

OARC In Action

For Residents By Residents



October 2019

LIVE WEBINAR November 13, 2019 – 2:30 to 3:30pm EST | Preventing Fractures in Long-Term Care Homes

Speaker: Caitlin McArthur, MScPT PhD | Postdoctoral Fellow



Fractures, or broken bones, can decrease residents' mobility and quality of life. The Fracture Risk Scale can help decide if a resident is at high risk for a fracture in the next year. By knowing if you are at a high risk, you can put strategies into place to help prevent a fracture from happening. This webinar will describe what the Fracture Risk Scale is, how to use it to decide if you are at high risk or not, and what strategies can be put into place to prevent fractures.

Register here: <https://attendee.gototraining.com/r/3236691054088973826>

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

Fall/Winter Seasons Magazine Now Available



Sent to all Ontario long-term care homes, this edition of Seasons features information about the Patient Ombudsman, peer support and a special spotlight on Jarlette Health Services and their experiences with their organization-wide implementation of OARC's Through Our Eyes Residents' Bill of Rights education. Seasons is also available electronically here:

http://www.ontarc.com/assets_publications/Seasons/SeasonsFallWinter2019.pdf

CORRECTION: Please note that the article on Page 15 of our Fall/Winter 2019 Seasons magazine, entitled *Prom Traditions at Caressant Care Lindsay* was shared by Caressant Care McLaughlin Road (Lindsay), not Caressant Care Lindsay.

OARC's Education Team on the Move!



The fall season has been a busy time of travel, learning and sharing for the OARC Education team!

OARC's Home Support Facilitator Melissa McVie connected with Residents' Council groups at two LTC homes in Toronto on September 26th.

At Extendicare Bayview, Melissa focussed education efforts on highlighting the role of resident leaders in the home and worked alongside the Council leadership team to formalize their governance structure and update Bylaws.

Melissa was later welcomed as a guest at the Residents' Council meeting at Carefree Lodge (City of Toronto), where she observed Council President, Elizabeth in action, opening and closing a very full and quality-driven meeting with the click of a wooden gavel (pictured above).

Through Our Eyes: Bringing the Residents' Bill of Rights Alive Webinar

If you missed the October 9th OARC live webinar "OARC's Practical Tips to Start and Move Forward with the Through Our Eyes Program" live webinar you can access the recording. Click the link below and answer the registration questions to have immediate access to the session. <https://attendee.gototraining.com/r/7305940708331977218>

This webinar explored the practical applications of the program through home examples and story telling. Led by our education team, home teams shared their experiences, tips and hints to teach about residents' rights and learn about residents' lived experience. The [Through Our Eyes Tip/Fact Sheet](#) was released during this webinar and supports homes to get started on their journey with the program. Learn more about the Through Our Eyes program here <http://www.ontarc.com/education-support/through-our-eyes.html> or contact OARC at 1-800-532-0201.

Are You a New Residents' Council Leader or Assistant Looking Support?

Delivered via webinar, OARC's "[Residents' Council Foundational Learning Modules](#)" are designed to, refresh current and, support new Residents' Council Leaders and Assistants. These 20-minute modules provide the essential, foundational information for Residents' Council to feel equipped with the knowledge to run positive, effective and efficient Councils.

The 6 modules are easy to access through GoToTraining and are free of charge. Certificates of completion are available for registrants that complete all 6 modules, please contact OARC at jangston@ontarc.com to request your certificate of completion.

Click on the links below to access the modules:

- Module 1: [Overview of Legislation in Residents' Council](#)
- Module 2: [Powers of Residents' Councils and Scope of Influence](#)
- Module 3: [The Three Pillars of Residents' Councils](#)
- Module 4: [Residents' Council Meetings](#)
- Module 5: [The Voice of Residents' Council](#)
- Module 6: [Development of Bylaws](#)

Celebrating Residents' Councils – Northern Ontario

OARC focused on Northern Ontario this month sending Melissa McVie to visit with Residents' Councils in Geraldton, Terrace Bay, Nipigon and six long-term care homes in Thunder Bay. Throughout the trip, Melissa met with passionate resident leaders and Council Assistants, and observed Councils big and small accomplishing amazing things together through supportive partnerships and tireless dedication!



