

Annual Report

For the fiscal year April 2013 to March 2014



Ontario
Association
of Residents'
Councils

For Residents, By Residents



Ontario

Toronto Central Local Health
Integration Network

A Message from OARC

2013-2014 has been a tremendously busy and highly successful year for OARC. We continued on our path, working to increase the effectiveness of Residents' Councils in LTC Homes. We invested heavily in building relationships with the many players also in position to have a significant role in advancing quality of living in long-term care homes.



Sharon Brooke

President

OARC believes that quality will increase when investments are made in the ongoing effectiveness of Residents' Councils. Homes in which residents feel safe, where authentic relationships have been built with administration, and where everyone involved truly believes that the voice of residents must be included in the day-to-day activities in their homes, will be quality homes in which residents, families and staff are happy to live and work together.

We have a small but passionate, dedicated and creative team who all believe in sharing our ideas and in partnering with others who also value the engagement of residents in the day-to-day life and operations of their homes.

Our success is a direct result of the internal culture we have created at OARC. Our Mission, Vision and Value statements ground us and constantly remind us of the importance of the ways in which we work toward our larger system goals. We believe strongly that solid relationships are the foundation of quality and success. We can now say that more than half of all LTC Homes in Ontario have Residents' Councils represented by OARC!



Donna Fairley

Executive Director

We are especially grateful to Revera Inc. for their tremendous support which enabled many residents, staff assistants and senior management teams to be made aware of OARC as a resource to all Residents' Councils and for sponsoring the pilot of OARC's new Residents' Council Education Strategy; Togetherness Training Workshop.

Generous support was also received from both associations, OANHSS and OLTC, and from individual homes which enabled increased resident participation in education events, CLRI advisory group, conventions, conferences and research projects. This increased support also enabled OARC to ensure participation of 4 residents as co-presenters at the inaugural Canadian Culture Change Conference: Walk With Me.

We look forward to the coming year as OARC continues to contribute to resident care, safety and increased quality of living through education, awareness and working together. With Residents ... For Residents.

Our People



2013-2014 Board of Directors

Remembering...

This past year was touched by sadness as OARC said goodbye to two of our Board members, Bob MacEwan and Gordon Leech. We are grateful for their many contributions today for a better tomorrow in Ontario's LTC homes.

OARC Board of Directors

Sharron Cooke
President
York Region
Newmarket Health
Newmarket

Devora Greenspon
Treasurer
Extendicare Bayview
Toronto

Milly Radford
Vice-President
Chartwell Gibson
Long Term Care
Residence
Toronto

Betty Nealon
Secretary
The Pines Long-Term
Care Residence
Bracebridge

Josie Ince
Past President
Sunnyside Home
Kitchener

Susan Carey
The Village of
Riverside Glen
Guelph

Dorothy Asselstine
Maxville Manor
Maxville

OARC is a non-profit Association formed in 1981 by residents themselves, to act as a collective voice for Councils in all types of LTC homes in Ontario. OARC is governed by a Board of Directors, all of whom are residents of member long-term care homes.

OARC Staff

Donna Fairley
Executive Director

Dee Lender
Director of Education

Jennifer Langston
Client Relations/Office
Manager

Irena Dolenc-Stajan
Administrative Assistant

Julie Garvey
Administrative Assistant

Contents



“Personally, I have learned a lot by working towards having a better Residents’ Council in my home. I have learned that it’s not just about complaints; we learn to solve problems, celebrate together and work for the betterment of all residents; whether they come to Council meetings or not. We have strengthened our Council by learning with other residents while being on the Board of OARC.”

~ Devora Greenspon – OARC Executive Member

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Vision

A future where supported and self-governing Residents' Councils are respected for their positive contributions to maintaining quality of living in LTC homes.

Values

OARC believes that respect is core to quality of living and that Residents' Councils provide opportunities for residents to explore and promote:

Relationships

Education

Self-determination

Positive mutual support

Environments which feel like home

Collective voices

Ties with the community

Mission Statement

Through relationships, education and awareness, OARC:

- assists Residents' Councils in improving their effectiveness and sustainability;
- encourages residents to participate in decisions affecting them;
- provides a collective voice for Residents' Councils; and
- works with government and other organizations interested in improving quality of living in LTC homes.

