

October 2018

### December 12, 2018 | 2:30 to 3:30 pm – Live Webinar: Residents' Councils Contributing to Wellness: Exploring Late Life Depression, Self-care & Encouraging Supports for the Resident



*Guest Speakers: Jennifer Blaik, Psychogeriatric Resource Consultant, Community Programs and Partnerships, Community and Health Services, The Regional Municipality of York*

Join Jennifer as she helps us to understand information about late life depression; signs and symptoms, differences between grief and depression, diagnosis, and treatments. We will also look at simple self-care techniques and ways to seek support for the resident or the caregiver.

Finally, we will explore the role of Residents' Councils as champions of good mental health; how Councils can contribute to and bring awareness of mental health issues and how Residents' Councils, by their nature, can support good mental health.

Psychogeriatric Resource Consultants (PRCs) provide outreach to Ministry of Health and Long-Term Care funded long-term care homes and community support organizations in the province of Ontario. PRCs support front line staff serving clients with responsive behavior related to dementia, mental health and other psychogeriatric related diagnoses.

**Register here:** <https://attendee.gototraining.com/r/8233166550725163266>

### Mark your Calendar for Upcoming Webinars

JOIN OUR  
WEBINARS



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

**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.*

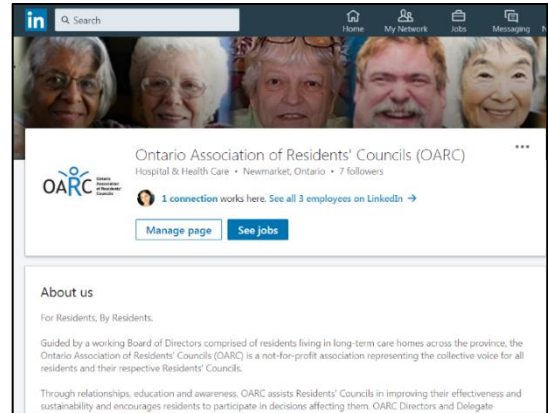
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## NEW: LinkedIn Company Page

The Ontario Association of Residents' Councils recently launched its own LinkedIn company page to keep you updated on all the exciting things happening within the organization, with our community partners and stakeholders, and with the Residents' Councils in long-term care homes throughout the province of Ontario!

Stay connected, and follow us today:

<https://www.linkedin.com/company/ontario-association-of-residents-councils/>



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## 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 Melissa McVie at [mmcvie@ontarc.com](mailto:mmcvie@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 Melissa McVie at 1-800-532-0201 ext 260

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## OARC's Education Team on the Move!



*Melissa & Carolynn Snow, OARC Board Director*

Melissa had the pleasure of spending a morning at **Cedarvale Lodge** in **Keswick** with new OARC Board Director, Carolynn Snow on September 26th. Cedarvale residents participated in an Education Session about the Role of Residents' Councils in Long-term care and learned more about the powers of a Council, the work of OARC, and Carolynn's involvement as Director.

Melissa would also like to thank resident leader Gail, and Council assistant Susan at **River Glen Haven**, in **Sutton**, ON for the opportunity to meet with their Residents' Council on September 26th.

Melissa McVie spent the first week of October visiting seven long-term care homes in the Greater **Sudbury** area, and would like to thank the residents and team members at the following homes for their warm welcomes, tours, and the opportunity to meet and provide education sessions with the Residents' Councils at **Villa St. Gabriel Villa**, **The Elizabeth Centre**, **Pioneer Manor**, **Finlandia Hoivakoti Nursing Home**, **St. Joseph's Villa**, **Extendicare Falconbridge** and **Extendicare York**.

## Resident Leaders Make a Difference!



*Resident Leaders at Villa St. Gabriel Villa, Sudbury*



*Resident Leaders at St. Joseph's Villa, Sudbury*



*Melissa and Denise Burke,  
OARC Board Delegate Member*

At **Pioneer Manor**, Melissa caught up with new OARC Board Member, Denise Burke, who serves as Vice-President on her home's Residents' Council. Over 50 residents attended an open education session, including several residents who had never attended Council meetings in the home previously. The presentation sparked some great discussion about quality areas in the home and the significant role that residents play in sharing their lived experiences with the home's leadership team and partnering for quality improvements. We look forward to having strong representation of the resident experience in the North!