Resident leaders Myrna and Fuzzy pose with Residents' Council Assistant Caitlin at Bethammi Nursing Home



Resident leaders from Pioneer Ridge posing with OARC's Melissa and Council Assistant Judy



Council Assistant Lori with resident leader Jo at Wilkes Terrace



Resident leader Janet with Council Assistant Suzanne at Southbridge Pinewood

Melissa would like to thank the residents, team members and management teams at the following homes for their warm welcomes and meaningful visits: [Bethammi Nursing Home](#); [Hogarth Riverview Manor](#); [John Owens Evans Residence](#); [Nipigon District Memorial Hospital](#); [Pioneer Ridge](#); [Southbridge Lakehead](#); [Southbridge Pinewood](#); [Southbridge Roseview](#); [Wilkes Terrace](#).

October Board Meeting: Minister Fullerton and Health Human Resource Panel Discussion

OARC's October 24th Board meeting was opened to some very special guests! The Honourable Merrilee Fullerton, Minister of Long-Term Care and representatives from long-term care Associations and organizations joined us for a day of sharing and learning. Minister Fullerton shared her vision of long-term care. "Long-term care must be about continuing to live", said Minister Fullerton. Addressing our Board, the Minister noted that, "It is a whole different thing to walk in someone else's shoes (a resident), we can try, we can't fully know what that is like, we can try, and that's why it is so important to have groups like yours." Minister Fullerton shared her views regarding the Public Inquiry recommendations, including efforts made by our Ministry to move many forward within the coming few months. She expressed her desire to work with sector partners in taking action and building meaningful relationships that will create a climate for change. She answered pointed questions about the PSW shortage, acknowledging that it would be foolish to build 15,000 new beds without a plan to recruit and support the team members needed for those additional resources.



The Hon. Merrilee Fullerton with the OARC Board of Directors and Team Members



Virginia Parraga, OARC Board Director with Minister Fullerton

Panelists: (L to R) OARC: Dee Lender, Executive Director; The Ontario Centres for Learning, Research and Innovation in Long-Term Care: Audra Thompson-Haile, Tammy Cumming, Manager; Ontario Long Term Care Association: Nancy Cooper, Director, Quality and Performance; Family Councils Ontario: Tiffany Fearon, Client Services Co-ordinator, **AdvantAge Ontario**: Lisa Levin, CEO; Christal Huang, Policy Analyst



Susan Marcelo Uy



Nancy C., Tammy C., Lisa L.



Heather Graham, Group Facilitator

Our discussion panel focused on human health resources in long-term care and was started with a compassionate plea for more staffing support from an RPN, and former PSW, Susan Marcelo Uy who reminded us of the stress, the lack of time and resources is having on long-term care residents and team members. "We need more time..." Ms. Marcelo Uy said. Susan noted that team members are generally very well intentioned, want to do excellent work, and want to be person centred, however the way the schedules and work loads exist currently, team members (especially PSWs) are set up for failure. Relationship building takes time. It involves spending a few minutes with each resident, focusing on what makes each person unique and building team members' capacity to be equipped and trained to help residents work through anxieties, unknown processes, loneliness and isolation, especially those who are living with cognitive changes and therefore responsive behaviours.

OARC and the panel worked together to share their organization's research, advocacy and lived experience regarding the human resource crisis, a situation that is affecting health care organizations globally. Working with the group, Heather Graham from Heather Graham Consulting, facilitated an exercise to identify areas where our organizations can potentially work together to maximize our efforts to contribute to educating, recruiting and retaining front line staff. The results of our work together will be brought forward to the next meeting of the

group in November. We look forward to continued collaborative discussion, aligning our common goals and leveraging our respective resources to make a difference in solving some of the systemic issues the long-term care sector faces, including the PSW shortage. Thank you to our guests who arrived with energy, thoughtfulness and a willingness to engage in difficult conversations with a view to improving the experience for those who live AND work in long-term care.

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 or 1-800-532-0201 x 260



Mark your Calendar for Upcoming Webinars

- 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.*

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 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.



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