Mandate - Objectives

- a) To encourage and support the formation and operation of Residents' Councils in facilities providing long-term care for seniors and other residents;
- b) To assist and encourage seniors and other residents of long-term care facilities to become active participants in the operation and management of those facilities and in the community at large;
- c) To assist and encourage seniors and other residents of long-term care facilities in sharing and consolidating ideas and promoting policies that improve the standard of care and quality of life of all residents;
- d) To educate the community about issues faced by seniors and other residents of long-term care facilities with a view to improving the standard of care and quality of life of all seniors.

Togetherness Training Workshop Pilot



"I liked the day and the communication skills I've picked up." ~ *President of RC*

"Each time I leave with a nugget. It's going to be a great Council year!" ~ *Staff Assistant to RC*

"As confidence and clarity grows in Residents' Council we are receiving more meaningful feedback." ~ *Administrator*

The Togetherness Training Workshop is an initiative of OARC to encourage quality improvement and promote relationships, education and mutual support in the home by strengthening the Residents' Council. The workshop was created as a direct result of listening to the sector through a provincial wide Residents' Council Needs Assessment Survey. This education program brings together the Residents' Council President with their significant supports; the home administrator and the Residents' Council staff assistant together with 10 local area home teams.

Practical tools & resources have been designed to assist the Residents' Council and it was now time to bring those resources alive by engaging the people for whom the resources were developed. Personal touch, connection and dedicated time to learn together were the key elements in the building of local Residents' Council support networks while increasing the effectiveness of each Council.

We are very proud of each participating LTC home Team for their on-going commitment to strengthening the effectiveness of the Residents' Council within their home. The Togetherness Training program emphasized the importance of investing in the establishment of a foundation of trust and understanding between the partners. This is how quality within each home increases; one relationship at a time.

Canadian Culture Change Conference Residents & Staff Co-Present



OARC was successfully chosen to present their session entitled: **We're Not Done Yet! Residents Declare Their Renewed Purpose Through Their Work With Residents' Council.** Residents and OARC staff co-presented this session. Our intent was to inspire others to risk doing things differently: invest in the value of having an effective Residents' Council in every home, incorporate the residents' voice into all Quality Improvement Plans within their home, and value resident contributions.

This inaugural conference was held in Toronto and hosted by Schlegel-University of Waterloo Research Institute for Aging and the Schlegel Centre for Learning Research and Innovation (CLRI). Kindred spirits from nine provinces came together to build a community, one that offers residents' choices and supports living life to the fullest.

In addition to participating in three planning committees and having resident representation at our booth, OARC facilitated a 90 minute session inspired by our Board of Directors. OARC was proud to enable 7 residents to attend and represent their Association and their home.

