potted plants were the prizes.

Council members were treated to a special takeout lunch from our local pub and we finished the week off with an outdoor entertainer in the garden for everyone.

Newmarket Health Center: submitted by Sharron Cooke and Kelly Lowson



York Region Newmarket Health Centre enjoyed a week of celebrations with residents and team members. We enjoyed being able to recognize the important contributions of the residents and team members which provided a cheerful lift to our hearts.

The Council arranged for contests such as a “Salute to Our Hero”. Residents selected team members to recognize. Team members were provided with appreciation certificates thanking them for their compassion, empathy and respect to the residents during the pandemic. Residents participated in word scrambles, bingo, word games, colouring challenges and provided words of wisdom.

We had contests and prizes and the highlight of the week was the unveiling of an Elder Wisdom bench, purchased by the Residents’ Council. The meaning of the bench is to be an interactive symbol of honor for our elders. The #ElderWisdom initiative is supported by Schlegel Villages Inc., the bench is a place to reflect, respect, listen and share with our seniors. [Click here](#) to find out more about the #ElderWisdom initiative.

Thursday, October 29, 2020 | 2 pm | OARC Live Webinar:



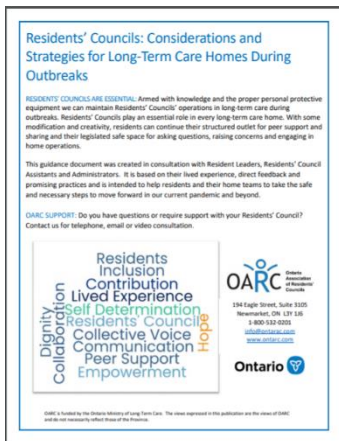
What went wrong in long-term care homes? Summary of Complaints to Patient Ombudsman from Residents, Caregivers, Staff - COVID-19

Invited Guest Speaker: Cathy Fooks, Ontario’s Patient Ombudsman

Ontario’s Patient Ombudsman will share the stories we heard during the initial wave of COVID-19 and their recommendations to the healthcare system to improve resident, caregiver and staff experiences in the case of future outbreaks.

Register here:

<https://attendee.gotowebinar.com/register/2082038926564698891>



Residents' Councils: Considerations and Strategies for Long-Term Care Homes During Outbreaks

Armed with knowledge and the proper personal protective equipment we can maintain Residents' Councils' operations in long-term care during outbreaks. Residents' Councils play an essential role in every long-term care home. With some modification and creativity, residents can continue their structured outlet for peer support and sharing and their legislated safe space for asking questions, raising concerns and engaging in-home operations.

This guidance document was created in consultation with Resident Leaders, Residents' Council Assistants and Administrators. It is based on their lived experience, direct feedback and promising practices and is intended to help residents and their home teams to take the safe and necessary steps to move forward in our current pandemic and beyond.

OARC SUPPORT: Do you have questions or require support with your Residents' Council? Contact us for telephone, email or video consultation.

<http://www.ontarc.com/tools/20200831RCOutbreakGuidance.pdf>

To learn more about how to support Residents' Councils during outbreaks view our recorded webinar Residents' Councils: Exploring the New Normal

<https://attendee.gototraining.com/r/4575892926569729026>

Coming Soon: Residents' Councils: Considerations and Strategies for Long-Term Care Homes During Outbreaks – FREQUENTLY ASKED QUESTIONS

OARC's Annual Report – 2019-20



OARC celebrates another successful year through our 2019-20 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 here http://www.ontarc.com/assets_pdf/OARC2019-20AR.pdf

Canadian Foundation for Healthcare Improvement – LTC+: Acting on Pandemic Learning Together Program

CFHI have developed the LTC+: Acting on Pandemic Learning Together program to encourage collective learning that can support teams delivering healthcare for older adults in congregate settings – staff [team members], managers, policy makers, residents, family and caregiver partners and others who are all working hard to manage tough situations now, while also trying to look and plan ahead.

The program is based on findings captured in a new report – [Reimagining Care for Older Adults: Next Steps in COVID-19 Response in Long-Term Care and Retirement Homes](#) – and focuses on promising practices in six key areas that have the potential to help organizations prepare for possible future outbreaks, or mitigate their effects:

- Preparation
- Prevention
- People in the workforce
- Pandemic response and surge capacity
- Planning for COVID-19 and non-COVID-19 care
- Presence of family

This program is designed to support long-term care and retirement homes, whether they have experienced a COVID-19 outbreak or not and want to plan and prepare for future outbreaks. To learn more about the program visit the CFHI website here <https://www.cfhi-fcass.ca/what-we-do/enhance-capacity-and-capability/ltc-acting-on-pandemic-learning-together> **Registration deadline for the program is September 30, 2020.**

OLTCA's This is Long Term Care 2020 Virtual Conference – October 26 and 27, 2020

In so many ways, long-term care in Ontario is headed for a shake-up. Tune in virtually to join your colleagues and leading experts on October 26 and 27 for OLTCA's sixth edition of its annual fall conference "This is Long Term Care: Re-imagining change in unprecedented times". Meet online for access to inspirational keynotes, education, and successful quality initiatives in a unique forum dedicated to "re-imagining" long-term in a new world order. Click here <https://thisisltc.com/registration-2020/> to learn about fees, program and registration.

OARC will co-present 3 sessions this year. Join us for the following sessions:

- 3 - Communicating with Residents and Families During a Crisis: Lessons Learned from COVID-19 (Breakout Session - 10/26/2020)
- 9 - Residents' Councils in LTC: Promising Practices During Outbreaks (Breakout Session - 10/26/2020)
- 6 - How to Support Meaningful Visits between Residents and Families (Breakout Session - 10/27/2020)

OARC Representing Residents

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 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.



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

www.ontarc.com | info@ontarc.com

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