



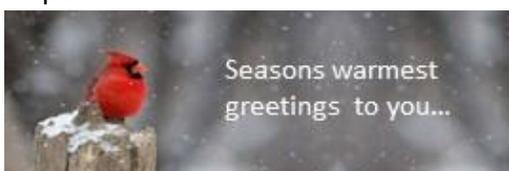
Wishing You
Peace, Calm,
Love and Hope

In whatever way you traditionally acknowledge or celebrate this time of year, we are certain that this year looks and feels different. While COVID-19 continues to dominate our thoughts, our practices, our lifestyles, our freedoms... we want to ensure that you know that the Ontario Association of Residents' Councils continues to hold you close.

Living and working in long-term care homes has never been more challenging than right now. You have lived with restrictions to visiting with friends, loved ones, family members and one another. You have been affected emotionally, physically and spiritually. Your Residents' Councils are changed, and the way you communicate with one another, families and team members is affected. And yet, as we pause to reflect on our message to you now, we hold on to a sense of hope. May this coming New Year be the year that the vulnerabilities and challenges in long-term care homes are corrected, that COVID-19 is defeated, and that you have all you need and deserve.

We wish to express our deepest thanks to your team members who have worked tirelessly in efforts to keep everyone safe. And we thank you for sharing with us, so openly, so that we can bring your voice accurately forward to government, stakeholders and community.

As we reflect on the intrinsic hope that embodies this season, we wish you peace, calm, love and yes... hope.



Sharron Cooke
President, OARC



Dee Lender
Executive Director, OARC

[Click on the picture below to hear an inspirational message from LTCH Resident and OARC Board Member Barry Hickling](#)



[New Year Message from the Honorable Merrilee Fullerton, Minister of Long-Term Care](#)



The Honorable Merrilee Fullerton, our Minister of Long-Term Care

As we look forward to a new year, I want to reiterate our government's commitment to protecting the health and well-being of all Ontarians, and particularly our most vulnerable loved ones. There is no doubt that the holidays will look different this year, but I am encouraged by the incredible resilience our long-term care sector has shown in 2020.

When the Ministry of Long-Term Care was created over a year ago, we could not have anticipated the impact COVID-19 would have on the world. I want to commend and thank our staff working at long-term care homes. They are the backbone of our sector and their continued efforts and dedication will help ensure that homes are safe and healthy as we continue our fight against the second wave of COVID-19. We have remained committed to building a modernized, resident-centred long-term care system that provides the highest quality of care, when and where you need it.

We know that in order to continue to support your needs, proper staffing in long-term care homes is essential. We know that there are challenges when it comes to recruiting frontline staff, registered practical nurses, registered nurses and personal support workers. As we work to address the sector's staffing needs, I remain grateful for the support and help of our community partners. Staffing will continue to be a main priority for our government.

I also want to acknowledge the important role your families and loved ones play in providing care and emotional support. If you plan on having someone visit you at your long-term care home, please have them contact the home in advance so they can get the latest information on the visitor policy. I would like to extend my gratitude to all our residents, staff, families, caregivers, and friends as we work to modernize long-term care, placing residents at the centre of everything we do. Wishing you a happy and safe 2021.



Contest Winner! Congratulations Helen Train!

Congratulations to Helen Train of Fairhaven Long-Term Care in Peterborough for winning the "Find the Leaf" contest in our Fall/Winter issue of Seasons magazine. We had 6 contest entries and Helen was the lucky winner of the draw! Helen has selected a Tim Horton's gift card as her prize. Congrats Helen and thank you to all that participated.

