



## Holiday Season Reminds Us of Growth and Transition

With joy we extend our warmest wishes to you for a wonderful holiday season.

Wherever your celebrations take you, we can be unified in seeing the Christmas tree as an iconic symbol of growth and transition. Growth - from a tiny seedling to a strong, dynamic, intricate tree. It transitions and moves into a beautiful, majestic, glistening symbol of hope, beauty, wonder and solidarity. How is that done? Ornament by ornament, light by light, tinsel by tinsel. Once decorated, we marvel at the result, knowing that the work, the time, the energy and the VISION was worth it - and so, it goes within our long-term care homes...

Each person committed to making a change; challenging the status quo; having resident-centred conversations; moving away from task driven work to relationship driven work; lifting up Residents' Rights and educating teams about Residents' Councils.

EVERYONE has a unique part to play in influencing one of the most dynamic and beautiful movements in our social history. Moving from an institutional model of care to a social model of living invites us all to re-envision life and work in long-term care homes. OARC seeks to be one of the pieces (or ornaments) that creates our collective vision of the best possible reality for long-term care.

OARC works and partners with many other organizations, government, people, and Councils through education, awareness of how the Residents' Bill of Rights and Residents' Councils' influence everyday life in long-term care homes. Through the work we do together, Residents' Councils thrive, influence change, and people remain connected to their community.

Our work leads us into this new year together with you, our partners, to envision the greatest year yet! THANK YOU for all you do and being the ornament that glistens on our long-term care tree of transition. Happy holidays everyone.

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## Did you miss our December webinar, or would you like to view it again?

The December 12<sup>th</sup> webinar, "**Residents' Councils Contributing to Wellness: Exploring Late Life Depression, Self-care & Encouraging Supports for the Resident**" was well attended and provides information about late life depression; signs and symptoms, differences between grief and depression, diagnosis, and treatments. 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 was explored. To sign up and listen to the recorded webinar click here

<https://attendee.gototraining.com/r/4288029773058316546>

Our December webinar was presented by Jennifer Blaik, Psychogeriatric Resource Consultant, Community Programs and Partnerships, Community and Health Services, The Regional Municipality of York. Jennifer wrote an article in the most recent edition of OARC's Seasons magazine, "Supporting Wellness". The article/magazine can be accessed here: [http://www.ontarc.com/assets\\_publications/Seasons/SeasonsWinter2018.pdf](http://www.ontarc.com/assets_publications/Seasons/SeasonsWinter2018.pdf)

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## February 13, 2019 | 2:30 to 3:30 pm – Live Webinar: Residents' Councils and Family Councils: Key Distinctions and Opportunities for Collaboration

*Guest Speakers: Samantha Peck, Family Councils Ontario, Director of Communication and Education and Melissa McVie, OARC's Education and Home Support Facilitator*



Residents' Councils and Family Councils each play significant roles in long-term care homes across Ontario. These self-governing groups share common goals and guiding legislation, but it is important to understand the differences between them. Join us and learn how to harness the powers of Residents' Councils and Family Councils. Participants will gain an understanding of each Council – their importance, roles, responsibilities, functions and strengths. Using scenarios and case studies, Samantha and Melissa will offer ideas for optimal times to collaborate and how to get the most out of Residents' Council and Family Council collaboration.

Register here: <https://attendee.gototraining.com/r/6117837023091269122>

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## Mark your Calendar for Upcoming Webinars

JOIN OUR  
WEBINARS



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

**January 9, 2019 | 2:30 to 3:30 pm** - Medical Cannabis: Exploring Alternative Healthcare Solutions in LTC Helping to Reduce Polypharmacy and Increase Quality of Life – [Register Here](#)  
*Please note that our presenter has changed to Dr. Jonas Vanderzwan, Medical Director and Chair of the Clinical Advisory Board for WeedMD*

**February 13, 2019 | 2:30 to 3:30 pm** - Residents' Councils and Family Councils: Key Distinctions and Opportunities for Collaboration – [Register Here](#)