Melissa recently returned from a two-day home support visit to **St. Catharines**, where she met new OARC Board Member, Frank Tod, a resident of **Niagara Ina Grafton Gage Home**. Frank is an active member of the Leadership team of the Residents' Council, and a strong advocate for care and quality.

There were captive resident audiences that attended OARC Education sessions at both Frank's home, and at **Linhaven Home for the Aged**. On behalf of the OARC team, thank you to both Councils for your ongoing commitment to strengthening and growing the Residents' Councils at your homes! We are so appreciative to be part of your journey!



*Melissa and Frank Tod, OARC  
Board Delegate Member*

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## Butterfly Model Launch at Henley House



On October 18th, Melissa represented OARC at the Butterfly Model launch event hosted by the Henley House (Primacare) in St. Catharines, ON. This lively event signified the start of a one-year journey and cultural transformation of Henley House which will involve a guided process of leadership consultancy, team member education and coaching, and changes in the physical environment in one of the home's resident neighbourhoods. Guest speaker, Dr. David Sheard, Founder of Dementia Care Matters ([www.dementiacarematters.com](http://www.dementiacarematters.com)) and the Butterfly Household Model of Care stressed the value of cultivating emotionally-intelligent, person-centred teams and the need to shift from communities of "thinking beings" to "feeling beings" in order to make this kind of culture change possible in the care sector. Primacare is the second organization in Ontario to adopt the Butterfly Model of Care.

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## Residents' Councils Highlighted at AdvantAge Ontario Administrator Leadership Program



*Devora Greenspon, OARC Board Director and Secretary/Treasurer*

On October 16th, Devora Greenspon, OARC Board Director and Secretary/Treasurer and Josie-Lee Gibson, Education and Community Engagement Manager presented to the AdvantAge Ontario Administrator Leadership Program on the role the Administrator plays in supporting Residents' Councils in Ontario long-term care homes. Devora challenged aspiring administrators with the responsibility to set the tone, modeling the behaviour and language they wish to see in their home, to value the importance of a healthy residents council and to understand the power and scope of the Council. OARC wishes continued success to all participants of the Leadership Program .

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## OARC Showcases *Through Our Eyes* Program at the Health Quality Transformation Day



*OARC Education Team: Melissa McVie and Josie-Lee Gibson*

On October 17<sup>th</sup>, the OARC Education team was pleased to be among many partners and organizations at the Health Quality Transformation conference at the Metro Toronto Convention Centre showcasing quality programs. OARC highlighted our latest program 'Through Our Eyes': Bringing the Residents' Bill of Rights Alive'. It was a great day of sharing ideas and networking with likeminded individuals passionate about quality care.

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## OLTCA's Better Seniors Care Campaign

To support and encourage government investments in several priority areas, including more staffing, rebuilding older homes and streamlining processes so that staff can focus on direct care, the Ontario Long Term Care Association has relaunched its annual Better Seniors' Care campaign.

OLTCA is encouraging those of you who live, work and support long-term care homes to help make change happen by telling your local MPP that these issues matter to you. Send a letter to your Member of Provincial Parliament (MPP) supporting better care for seniors. It only takes a few moments. Visit [www.BetterSeniorsCare.ca](http://www.BetterSeniorsCare.ca) to submit your letter today.

OLTCA will provide a cash award to the Residents' Council of the long-term care home that submits the most letters to their MPP by the time the Ontario Budget is announced (Spring 2019). For more information visit [www.BetterSeniorsCare.ca](http://www.BetterSeniorsCare.ca) or contact Kim Lucchetta, Manager, Public Affairs and Digital Communications, 647.256.3494 [KLucchetta@oltca.com](mailto:KLucchetta@oltca.com)

## **The OARC Office has moved to Newmarket**

OARC moved on September 12<sup>th</sup>, 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.

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## **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
- CLRI Provincial 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.



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

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