

OARC Welcomes Josie-Lee Gibson



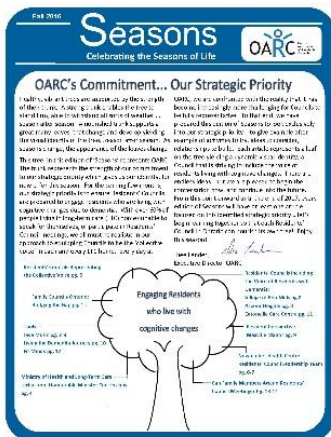
Josie-Lee Gibson, Education and Community Support Manager

We are thrilled to welcome Josie-Lee Gibson to OARC's team! As OARC's Education and Community Support Manager, Josie-Lee will oversee the planning, implementation and evaluation of the community information and education directives, programs and services at OARC.

Josie-Lee is eager to work with Residents' Councils and said, "I am absolutely honoured and thrilled to be joining the OARC team in the role of Education and Community Support Manager. I'm eager to be a part of the continuous education, growth and improvement of the organization and Long-Term Care community."

Josie-Lee's background offers a unique combination of skills and strengths in program development and delivery. At her most recent position, Josie-Lee worked in a retirement home coordinating resident care. In this capacity, she became intimately involved with resident care, programs, staff education and the health care community in general. Josie-Lee has worked with residents, clinicians, researchers and educators to deliver care and services to older adults. She obtained her Honours B.A. in Health Aging and Society with a Major in Gerontology at McMaster University. Additionally, Josie-Lee earned a business studies certificate and was the recipient of the Dean's Honour List Award three years in a row.

Special Edition of OARC's Seasons Newsletter



Every day at OARC, we are confronted with the reality that it has become increasingly more challenging for Councils to be fully representative. As part of our strategic plan, the upcoming edition of *Seasons* newsletter provides support for Residents' Councils to engage residents who live with cognitive changes. We dedicate this edition to those residents who may have trouble expressing themselves due to cognitive changes. 2017 *Seasons* newsletters will contain at least one article focusing on this identified strategic priority. **Do you have questions or an idea for an article in *Seasons*? Contact us at 1-800-532-0201 or info@ontarc.com**

Change Foundation Releases Residents' Councils Report



The Change Foundation has released a new report *Enhancing Care, Enhancing Life* which explores Residents' Councils and Family Councils in Ontario's long-term care (LTC) homes. This report was created in partnership with Family Councils Ontario (FCO), the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS), the Ontario Association of Residents' Councils (OARC), and the Ontario Long-Term Care Association (OLTCA).

Enhancing Care, Enhancing Life is based on three surveys circulated across Ontario during the summer and fall of 2015 and received responses from over 2,500 residents, family members, council staff and administrators. The Summary report summarizes and compares results from across the three surveys that were conducted. The three accompanying sub-reports are separated by survey participant; Residents, Families and Staff Assistants/Administrators. These four reports shed light on the key roles, communication and engagement strategies, involvement, impacts and best practices of long-term care councils and those who so diligently and passionately serve on them.

Four key findings detailed in the reports:

- Councils are seen as performing three main roles
- People, who take part, see the councils as more effective than those who don't
- Administrators believe the councils are important; so do the staff who work with the councils
- The councils' impact on relationships varies

For more information, or to download *Enhancing Care, Enhancing Life*, please visit <http://www.changefoundation.ca/enhancing-care-long-term-care-report/>

Phase 2 of this project will consist of in-depth case studies; will explore deeper, more complex issues; and, will be released in 2017. Questions and more information can be directed to the Change Foundation - Stephanie Hylmar, Research Assistant at 416-205-1451 | shylmar@changefoundation.com

OARC's Recent Interview with CTV

On Wednesday October 26th, CTV aired an interview with Dee Lender, Executive Director of OARC in relation to the alleged murder of 8 residents in LTC homes by a registered nurse. Dee used this opportunity to focus on the value of investing in the Residents' Councils. Councils provide excellent venues for peer to peer support, resident to resident. The conversations within meetings can spur on questions and concerns that are in turn directed to Administrators who are legislatively obliged to respond, in writing, to the Residents' Council within 10 calendar days. The goal of raising questions and bringing them through the Residents' Council meeting minutes is to alert the Administrator quickly of the concerns that residents have, and work together towards resolution.

During the CTV interview, Dee was asked what type of complaints OARC receives from residents. She spoke of the fact that despite the best efforts of thousands of skilled, caring and dedicated care partners (staff), residents are still dealing with a high level of loneliness, isolation and boredom. Residents' Councils provide opportunities for residents to reignite their sense of personhood, value and purpose. Coming together in support of one another and providing input to the collective voice can significantly instil hope in residents who are feeling lonely, isolated and bored. Councils also provide a way for accountability between residents and the Administrator in resolving any identified concerns. Dee also explained that the education OARC is asked to provide centres around clarity of legislation, scope of influence the Residents' Council has within the LTC home, powers of the Residents' Council, the role of the Assistant to Council, and education on the Residents' Bill of Rights.

When asked, what strategies could be in place to oversee nurses and other staff members in LTC homes, Dee reiterated that OARC staff members are not inspectors. OARC is an association that supports the Residents' Councils' ability to observe, talk freely about, and report any issues or complaints to the Administrator. The Council can expect a written response within 10 days, and be assured that the goal is to achieve resolution. The relationship between the Council and the Administrator is to be one of support and ongoing dialogue. In addition to legislation and regulation Residents' Councils are a key resource in discussing what steps, processes and policies are in place so that residents can feel assured of their safety and wellbeing.

To view the interview, follow the link to CTV's Facebook page

<https://www.facebook.com/CTVNewsChannel/videos/1220717647989564/>

OARC Board News

With the recent addition of 2 new Board members, a Delegate Board Member and a new staff member, the OARC Board and staff enjoyed a full day spent reviewing OARC's core values,



Devora Greenspon, Secretary Treasurer

Dorothy Asselstine, Vice-President

governance and strategic plan on October 27th.

OARC's recent organizational restructure and revised bylaws have provided a solid base to continue addressing Residents' Councils needs across Ontario. Plans are underway to refresh OARC's strategic plan in spring of 2017. The Board looks forward to welcoming the Ministry of Health and Long-Term Care representatives at their next meeting in December.

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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