### SAVE THE DATES for 2019 Live Webinars

- March 13, 2019 - 2:30 to 3:30
- April 10, 2019 - 2:30 to 3:30
- May 8, 2019 – 2:30 to 3:30
- June 12, 2019 – 2:30 to 3:30
- July 10, 2019 – 2:30 to 3:30
- August 14, 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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## Remembering Wendy Thorburn – OARC Board Director



With sadness we wish to inform you of the passing of Wendy Thorburn, OARC Board Director. She died peacefully on December 3<sup>rd</sup>. We last saw Wendy at our November 20<sup>th</sup> Board Meeting, where she attended from Ottawa.

Wendy contributed to the governance of OARC. Her love for culture, societal change, education, ‘fun’ and advocacy informed many of our conversations around quality of living in LTC. Most recently, Wendy wholeheartedly embraced our Board Member recruitment campaign, personally calling over 10 LTC homes in the Kingston area. She spoke with Residents’ Council leaders and team members and arranged for 4 separate interviews with residents interested in joining the OARC Board. Through her efforts, we met Kay Garland, from Gananoque, who has become a valued OARC Board Director. Wendy also showed concern for the ‘passing of the torch’ through introducing us to other resident leaders at her home, Arbour Heights.

Wendy will be missed at OARC. THANK YOU, WENDY, for your efforts and commitment to OARC - may you rest in peace.

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## Thank You for Your Membership



Over 400 long-term care home Residents’ Councils have contributed to the voice and success of OARC through membership. Annual membership dollars help us to travel further and more frequently to reach Residents’ Councils province-wide for education and in-person support as well as supporting special projects and resident-centred initiatives. [Click here](#) to see a list our 2018-19 members!

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## Celebrating Residents’ Councils in Burlington and Maple



This month, OARC’s Education and Home Support Facilitator, Melissa McVie, travelled to Burlington and Maple, Ontario, to spend time with the Residents’ Councils at Creek Way Village, Chartwell Brant Centre, Maple Health Centre, and Sherwood Court Long-Term Care. All four homes were aglow and beautifully appointed with festive décor, and the residents were in high spirits, eager to learn new ideas to maximize their home’s Residents’ Councils. A sincere thank you for hosting education sessions in your homes, and best wishes for the year ahead from the OARC family!

*Picture Above: Melissa with 3 resident leaders from Chartwell Brant Centre Long-Term Care Residence, Dana, Reid, Joyce, with Residents’ Council Assistant, Anna*

## President of OARC Shares her Personal Story of Transition with Senior Ministry of Health Decision Makers

Local Health Integration Networks (LHINs) plan, integrate and fund local health care, improving access and patient experience. 

Ontario is divided into 14 LHIN (Local Health Integration Network) areas. Each LHIN, established by the Government of Ontario is responsible to plan, coordinate, integrate and fund health services within their area including hospitals, community health centres, long-term care homes, etc. The 14 CEOs (Chief Executive Officers) of each of the LHINs gather regularly with the ADMs (Assistant Deputy Ministers) of the Ministry of Health to learn and make health care system decisions for Ontarians. These meetings are called LHIN ELT (Local Health Integration Network Executive Leadership Team) meetings.

In 2017, “Patient Storytelling” was implemented at the Ministry of Health and Long-Term Care’s senior leadership tables

The LHIN ELT group regularly invites ‘system users’ of the health care system to attend a meeting and share their personal story. This serves to connect the decision makers with ‘real life’ experiences, removing the theoretical nature that can sometimes encapsulate a group of decision makers. In October, the LHIN ELT group reached out to Sharron Cooke, President of OARC to share with them her personal experiences around transition; transition from home to long-term care, from hospital to long-term care, and even within long-term care.