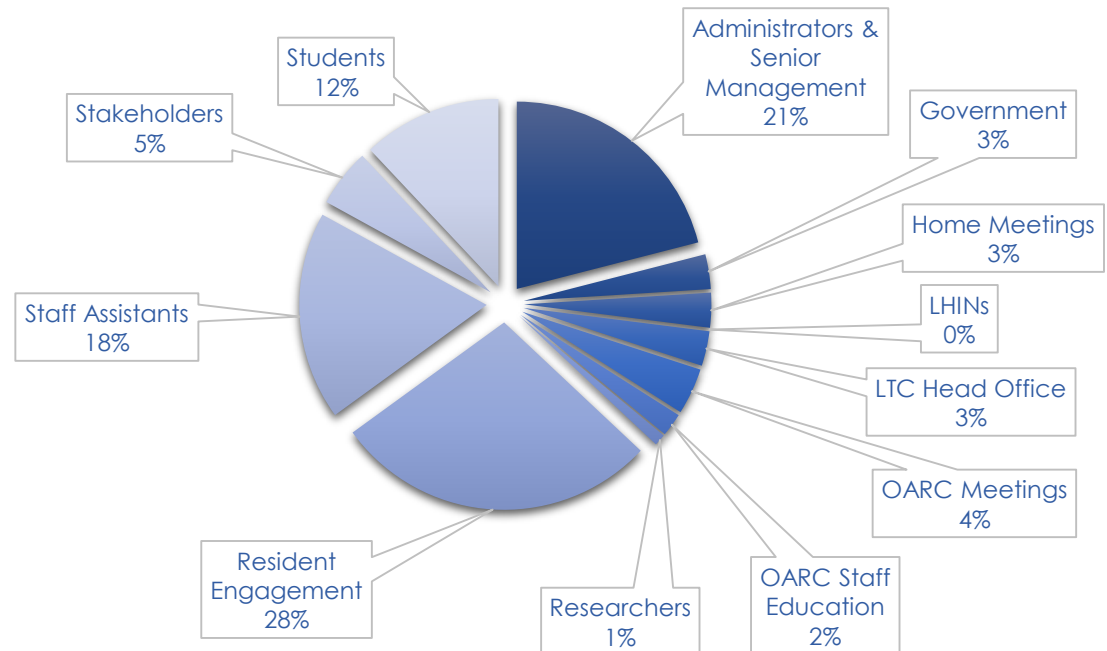
At the core of the OARC session was a panel presentation by four OARC Board Members. These residents shared their thoughts and feelings about the value of being involved with their Council. Each emphasized the importance of reaching out to everyone in their home to build relationships, including those who are living with dementia, so that all residents' voices are represented through the Residents' Council. Residents' Council gives residents a voice, increases personal value and well-being through the act of contributing to others and life.

Meeting Our Objectives

This past year, OARC planned to focus our efforts on increasing the awareness of the value of investing in creating an effective Residents' Council in every home. We were successful with increasing our reach in many key areas which directly contribute to an effective Residents' Council. We were also able to increase the representation of the residents' voice through participation in research, delivering a new education strategy, partnering with LTC home corporations and participating in additional government tables.

OARC's Support and Outreach 2013-2014

Where we spent our time...



Residents and OARC Staff Work Together



OARC supports Long-Term Care Home Residents' Councils by providing:

- individual support and assistance
- educational opportunities
- tools and resources
- a newsletter for residents....by residents
- a forum for Councils' voice to be heard by the community

OARC Board of Director Meetings

- Board members are all residents who live in OARC member long-term care homes.
- The current Board of Directors represent 10 member Councils from across the province.
- There are 3 in-person Board meetings per year and monthly executive teleconferences
- Meeting components include: MOHLTC update, Financial Reports, Home Sharing; MOHLTC presentation, Activity reports including outreach opportunities plus an education component of Board member's choosing

OARC Staff report monthly to the Board on identified areas consistent with our objectives:

1. Meetings with Residents and LTC Home Residents' Councils
2. Representing Residents' Councils, the resident voice while promoting quality and safe care throughout the Health Care Community
3. Direct Resident Engagement Opportunities
4. OARC Outreach: New Opportunities; Ongoing Outreach Engagements

Meetings with Residents and Residents' Council Presentations



OARC provided 42 Individual Home Residents' Council meetings and presentations across Ontario

Location	Meetings with Residents one on one & executive teams of residents	Presentations at Long-Term Care Homes	Presentations for Managers working in LTC
Amherstburg	✓		
Barrie	✓	✓	
Bracebridge	✓		
Cannington		✓	
Chatham			✓
Fenelon Falls		✓	
Guelph			✓
Kingston			✓
Kitchener		✓	
Lindsay			✓
Markham			✓
Maxville	✓	✓	
Midland	✓		
Mitchell			✓
Mississauga			✓
Newmarket	✓		✓
Niagara			✓
Niagara-OTL			✓
Oshawa		✓	
Ottawa	✓		
Parry Sound	✓		
Peterborough	✓		
Pickering		✓	
Picton		✓	
Thunder Bay	✓	✓	
Toronto	✓	✓	✓
Windsor	✓		

Representing Residents' Councils



"I became involved in my Residents' Council and I quickly learned that I had more than I thought to offer to others that needed support as well. This keeps my mind healthy. I feel much better when I am needed and can help others."