Help us Build Our Spring/Summer Edition of Seasons Magazine



SHARE YOUR STORIES WITH US

The OARC Education Team invites you to share story submissions for our bi-annual print publication, Seasons magazine. This is a great opportunity to celebrate and share the efforts and innovations of your Residents' Council and inspire other Councils across the province. Residents' Councils have been seriously impacted by the pandemic and the IPAC measures that prohibit large groups from meeting. Tell us what you and your Residents' Council have done to overcome the challenges COVID-19 has presented. How has your Residents' Council move forward? **Deadline for submissions: February 4, 2021**

Submission guidelines:

- Article submissions to be 250-300 words
- 1-2 photos to accompany your story
- Submission title and authors
- Send articles and photos to mmcvie@ontarc.com

PHOTO CONTEST: SHARE YOUR PHOTOS FOR A CHANCE TO BE FEATURED ON OUR COVER

The OARC team would like to feature **YOUR photo** on the cover of our next edition of Seasons magazine. Do you have a picture of a resident, a resident posing with a team member/volunteer, or a close-up shot of a small group of residents that would make an impactful front cover? We are looking for images that reflect the Spring/Summer season. We ask that resident and team member photographers consider sharing their photos with us! The winner of the photo contest will be featured on our next cover and receive an additional 15 copies of the magazine to share and distribute at their home. We hope to use additional photos from the contest in OARC communications throughout the year. **Deadline for submissions: January 15, 2021**

Submission guidelines:

Please be sure to include your name, your home's name, and provide a caption of what's going on in the image (For example, "residents at X LTC home enjoying a glass of lemonade or planting seedlings as part of a gardening program") with your submission. Limit of 3 photo submissions per home. For all submissions, we ask that you also ensure that all individuals captured in your images have a current/signed media release with the home. Digital formats (jpegs) of your photo submissions can be emailed to our Seasons Editorial Team at mmcvie@ontarc.com

Thursday, January 28th, 2021 – 2 to 3 pm EST

The Toronto Writers Collective: Writing Together we Change the World

The Toronto Writers Collective (TWC) is Canada's largest and fastest growing community-based creative writing program. Inspired by renowned poet and writing teacher Pat Schneider's Amherst Writers and Artists Method and its 50-year history of transformational writing, the TWC workshops celebrate creativity, expression and voice.

Research shows expressive writing promotes physical and emotional healing, reduces pain and improves the quality of life for people with chronic disease. Writing together in the TWC workshops, sharing that writing, listening and giving positive feedback amplifies those proven benefits creating significant positive change in participants. "Writing together we create resilience and an inclusive society honouring the lives of all citizens." No prior writing experience is required.

TWC's roster of more than 240 trained volunteer facilitators have provided inspiring writing workshops in partnership with over 90 public and private institutions, social service and health care agencies, and social justice organizations. In March 2020, the TWC began workshops online, forging new connections, and bridging isolation for writers across the country and beyond.

Unlike traditional creative writing groups, the TWC's workshops do not emphasize spelling, punctuation, or a final literary 'product'. Voice is celebrated by writing in community with dignity, courage and respect.

Join us on January 28th from 2-3 to learn more about TWC's online workshops, their many benefits and how they might work for you.

Participant feedback:

"I feel more powerful than before. I acquired a more powerful writing/creative voice and by strengthening that, I got a more powerful personal voice"

"I have been able to express so many feelings; I needed that because I came in repressing many feelings. Through (writing) I got to express pain, love, hurt, guilt, love, and hope"

"The workshop was a welcome reprieve from the harsh realities of life. It provided a safe environment for those sharing a common painful experience to focus on other matters. It developed and allowed self expression in a writer's creative world."

"The workshop enhanced our mental health and made everyone a better writer. It was a success! We want more."

Register here: <https://attendee.gotowebinar.com/register/4359138504793871371>

Peer-to-Peer Connection with virtual OARC Resident Forums

January 2021 dates are now open for OARC's popular Resident Forums. Virtual peer-to-peer interactions are a way for residents to access a private and confidential outlet for sharing, learning and connecting with each other. OARC Forums are:

- Facilitated by OARC Board member/resident Barry Hickling
- Held weekly and run 45-minutes in length
- Open to ALL long-term care residents
- Accessible by telephone, computer or tablet



Learn more and access registration here: <http://www.ontarc.com/covid-19/resident-forums.html>

Please share this peer connection opportunity with residents in your homes.