On December 4, a small team from OARC attended the LHIN ELT meeting in downtown Toronto where over 20 senior decision makers gathered for their meeting. Josie-Lee Gibson, Education and Community Engagement Manager, Sharron Cooke, President, and Dee Lender, Executive Director attended to contribute to the story telling experience the senior officials were anticipating. Sharron and Dee had prepared a conversational type of presentation whereby Dee asked Sharron specific questions about her experience in the health care system that spreads over 65 years. *Pictured: Sharron Cooke, OARC President sharing her healthcare journey with MOHLTC senior decision makers*

Sharron spoke eloquently, personally, with conviction and passion about her experiences as a caregiver, her health care crisis that ultimately led her to live for over 2 years in hospital awaiting a long-term care home. She spoke, on occasion through tears, about the emotional, physical, psychosocial and financial challenges that she experienced as she navigated her way through the health care system, including the pressures associated with moving into long-term care, losing a sense of self-worth and purpose, re-defining her identity, accepting her challenges and trying to make the most of the opportunities that lay before her in a new capacity.

“I am a person who has been a caregiver for many loved ones up to their end of life with no regrets since I was only 9 years of age.

I am disabled with many complex conditions, being quite critical at times, and in a wheelchair for life with severe pain each day

I am an advocate for all persons to have the best quality of life possible

I am not done yet... I am still here, and I am whole, I am Sharron Cooke”

Sharron spoke of the importance of Culture Change and especially of the importance of knowing each person through the use of ‘Personhood Tools’ that can be extremely useful as health care team members strive to know the details of each resident; the unique aspects of what makes each person a whole human being. She spoke of the importance of knowing the medical conditions that a resident has, but more than that, the details of what is important to that person on an emotional and psychosocial level. Knowing how a resident finds comfort, joy, contentment and excitement and how that resident defines self-purpose and identity are extremely important considerations when learning to support that individual in hospital and in long-term care if that is where their health journey leads.

The decision makers who formed the audience were visibly and audibly engaged with Sharron’s story. Notes were taken, heads nodded, and sincere comments were exchanged both in the question and answer portion of the session and in the giving of thanks at the end.

**Thank you, Sharron**, for your commitment to sharing your story with the LHIN ELT group to inform system change and improvement. This type of opportunity is rare, and you without question consistently rise to the challenge of representing over 78,000 people living in long-term care homes in Ontario through the work you do with OARC.

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



The Through Our Eyes journey continues as long-term care homes implement this unique program. OARC and our supporters are in our communities sharing the program with long-term care service providers and allied health associates.

OARC will be on the road sharing the benefits and the program and will run a webinar highlighting updates and early outcomes of the program to regional and senior managers of long-term care homes providers in February 2019. In March 2019, in Toronto, OARC and the Registered Nurses Association of Ontario (RNAO) will present at the Nursing

Leadership Network of Ontario highlighting the importance of a person-centred culture change approach to care. In May 2019 OARC will present together again at the Canadian Gerontological Nursing Association in Calgary.

The Through Our Eyes program is being shared at various venues formally and informally and we are thankful for the commitment and support our healthcare community has extended.

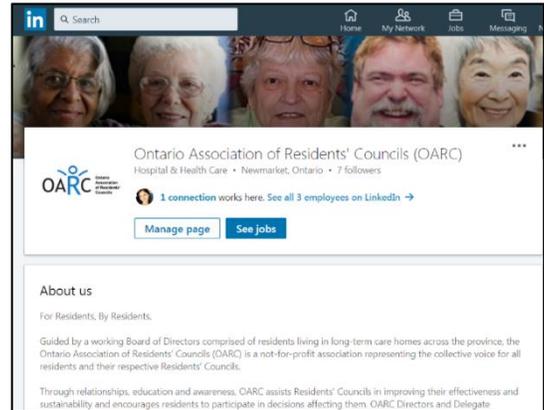
To learn more about the program or to share comments about your journey implementing the program, please contact Josie-Lee Gibson, Education and Community Engagement Manager [jgibson@ontarc.com](mailto:jgibson@ontarc.com) x 250.

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## NEW: OARC 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

### 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 resides in a long-term care home and our phone, and fax numbers have 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.

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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:
  - 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.



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