~ Susan, Residents' Council President

OARC Representing Residents' Councils in the Health Care Community

- Therapeutic Recreationists of Ontario – presentation with Residents' Council Staff Assistants
- Long-Term Care Home Chain events and meetings and educational workshops
- Post-Secondary School presentations – Conestoga College, George Brown, Niagara College, McMaster University, University of Waterloo
- Ontario Long Term Care Association, Convention, Fall Symposium & Quality Forum
- Pioneer Network International Conference 2014 – accepted as session presenter
- Ministry of Health and Long-Term Care Service Area Office – Inspector presentations
- Family Council Program Conference – LTC Task Force on Resident Care and Safety panelist
- Ontario Association of Non-Profit Homes and Services for Seniors, Convention, Educational Workshops, Administrator and Senior Leader Course

Resident Engagement Opportunities



Residents' Councils provide the environment to inform residents of not only their right to make decisions on their own behalf but communally, making decisions on behalf of the resident population within their home.

Residents were actively involved in many healthcare activities throughout the year.

Opportunity	# of Residents participating	Comments
OARC Board of Directors	10	3- 2 ½ day meetings per year
OARC Executive Board	5	Additional 3 meetings per year and monthly teleconferences
LTC home Presentations	Average 15 residents	46 individual homes
LTC home Residents' Council education session	22	April, May, June August and September
Convention Delegate	8	Ontario Association of non-profit Homes and Services for Seniors; Ontario Long Term Care Association; Family Council Program
Education Sessions	27	September, October, November, February
OARC By-Law Committee	4	3 meetings face-to-face
Residents' Rights Committee	3	3 meetings face-to-face, 3 teleconferences
Long-Term Care Stakeholder Liaison Committee	1	Monthly meetings
OLTCA's Applied Research Day – Residents' Choice Award Committee	4	4 residents participated on committee 3 residents attended conference
Research Project - University of Western Ontario – Dementia Care Project	4	4 residents were interviewed

Resident Engagement Opportunities



TogetherNESS Training Workshop...
 “Our new Residents’ Council Leadership model is great. It is more of a voice as we work together including the younger adult and the senior adult residents together. We enjoy being able to come together as residents in a safe place.”

~Residents’ Council Leadership Team

Opportunity	# of Residents participating	Comments
Research – University of Guelph – Resident Engagement Project	4	4 residents interviewed, all OARC member homes received survey
Introductory meeting with MOHLTC Sr. Policy Advisor	1	Introduce OARC to Ministry of Health and Long-Term Care Sr. Policy Advisor
OARC Executive Director Evaluation Committee	3	Extensive 360 evaluation completed – lead by OARC President
Centre for Learning, Research and Innovation, Bruyère	1	2 meetings per year in Ottawa
OANHSS Palliative Care Workshop	3	Resident presentation
OANHSS BSO & Beyond Workshop	3	1 resident presentation 2 others as participants
Research – U of Waterloo, Environmental Scan of rehabilitation including physiotherapy	9	
Research – RIA- U of Waterloo, Osteoporosis	9	
OARC TogetherNESS Training Workshop	10	2 full days
Walk With Me Conference	7	3 day conference

Outreach Opportunities



“Respectfully, we talk about the struggles we encounter with residents with socially inappropriate behaviours at Residents’ Council. We seek out education on how to understand and do the best we can. I take every opportunity to invite professionals from inside and outside my home to educate residents through Residents’ Council meetings.”

~Sharron Cooke, *Residents’ Council President*

New Opportunities

- Walk With Me: Changing the Culture of Aging in Canada, Executive Committee, Program Committee and Logistics Committee - members
- Residents’ Bill of Rights Education Advisory Group – founding member
- Long-Term Care Stakeholder Liaison Committee – committee member

Ongoing Engagements

- Schlegel Center for Learning, Research and Innovation in Long-Term Care (CLRI) and Bruyère Center for Learning, Research and Innovation in Long-Term Care (CLRI) - member of steering committee
- Long-Term Care Quality Inspection Program (LQIP) – committee member
- Health Quality Ontario – Residents’ First Legacy Committees - committee - member
- Promoting Safe Care through Residents’ Councils
- Long-Term Care Homes Task Force on Resident Care and Safety – co-founding member

Residents’ Councils provide the environment to inform residents of not only their right to make decisions on their own behalf but communally, making decisions on behalf of the resident population within their home.

