
Residents' Council Fundraising Webinar

One of the many exciting and protected powers of a Residents' Council is the freedom to generate and manage their own funds. This free OARC webinar focuses on some of the fundamental aspects of Residents' Council finances and dives into some of the creative ways that Councils have fundraised and spent/reinvested their money. Hear from resident leaders/OARC Directors, David Kent and Reid Walker, as they share their own innovative ideas and experiences in these areas that have had a positive impact on quality of life at their respective long-term care homes. To access this recorded webinar [click here](#), register and you will have immediate access to the webinar.

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>

Residents' Council Fact Sheets

Free and easy to access, these one-page fact sheets provide Residents' Council leaders and supporters with a quick way to learn and share information. Topics include finances, leadership options, Residents' Council membership and more and can be located on OARC's website/Tools <http://www.ontarc.com/education-support/tools.html>


We Need Your Help - Education and Information Survey

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. 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

Residents' Council Resource Guide Refresh – Section Four

Over the course of the last year, the OARC team has been releasing "refreshed" sections of our Resource Guide entitled, "Supporting Your Home's Residents' Council." These new sections contain updated content and language, reflective of culture change in long-term care and some new promising practices. This month, we release the final section of the Guide– Section 4: Supporting the Sustainability of your Residents' Council. You'll learn about:

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- ✓ The three pillars of an effective Residents: Council
 - ✓ How to achieve a collaborative Residents' Council
 - ✓ 20 ways to build a culture of positive mutual support
- ✓ Working successfully as a team
 - ✓ Working together to creatively resolve problems
 - ✓ Respectful ways to manage conflict

Click here to access and PRINT section 4:

http://www.ontarc.com/documents/ResourceGuide/2019RGuide_Section4.pdf

Click here to access the FULL VERSION of the Refreshed Guide:

http://www.ontarc.com/documents/ResourceGuide/2019RGuide_Complete.pdf

Call for Seasons Submissions - Submission Deadline is January 24, 2020!

The OARC Education Team invites you to share story submissions for our Spring/Summer 2020 edition of Seasons magazine. Tell us what makes your Residents' Council unique and what you're most proud of. For example:

- How are the residents in your home involved in Committees or Quality Improvement initiatives?
- How do you encourage residents to participate as part of Council based on their own unique skills/abilities/interests?
- What does your Residents' Council leadership team look like and how do you work together? Share your examples of teamwork and collaboration!
- Has your Council had success using OARC tools or resources to enhance your Council meetings? Share your experience with us!



To share your story email Melissa McVie at mmcvie@ontarc.com with the following information:

- 500-word (maximum) story summary of the event, project, program
- PICTURES – we love sharing your pictures alongside your stories
- Submission title and authors

ASK a Resident

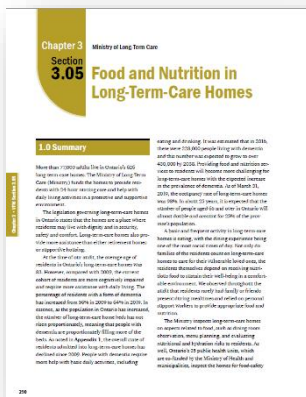


Virginia Parraga
Director, OARC Board

Inspired by Virginia Parraga's personal "Ask Virginia" column in her home's monthly newsletter, the OARC team would like to ask you to consider posing a question to our OARC Board members to ponder in a future OARC publication... so go ahead... ASK A RESIDENT. Questions can be emailed to Melissa McVie

mmcvie@ontarc.com

2019 Annual Auditor General's Report – Food and Nutrition in LTCH



On December 4, 2019, the Office of the Auditor General of Ontario tabled their 2019 annual report in the legislature. One of the topics covered was food and nutrition in long-term care. The audits were performed in over 50 long-term care homes last spring, culminating in several observations and recommendations.

The Ontario Long Term Care Association and AdvantAge Ontario provided, within the document, responses to each of the recommendations. OARC was not consulted about this chapter of the report but offers the following comments.

OARC is thankful for the critical lens placed upon the food and nutrition aspect of life in long-term care. Quality of food, preparation and presentation of food, nutritional value of dietary plans and the overall dining experience are very important to residents. Throughout our life's journey, food and the enjoyment of good food with friends and family has been at the center of socialization. When we plan a celebration, we often plan a special meal. When we envision our day, we often look forward to our meals, our meal

preparation and sharing our dining experience with important people in a pleasant environment. This does not change when we move into a long-term care home. However, the actualization of delicious, nutritious food and pleasant dining experiences often changes dramatically when people make the transition to long-term care.

The Auditor General's report highlights some key and relevant challenges in the dining experience, the food quality and the nutritional value meals and snacks provided in the overall long-term care environment. To review the complete section on food and nutrition in long-term care please refer to Volume 1, Chapter 3, Section 3.05 Food and Nutrition in Long-Term Care Homes http://www.auditor.on.ca/en/content/annualreports/arreports/en19/v1_305en19.pdf

The report points out specific shortcomings observed through the auditing process. There is language in the report that directs long-term care home team members (specifically Dietitians and PSWs) to be proactively engaged in the foresight of resident need and the making of plans to accommodate for anticipated need, before issues arise. A proactive approach to resident-centred care requires additional resources, both human and financial. Residents consistently report that their team members, across all disciplines are carrying out their daily duties short-staffed – and that is the day to day experience, not the exception. A truly resident-centred philosophy that pulls team members together in a collaborative, observational and relational manner to foresee need before it arises, requires additional resources. This is an ongoing systemic issue.

The Auditor General's report also highlights the less than ideal physical environments that residents experience their three meals a day. This finding highlights, not the unwillingness of long-term care team members to provide pleasant environments for residents, but the urgency for expediated process, less red tape, and massive influx of resources for long-term care home redevelopment; again an ongoing, longstanding systemic challenge.

The report also highlights a finding that in many cases, resident care plans are not followed, example: residents are being given food that differs from the details specified in their care plans. While following care plans, recommending and providing sound and nutritionally balanced meals and snacks is imperative, the report fails to acknowledge that resident choice trumps all medical intervention and recommendation. Care plans need to be followed and documentation must reflect resident choice, with the overarching direction that a resident's right to choose what he/she wishes to eat dominates provision. Resident choice may differ significantly from medically recommended diet planning.

OARC believes that the vast majority of long-term care homes are performing remarkably well under incredible fiscal and human resource restraints in the area of food and nutrition, and we encourage dietary teams to embrace creativity and person-centred care as they continue to provide the best possible food, nutrition and dining experience for the residents living in their long-term care home. While food continues to be a source of challenge, OARC recommends that long-term care teams and residents communicate openly and often through their Residents' Council and dietary committees to resolve challenges together. We thank the countless dietary team members across our province who work each and every day to provide nutritious, enjoyable food and dining experiences for residents.

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.



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

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*The views expressed in this publication are the views of OARC
 and do not necessarily reflect those of the Province.*