LONG-TERM CARE HOMES SHARE INSPIRATION AND BRIGHT IDEAS

Extendicare Medex Residents' Council Successfully Fundraises for Tablets



Beatrice Duncan and Barry Lemoine, Residents' Council Leaders, Residents' Council, Extendicare Medex, Ottawa

While COVID-19 has been challenging for all, it has been especially difficult for residents in long term care as we have experienced significant social isolation. This is particularly evident during times of outbreak where all residents must remain in their rooms for the duration of the outbreak; often in excess of 14 days.

Beatrice Duncan and Barry Lemoine, Residents' Council Leaders for Extendicare Medex's Residents' Council with the support of Family Council and their home, organized a fundraiser on behalf of the Residents' Council. Their goal – to gather donations for the purchase of tablets to help residents connect with their loved ones. The "Tablets for Seniors" initiative looks to provide every resident with their own tablet while at Extendicare Medex so that they can stay connected.

The goal was to enhance the health and wellbeing of all residents by keeping engaged, connected, and entertained. We are looking forward to participating in virtual happy hours, tea parties, bingo, book club, trivia nights, live stream karaoke, group exercise classes, and so much more! We will be able to enjoy our favourite concerts or movies, TV shows, documentaries, and play games online. We will be

able to enjoy the company of our loved ones with regular video calls and virtual holiday meals. The possibilities are endless!

UPDATE: As of December 14th Extencicare Medex surpassed their fundraising goal and have ordered the much-needed tablets. They are currently preparing for their arrival and the job of setting up the tablets for use. “We are truly humbled by your incredible generosity, especially in these difficult times.” ~ Extencicare Medex Team

Source: <https://ottawa.ctvnews.ca/connecting-seniors-in-long-term-care-homes-during-the-covid-19-pandemic-1.5196781>

Chartwell Brant Centre Long Term Care Residence Resident Council Annual Fundraiser



The Brant Centre LTC, organizes an annual Christmas Bazaar and raffle to help sponsor additional programs each year for our residents. 2020 took the world on a different path and the Brant Centre had to get creative with their fundraising this year. With the creativity of their Programs Support Service Manager and collaboration with a local winery Fielding Estates Winery, they were able to hold an online wine sale fundraiser. What a fun event this was to connect residents with their families via email to help them raise funds! Together with their families, residents and staff they were able to raise \$1,800.00 for their Resident Council. “WOW, we are so thankful and appreciative to everyone who took part and supported us in this new fundraising venture. May everyone be a little merry...cheers!”

Resident Council President, Reid Walker, holding Brant Centre’s donation from Fielding Estates Winery

Podcast – OARC Board Member Talks About Ageism

“#ElderWisdom | Stories from the Green Bench” featured Barry Hickling, OARC Board Member and Resident Leader of the Village at Aspen Lake Residents’ Council. The topic of Ageism was explored, how to recognize it and create environments where people are valued for the contributions regardless of the age. Listen here <https://elderwisdom.podbean.com/e/barryhickling/>

OARC Part of Advisory Board for Important Research for Family Caregivers

The OARC is pleased to be part of a new research grant entitled “Presence of Family: (re)Integrating Family Caregivers”. The goal is to look at what tools and processes are helpful for LTC homes as they work to offer safe access for essential caregivers during the pandemic. Often called Designated Care Partners, these visitors are chosen by the resident because they provide vital physical and psycho-social support.

The OARC will be on the project’s Advisory Board, together with family representatives, Family Councils Ontario, the Ontario Caregiver Organisation, AdvantAge Ontario, Ontario Health-HQO, Hôtel-Dieu Grace Healthcare and Bruyère Continuing Care.

Saint-Louis Residence in Ottawa, peopleCare Tavistock and Grey County’s Grey Gables will host the study. Led by Dr. James Conklin, the research team is from the Bruyère Research Institute, the University of Waterloo and Western University. The project is funded by the Canadian Institutes for Health Research, Canadian Foundation for Healthcare Improvement, Canadian Patient Safety institute, Center for Aging and Brain Health Innovation, Michael Smith Foundation for Health Research, New Brunswick Health Research Foundation and the Saskatchewan Health Research Foundation.