Promoting Quality of Living and Safe Care through Residents' Councils



“We talk about residents’ rights at every Residents’ Council meeting and we discuss solutions for co-existing with these behaviours. Residents are more comfortable and knowledgeable about their rights. This helps us be more aware of our rights and makes sure they are not forgotten.”

~ Gordon Leech, Residents’ Council President

- OARC is a contributing member of the Long-Term Care Homes Task Force on Resident Care and Safety.
- Residents’ Council meetings are an opportunity to provide meaningful on-going education through discussion about the Residents’ Bill of Rights.
- Regularly scheduled Residents’ Council meetings support on-going resident discussions about living and thereby contribute to the Quality Improvement Process within their home.
- Residents’ Councils provide the forum for peer to peer support for life’s challenges
- Residents’ Council are opportunities to build relationships and strengthen the collective voice of all residents within the home

Residents’ Councils provide opportunities to increase resident self-worth, value their continued contribution to their community, whether that be their long-term care home or the greater community or both!

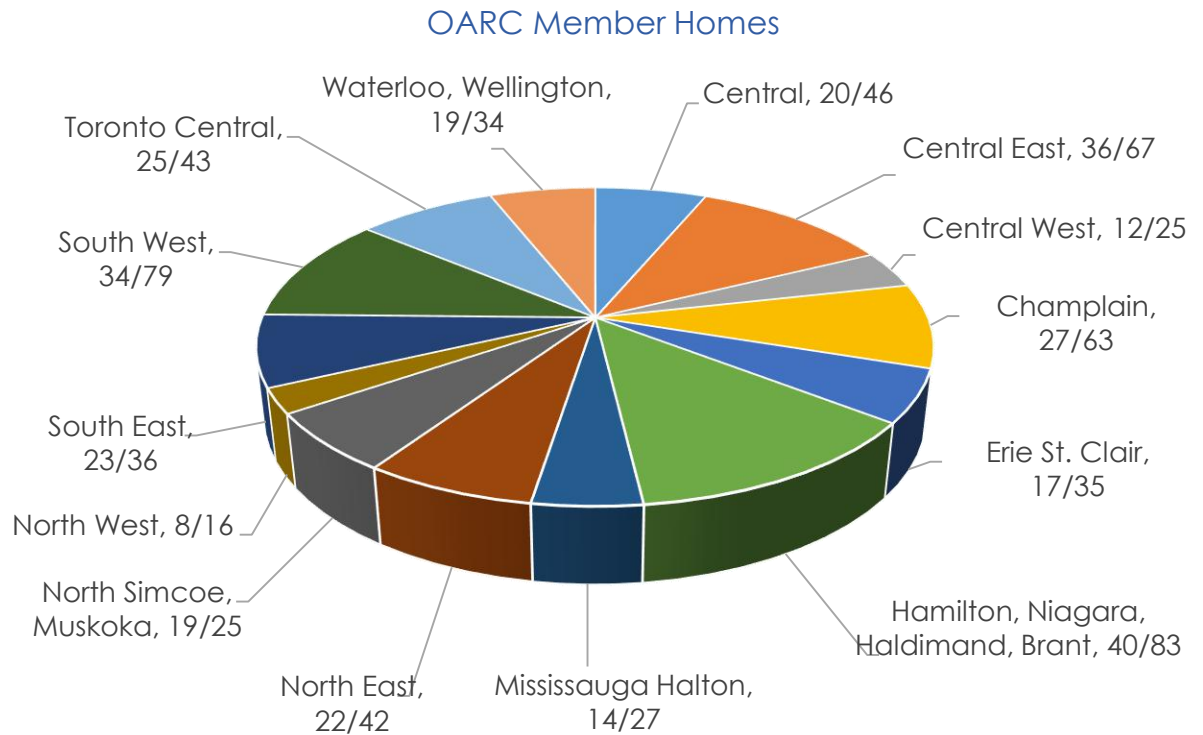
OARC Memberships

Thank you to all the Residents' Councils who supported their Association in 2013-14. Your membership makes a difference...

