

November 2017

OARC Releases Module 4 of 6 – “Residents’ Council Meetings”

JOIN OUR
WEBINARS



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

OARC is developing 6 web-based education modules as part of a series of principal Residents’ Council education for Council leaders and supporters. The latest in the series, Module 4 – Residents’ Council Meetings, was released on November 21st and provides information about Residents’ Council meetings from the legislative, resident and administrative perspectives. Modules 1 to 4 are available free of charge on OARC’s website

<http://www.ontarc.com/education-events.html> Modules 5 and 6 will be released in January and March respectively.

Wednesday, December 13, 2017

NEW - OARC Introduces Residents’ Council Bylaw Template Join OARC as we introduce the latest tool designed to support the formation and operations of Residents’ Councils.

Time: 2:30 PM - 3:30

Register here:

<https://attendee.gototraining.com/r/4525590246089466113>

OARC’s Through Our Eyes: Bringing the Residents’ Bill of Rights Alive



“OARC’s Through Our Eyes: Bringing the Residents’ Bill of Rights Alive” program is designed to teach the long-term care community about the Residents’ Bill of Rights. The education is developed and presented by teams of staff members and residents. A copy of the program can be ordered using the [order form](#) or by contacting OARC at info@ontarc.com or 1-800-532-0201. The program’s cost is \$35 for members and \$45 for non-members (plus \$5 shipping). For more information visit our “Through Our Eyes” [webpage](#) or [click here](#) to view the “Through Our Eyes” program video.

November Board Meeting Highlights



OARC's November Board Meeting



Wishing Mary Nestor a Happy Retirement
Sharron Cooke, Mary Nestor, Dee Lender

OARC's Board members are dedicated residents who reside in long-term care homes across Ontario. Technology has made in-person meetings possible for those Board members who are unable to travel. The November Board meeting hosted an in-person group in Newmarket, a satellite group in Ottawa and a guest from Toronto. This meeting included resident education and the Ontario Dementia Strategy, presentations from the Ministry of Health and Long-Term Care about the Long-Term Care Inspection Branch organizational renewal and RQI updates.

Special well wishes and gratitude were expressed to OARC's MOHLTC liaison, Mary Nestor, Senior Manager, Compliance & Enforcement, as Mary retires from the MOHLTC. Ms. Nestor will be missed by OARC Board and staff.

Osteoporosis Education for Residents' Councils and their Supporters



OARC is excited to be working with the Ontario Osteoporosis Strategy for Long-Term Care (OOSLTC) to strengthen and advance residents' awareness and knowledge of osteoporosis and fracture prevention practices within Long-Term Care Homes. Through the creation of a resident conversation tool, together we aim to guide residents in having meaningful and informed discussions with peers, management and physicians

about keeping bones as healthy as possible and help preventing fractures. Watch for more updates on this project in the coming months.

OARC Board Members Featured on CBC's White Coat Black Arts with Dr. Brian Goldman



Devora Greenspon & Dr. Brian Goldman

Airing on CBC Radio in the next few weeks, OARC's Board members Sharron Cooke, Devora Greenspon and David Kent were interviewed for an episode of White Coat, Black Art. In this episode, residents share stories about life in a long-term care homes, and tell us what works and what needs to change. For more information visit CBC's website

<http://www.cbc.ca/radio/whitecoat>

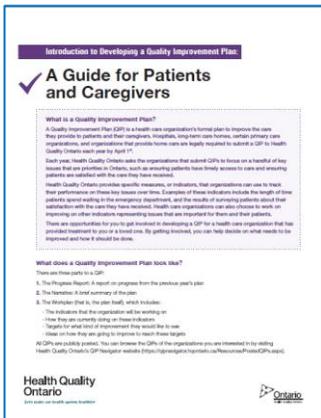
OARC Applies to Standing Hearing for The Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System

OARC has applied to attend the LTCH Public Inquiry Standing Hearings being held on December 12th and 13th.

The Long-Term Care Homes Public Inquiry was called by Ontario's Premier following Elizabeth Wettlaufer's conviction that included eight counts of first degree murder, four counts of attempted murder and two counts of aggravated assault; offences she committed while working as a registered nurse in Long-Term Care Homes.

"The Inquiry's mandate is to inquire into the events which led to the offences committed by Elizabeth Wettlaufer. Additionally, the Inquiry is directed to inquire into the circumstances and contributing factors allowing these events to occur, including the effect, if any, of relevant policies, procedures, practices and accountability and oversight mechanisms. The Inquiry is also directed to inquire into other relevant matters that the Commissioner considers necessary to avoid similar tragedies." (The Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System website). For more information about the Inquiry visit <http://longtermcareinquiry.ca/en/>

Residents' Councils & Quality Improvement Plans – Health Quality Ontario



HQO's website offers a [Patients and Caregivers Guide](#), which is a short decision-making tool to know when, why and how you can get involved in Quality Improvement projects.

As well, the HQO website has a link to tools and resources for patients, families and caregivers that have been gathered in consultation with patients and family members. They offer a variety of ways you can play an active role engaging effectively with health providers and organizations – including understanding the power of patient engagement, learning how to become an advisor, and ways to effectively share your story. Some examples include Engaging Patients in Patient Safety – A Canadian Guide and Creating and Sustaining Patient and Family Advisory Councils – Choosing Meaningful Projects.

<http://www.hqontario.ca/Engaging-Patients/Patient-Engagement-Tools-and-Resources/Resources-for-Patients-Families-and-Caregivers>.

You also have the capability to browse the Quality Improvement Plans of the organizations you are interested in by visiting [Health Quality Ontario's QIP Navigator "Download QIP" website](#). <https://qipnavigator.hqontario.ca/>

Another excellent resource on the HQO website is the Quality Compass, a repository of evidence-informed information and change ideas directly related to the priority indicators found in Ontario's Quality Improvement Plans. <http://qualitycompass.hqontario.ca/>

Long-Term Care Inspections Branch Organizational Renewal



The Ministry of Health and Long-Term Care's Long-Term Care Inspection Branch has re-organized the Inspection Program model. Some of the key activities that have been undertaken are adding management roles to enhance leadership; adding centralized program support functions for consistency; and, creating two additional Service Area Offices (Oshawa and Waterloo area). Realignment of the new Service Area Offices will mean realignment of geographical area. To read more about the reorganization [click here](#).

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
- Partnerships for Health Systems Improvement (PHSI) Advisory Boards for the Strengthening a Palliative Approach in Long-term Care
- Bruyère CLRI 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.



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

www.ontarc.com | info@ontarc.com

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