

December 2017

## Seasons Greetings from OARC



Dear Residents' Council Leaders, Supporters and Friends of OARC,

As I gather my thoughts in preparation of writing this Seasonal Greeting to you, I look out of my window to see a blanket of newly fallen snow. Earlier today, the ground was bare, and now, hours later, there is evidence of a sweeping change to our landscape.

What was perceived one way is now changed, covered with an uncountable number of uniquely beautiful snowflakes. I instantly felt inspired to draw a parallel between that which I saw, and that which I am privileged to be a part of through OARC. What was once a certain way of being, is being changed through a sweeping movement that embraces the individuality of each and every person. Let me explain...

The change we are experiencing is a change in the culture of LTC; a sweeping, cleansing movement that embraces person-centred care. The uniqueness of each and every person living in LTC homes is akin to each uniquely formed snowflake.

For far too long, people living lives in LTC homes have been met with feelings of despair, loss of identity and purpose, boredom, isolation and have been passive recipients of care delivered to them. The picture of living life in LTC is changing to a full recognition of the wholeness of each person, even those living with severe cognitive or physical changes.

Teamwork is flourishing, empathy is growing, a social model of living is sweeping over our LTC homes, replacing the institutional model of care that has existed for decades. Great work is being done across our province! I have witnessed this transformative reality through the lives of so many people I've met and worked with this past year including our esteemed Directors of OARC, and the many residents and team members who come together to support the work of Residents' Councils.

OARC has been the impetus for this change in many cases through educational workshops and programs that always highlight the personhood of residents living in LTC, and recognize the importance of teamwork and authentic relationships. I strongly believe in the power of language to lead changes in behaviour. OARC has been a strong voice in many advisory/working committees that have looked at language changes in our LTC sector policies, legislation and guidelines.

I could list many accomplishments that have been yielded through the efforts of the OARC team this past year, but I honestly feel that the single most pervasive work that has been done is in elevating our strategic priority of equipping Residents' Councils with what they need to best represent people with cognitive changes. This challenge is dynamic and complex, and we're fully engaged in this.

We are your partners and we will not rest on our laurels. For it is when Residents' Councils can truly represent the collective voice of all people living in their respective homes, that the strength, purpose and identity of each person is validated. Just as each snowflake is worthy of celebration and awe, so is each and every person living in LTC.

I am humbled and honoured to be the Executive Director for OARC, your Association committed to strengthening Residents' Councils ability to be effective, dynamic and sustainable. What a beautiful landscape we are creating...together.

I wish you and yours a peaceful, joyous and enriched holiday season, a Merry Christmas, and a very Happy New Year!

Warmest greetings,



Dee Lender, Executive Director

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## Tis the Season – Kipling Acres Celebrates with Horse and Carriage Ride



Kipling Acres Horse and Carriage Celebration, Toronto, Ontario



To ring in the holiday season, Kipling Acres held a festive horse and carriage ride for residents and families who enjoyed singing carols and waving to surprised neighbours. Refreshments including hot chocolate, warm apple cider and holiday cookies were served and as a souvenir, all participants were able to be photographed with the horses.

"I witnessed the most magical moment watching all the residents and clients being so excited singing Christmas carols while riding in the horse-drawn carriage, it brought tears to my eyes. I can't express how much I appreciate the team doing such a fantastic job organizing this day," says Franca Iannetta, family member. "City of Toronto, Long-Term Care Homes & Services are leaders in excellence and ground-breaking services for healthy aging providing the highest quality of care and service through innovation, teamwork and customer satisfaction," said Gina Filice, Assistant Administrator

"It was so much fun! All the residents that participated had a wonderful time! Thank you to Kipling Acres staff for planning this event for the residents," adds Jay Poot, President of Kipling Acres Residents' Council.

Kipling Acres' Residents' Council is a member of OARC and is a 337-bed long-term care home that is part of a newly redeveloped, larger campus in the Central West LHIN that includes 17 convalescent care beds, 2 respite beds, Adult Day Program, Kipling Early Learning and Child Care Centre and West Acres Seniors' Centre. Kipling Acres has been a part of the north Etobicoke community for over 50 years.



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## There is Still Time to Register

### **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.

**Date:** Wednesday, December 13, 2017

**Time:** 2:30 PM - 3:30 PM

**Register here:**

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

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## Celebrating Long-Term Care Homes – Share your Stories

**Celebrating Long-Term Care Homes!** is the theme for the Spring edition of our *Seasons* newsletter. Do you have a story about your home that you would like to share and celebrate with other residents? Submit your stories for the chance to be featured in our next edition of *Seasons*. We'd love to hear from you!

**To share your story** email Julie Garvey at [jgarvey@ontarc.com](mailto:jgarvey@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 Julie Garvey at 1-800-532-0201**

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## Health Quality Ontario Releases Three Quality Standards for Residents and Clinicians

Health Quality Ontario's (HQO) newest resources include 3 quality standards for residents and clinicians outlining what quality care looks like for people with:



- [Diabetic Foot Ulcers](#)
- [Venous Leg Ulcers](#)
- [Pressure Injuries](#)

To access this information, click on the links above, visit HQO's website or contact HQO at [qualitystandards@hqontario.ca](mailto:qualitystandards@hqontario.ca) or 416 323-6868. Learn more about quality standards: <http://www.hqontario.ca/Evidence-to-Improve-Care/Quality-Standards>

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## OARC at Presents Award at OLTCA's This is LTC Dinner and Gala



November 28<sup>th</sup> was a wonderful evening of celebrations and festivities honouring those who work and live in long-term care homes across Ontario. OARC was honoured to participate in the award selection for the “Resident-Centered Home of the Year”. Congratulations to The Village of University Gates in Waterloo. Thank you OLTCA for a memorable evening! [Click here](#) to learn more about OLTCA's award winners or contact OLTCA at 647-256-3490.

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

OARC will attend the LTCH Public Inquiry Standing Hearings being held on December 12<sup>th</sup> and 13<sup>th</sup>. Our Board was compelled to ensure OARC had a presence during the proceedings to ensure residents' voices are heard when LTCH officials and stakeholders gather to help avoid similar tragedies in the future.

“It is essential that OARC is involved in the Inquiry and that residents' voices are heard. We [residents] are determined to make meaningful contributions to any process and policy change that will come from this Inquiry”, Sharron Cooke, President, OARC.

OARC will be represented at the Standing Hearing by the Advocacy Centre for the Elderly (ACE). Together OARC and ACE will combine legal expertise and residents' lived experience to ensure residents' voices are heard.

For more information about the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System visit their website at <http://longtermcareinquiry.ca/en/> You may contact the Inquiry office at 1-844-280-9970 or 416-314-1763 or [info@longtermcareinquiry.ca](mailto:info@longtermcareinquiry.ca)

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## 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

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## Leading and Supporting Residents' Councils in Ontario Long-Term Care Homes

OARC is developing 6 web-based education modules as part of a series of principal Residents' Council education for Council leaders and supporters. 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. [Please note that the presentation slides are now available to download in the GoToTraining Modules.](#)

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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