“Memberships increase OARC’s ability to represent the collective voice with greater confidence. Member Residents’ Councils help to identify key issues facing residents, share what’s working well and provide an opportunity to connect with one another through our Association. OARC represents the voice of member Councils to government and all partners in a position to affect change which has the potential to improve the quality of living for all by listening to residents through their Residents’ Council.”

~Sharron Cooke, OARC President

OARC Members are Residents’ Councils from long-term care homes across Ontario. OARC welcomed 317 Members in 2013



2013-2014 Residents' Council Members

Afton Park Place	Carefree Lodge	Copper Terrace Long Term Care Facility	Extencicare Kawartha Lakes
Albright Manor	Caessant Care Cobden	Country Terrace Nursing Home	Extencicare Kingston
Algoma Manor	Caessant Care Courtland	Craiglee Nursing Home	Extencicare Lakefield
Algonquin Nursing Home	Caessant Care Harriston	Craigwiel Gardens (Craigholme)	Extencicare Laurier Manor
Allendale LTC	Caessant Care Marmora	Crown Ridge Place Nursing Home	Extencicare Maple View
Arbour Heights	Caessant Care on McLaughlin Rd	Deerness Home	Extencicare Medex
Au Chateau	Carveth Care Centre	Deer Park Villa	Extencicare New Orchard Lodge
Avalon Care Centre	Cassellholme East Nipissing District Home for the Aged	Delhi Long Term Care Centre	Extencicare Peterborough
Bay Haven Senior Care Community	Castleview Wychwood Towers	Dom Lipa Nursing Home	Extencicare Port Stanley
Bay Ridges Long Term Care	Cawthra Gardens Long Term Care Residence	Dover Cliffs	Extencicare Rouge Valley
Baycrest Centre	Cedarvale Terrace	Dufferin Oaks	Extencicare Southwood Lakes
Baywoods Place	Cedarwood Village	Eatonville Care Centre	Extencicare St. Catharines
Bella Senior Care Residences Inc.	Chartwell Aylmer Long Term Care Residence	Elizabeth Centre	Extencicare Starwood
Belmont Long Term Care Facility	Chartwell Elmira Long Term Care Residence	Elm Grove Living Centre	Extencicare Tri-Town
Belvedere Heights Home for the Aged	Chartwell Lancaster Long Term Care Residence	Erin Mills Lodge Long Term Care Home	Extencicare Van Daele
Bendale Acres	Chartwell Niagara Long Term Care Residence	Errinrung Residence	Extencicare West End Villa
Bennett Health Care Centre	Chartwell Parkhill Long Term Care Residence	Espanola Nursing Home	Extencicare York
Bethammi Nursing Home - St. Joseph's Care Group	Chelsey Park Long Term Care Facility	Extencicare Bayview	Fairfield Park
Billings Court Manor	Chester Village	Extencicare Brampton	Fairhaven LTC Nursing Home
Birchwood Terrace	Coleman Care Centre	Extencicare Falconbridge	Fairvern Nursing Home
Blackadar Continuing Care	Collingwood Nursing Home Ltd.	Extencicare Haliburton	Fairview Manor
Bob Rumball Home for the Deaf	Community Nursing Home Pickering		Fairview Menonite Home
Bobier Villa	Community Nursing Home Port Hope		Fairview Nursing Home
Brierwood Gardens	Community Nursing Home Warkworth		Fenelon Court LTCC
Burloak Long Term Care Centre	Copernicus Lodge Home for the Aged		Fiddick's Nursing Home Limited
Burnbrae Gardens			Fordwich Village Nursing Home
Cama Woodlands LTC (Nursing) Home			Forest Heights Long Term Care Home
Cardinal Ambrozic Houses of Providence			Fosterbrooke Long Term Care
			Fudger House
			Gateway Haven