UPDATE: Ontario's Long-Term Care COVID-19 Commission – Second Interim Report Released

The Honourable Frank N. Marrocco, Angela Coke, and Dr. Jack Kitts, Commissioners of Ontario's Long-Term Care COVID-19 Commission, released their second Interim Recommendations on December 4, 2020. The report provides recommendations that include:

- A clear lead for the quality of care
- LTC home performance reports that include resident and family satisfaction, staff engagement and supply of personal protective equipment (PPE) and that they are publicly posted
- Reintroduction of the annual Resident Quality Inspection (to include IPAC program during the pandemic)
- Hire and train a new group of inspectors to implement the annual RQIs
- Improve enforcement by prioritizing timely responses to non-compliance with IPAC and plan of care orders

The full report can be found on the Ontario's Long-Term Care COVID-19 Commission website here http://www.ltccommission-commissionsld.ca/ir/pdf/20201203_2nd_Interim_Letter-E.pdf

OARC is currently working with the Commission to coordinate small group meetings with residents in long-term care homes. A notice and registration will be available in the coming days.

Mental Health Help

If you or someone you know needs support managing mental health issues the following resources are available to residents of Ontario. If you or someone you know is in crisis please dial 911.

Crisis Services Canada – the Canada Suicide Prevention Service

Need immediate help? Connect with CSPS at 1-833-456-4566. Responders are available at any day or time. Click here for more information <https://www.crisisservicescanada.ca/en/>

Talk to a registered nurse right now

Call Telehealth Ontario at 1-866-797-0000 (toll free) to speak to a registered nurse. The nurse can help you with any health matters, including depression, anxiety or other mental health or addiction concerns. Telehealth is free and confidential and nurses are ready to take your call 24 hours a day, seven days a week.

ConnexOntario - Get advice from a helpline <https://www.connexontario.ca/en-ca/>

ConnexOntario provides treatment service information if you have problems with gambling, drugs, alcohol or mental health. You can:

- Call toll free: 1-866-531-2600
- Live web chat
- Email

Anyone can call: Helpline staff members welcome calls from anyone – whether your concern is about yourself or someone you care about. More than 25% of helpline calls come from family members or concerned friends.

Types of help offered: The helpline is not for crisis situations – if you are in crisis, call or ask a helpline staff member for your local crisis number.

Helpline staff are available for free, 24 hours a day, seven days a week to:

- listen, offer support and strategies to help you begin your recovery
- help you find treatment services and supports in your community such as crisis lines, self-help groups and family services
- offer basic education about mental health, drug and alcohol addiction and problem gambling

All calls are free and confidential.

OARC Office Hours in December

The Ontario Association of Residents' Council office will be closed from Monday, December 21st, 2020 to Friday, January 1st, 2021. Normal office hours (Mon to Fri 9 am to 5 pm) and services will resume on Monday, January 4th, 2021.

Ministry of Long-Term Care Releases Memo – Celebrate Holiday Season Safely

Sheila Bristo from the Ministry of Long-Term Care released a memo on December 14th reminding homes to celebrate the holiday seasons safely. The memo reminder provides links to the current directives, policies and framework of requirements and restrictions related to COVID-19. Additionally, homes are encouraged to have a staffing plan in place to ensure appropriate coverage during the holidays (between now and January 15, 2021) and to ensure a copy is available should it be requested by an inspection team. To read the full memo click here

https://www.ltchomes.net/LTCHPORTAL/Content/Snippets/ADM%20Memo_Holidays_2020-12-14.pdf

OARC Representing Residents

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, Ministry of Colleges and Universities
- Ontario Seniors Care and Assistance Roundtable (OSCAR)
- 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



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Thank you to Java Group Programs and the Ontario Centres for Learning, Research & Innovation in Long-Term Care for supporting OARC's Culture Change products and education programs. To find out more about how you can support OARC, please contact Dee Lender, Executive Director dlender@ontarc.com 1-800-532-0201 x 240.

We encourage you to share this information with residents 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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