2013-2014 Residents' Council Members

Georgian Manor
Glebe Centre Inc.
Glengarry Memorial Hospital
Golden Manor
Golden Plough Lodge
Good Samaritan Nursing Home
Grandview Lodge - Dunville
Grey Gables
Grove Park Home
H.J. McFarland Memorial Home
Harold and Grace Baker Centre
Hawthorne Place Care Centre
Heartwood
Helen Henderson Care Centre
Hillcrest Village Care Centre
Hillel Lodge
Hillsdale Estates
Hillsdale Terraces
Hilltop Manor, Cambridge
Hogarth Riverview Manor
Humber Valley Terrace (Versa Care Centre)
Huron Lodge LTCH
Hyland Crest Senior Citizen's Home
Idlewyld Manor
IOOF Senior Citizens Home Inc.
Ivan Franko Home (Ukrainian Home for the Aged)
John Noble Home
John Owen Evans Residence
Kensington Gardens, North Building
Kensington Gardens, South Building

Kilean Lodge
King Nursing Home
Kingsway Lodge
Kipling Acres
Knollcrest Lodge
Lakeshore Lodge
Lakeview Manor
Lanark Heights Long Term Care
LaPointe Fisher Nursing Home
Leamington Mennonite Home
Lee Manor
Leisureworld Senior Care Corporation - Barrie
Leisureworld Senior Care Corporation - Brampton Woods
Leisureworld Senior Care Corporation - Cheltenham
Leisureworld Senior Care Corporation - Creedan Valley
Leisureworld Senior Care Corporation -North Bay
Leisureworld Senior Care Corporation - Rockcliffe
Longfields Manor
Macassa Lodge
Mackenzie Place
York Maple Health Centre
Maple Manor Nursing Home
Maple View Lodge
The Maples Home For Seniors
Maplewood
Marianhill Inc.

Marshall Gowland Manor
Maxville Manor
Maynard Nursing Home
McCormick Home
Meadow Park (London) Inc.
Meadow Park Nursing Home (Chatham)
Mill Creek Care Centre
Miramichi Lodge
Mon Sheong Home for the Aged
Mount Nemo Christian Nursing Home
Nipigon District Memorial Hospital
Nisbet Lodge
Nithview Home
North Centennial Manor
North Lambton Lodge
North Renfrew Long Term Care Services Inc.
Northland Pointe
Northridge
Norwood Nursing Home
Oak Terrace Long Term Care Residence
Parkview Home Long-Term Care
Parkview Nursing Centre
PeopleCare Oakcrossing
PeopleCare Tavistock
Perth Community Care Centre
Pine Meadows Nursing Home
Pinecrest Home
Pinecrest Manor
Pioneer Manor

Pleasant Manor Retirement Village
Pleasant Meadow Manor
Princess Court Home for the Aged
Providence Manor
Queen's Garden Long Term Care Residence
Rainycrest Home for the Aged
ReachView Village, Uxbridge
Renfrew Victoria Hospital
Residence Prescott et Russell
Richmond Terrace Long-Term Care Home
Rideaucrest Home
Riverbend Place Senior's Community
Berkshire Care Centre
Rosedale Centre
Royal Ottawa Place
Saint Luke's Place Long Term Care
R.H. Lawson Eventide Home
Sara Vista Nursing Centre
Seven Oaks
Shalom Manor
Shalom Village
Shepherd Village
Sheridan Villa Long Term Care Centre
Sherwood Park Manor
Simcoe Manor Home for the Aged
South Centennial Manor
Southampton Care Centre

2013-2014 Residents' Council Members

Southlake Residential Care Village
Specialty Care Case Manor
Specialty Care Granite Ridge
Specialty Care Mississauga Road
Specialty Care Trillium Centre
Specialty Care Woodhall Park Long Term Care
Spruce Lodge Home for the Aged
St. Clair O'Connor Community Nursing Home
St. Joseph's Health Care - Mount Hope Centre for LTC - St. Marys
St. Joseph's Health Centre, Guelph
St. Joseph's Manor
St. Joseph's Villa, Cornwall
St. Joseph's Villa, Dundas
St. Joseph's Villa, Sudbury
St. Lawrence Lodge
St. Patrick's Home of Ottawa Inc.
St. Peter's Residence at Chedoke
Stayner Nursing Home
Stirling Heights Long-Term Care Centre
Stirling Manor Nursing Home
Strathmere Lodge
Sumac Lodge
Sun Parlor Home
Sunnycrest Nursing Home Ltd.

Sunnyside Home
Suomi-Koti Toronto Nursing Home
Tabor Manor (Mennonite Brethren Senior Citizens Home)
Teck Pioneer Residence
Telfer Place
Tendercare Living Centre
Terrace Lodge
Chartwell Brant Centre Long Term Care Residence
The Elliott Community
Chartwell Gibson Long Term Care Residence
The Grove Arnprior & District Nursing Home
The John M. Parrott Centre
The Meadows
The O'Neill Centre
The Pines Long Term Care Home
Village Green Nursing Home
The Village of Aspen Lake
The Village of Erin Meadows
The Village of Glendale Crossing
The Village of Humber Heights
The Village of Riverside Glen
The Village of Sandalwood Park
The Village of Tansley Woods
The Village of Taunton Mills
The Village of Wentworth Heights
The Village of Winston Park
The Village Senior's Community
The Wellington

Chartwell Westbury Long Term Care Residence
Chartwell Westmount Long Term Care Residence
The Wexford Residence Inc.
Chartwell Willowgrove Long Term Care Residence
The Woodlands of Sunset
Chartwell Wynfield Long Term Care Residence
Thompson House
ThorntonView Long Term Care
Tilbury Manor Long-Term Care Facility
Township of Osgoode Care Centre
Trafalgar Lodge (retirement home)
Trent Valley Lodge
Trillium Court
Trillium Manor
Trinity Village Care Centre
True Davidson Acres
Oneida LTC Home (Tsi'Nu: Yoyantle Na Tuhuwatitsni)
Twin Lakes Terrace
Ukrainian Canadian Care Centre (St. Demetrius)
Union Villa
Valley Manor
Valleyview Residence
Vera M. Davis Community Care Centre
Vermont Square
Victoria Gardens Long Term Care

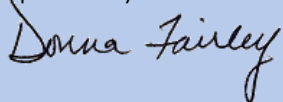
Victoria Manor
Victoria Village Manor
Villa Columbo Vaughan
Villa Minto
Vision Nursing Home
Wellington House Long Term Care Facility
Wellington Terrace Long Term Care Home
Wentworth Lodge
Wesburn Manor
West Oak Village
West Park Health Centre
West Park LTC Centre
Westgate Lodge
Westmount Gardens
Westside
Winbourne Park Long Term Care
Woodland Villa
Woods Park Care Centre
Yee Hong Centre for Geriatric Care - Markham
York Region Newmarket Health Centre

Ontario Association of Residents' Councils Statement of Operations and Changes in Net Assets for the Year Ended March 31, 2014

"Our Mission, Vision and Value statements ground us and constantly remind us of the importance of the ways in which we work toward our larger system goals. We believe strongly that solid relationships are the foundation of quality and success. We established many new relationships this year, expanding the roster of kindred spirits with whom we share goals. We can now say that more than half of all LTC Homes in Ontario have Residents' Councils represented by OARC. We value the voice of each and every one of our members."

~ Donna Fairley, Executive Director

Respectfully submitted by,



Revenues	2014 \$	2013 \$
MOHLTC Funding	223,800	184,400
LHINs Funding	192,347	192,347
Member's Dues	28,200	26,775
Other revenue	9,111	2,731
	453,458	406,253
Expenditures		
Salaries and benefits	266,883	212,969
Meeting expenses	47,566	26,953
Printing and office supplies	21,538	16,653
Staff travel	18,507	10,308
Rent	17,592	8,201
Board members' travel	17,032	18,894
Bookkeeping	13,897	12,523
Telephone and data communication	9,522	8,215
Professional development	9,200	4,742
Equipment purchases	8,105	7,915
Professional fees	6,881	6,746
Postage	4,284	5,579
Miscellaneous	3,604	2,007
Manual update, needs assessment, minute template	3,056	57,841
Insurance	1,093	1,093
Moving expenses	-	3,399
Association dues	-	350
	448,760	404,384
Excess of revenues over expenditure	4,698	1,869
Net assets, beginning of year	44,264	43,554
Repayment of contributions of the Ministry of Health	-	(1,159)
Net assets, end of year	48,962	44,264



Ontario Association of Residents' Councils
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