

Remembering Denise Burke, OARC Board Director

May 25th, 1938 - January 12th, 2021



Denise Burke was the embodiment of self-determination and optimism. She was deeply committed to OARC work and engagement, studying materials to ensure that she was prepared. Denise was often quiet and thoughtful, yet generous with her insightful comments. She participated in many consultations, advisory committees and media interviews freely sharing her lived experience in long-term care and advocating for residents across Ontario. Thanks to Denise's assistance and bilingualism, OARC was able to host our first French language Resident Forum.

Denise engaged those around her with her sense of humour and passion for life. A wife, mother, aunt, grandmother and great grandmother, Denise enjoyed crocheting and had a passion for music. She truly cared about getting to know people and took the time to get to know the OARC team personally.

Denise was proud of her home (Pioneer Manor, Sudbury) and her close relationships with her care team. She was a dedicated Resident Leader who encouraged, guided and supported her fellow residents.

We are left with a deep sense of gratitude for how Denise enriched OARC's ability to provide her voice to the work we do. Thank you, Denise, may you rest in peace.

Introducing the Diversity and Inclusion Digital Calendar



The Ontario CLRI at Bruyère and the Ontario CLRI at the RIA have created a new tool to help LTC homes nurture inclusive communities.

Use the 2021 Diversity and Inclusion Calendar to keep track of days that may have special meaning for LTC residents, families and team members: religious and spiritual days of significance, cultural celebrations, awareness days, and health promotion days. The digital calendar will save you time by keeping all these days in a single, online space:

- Use it to help with planning and recreation activities in your home
- Download a specific event to your desktop or Outlook calendar
- Follow the online link to learn more about each event

PLAN YOUR
2021

COVID-19 Vaccine Fact Sheet Available

The COVID-19 Vaccine is now available and is being offered to many Long-Term Care homes, with the goal of having all LTC residents vaccinated upon consent, by February 5, 2021. Residents are at the centre of all decisions and actions in their home and must have the information they need to make informed decisions. OARC encouraged our government and stakeholders to provide the following information.

VACCINE FACT SHEET

OARC reached out to the Ministry of Long-Term Care (MLTC), asking for a one-page document, highlighting information about the COVID-19 vaccination. On January 25th, the MLTC released a “Vaccine Fact Sheet” to assist in sharing knowledge and inspiring understanding. The document is translated into 10 languages:

- [Vaccine Fact Sheet \(English\)](#)
- [Vaccine Fact Sheet \(French\)](#)
- [Vaccine Fact Sheet \(Arabic\)](#)
- [Vaccine Fact Sheet \(Dutch\)](#)
- [Vaccine Fact Sheet \(Farsi\)](#)
- [Vaccine Fact Sheet \(Italian\)](#)
- [Vaccine Fact Sheet \(Polish\)](#)
- [Vaccine Fact Sheet \(Tagalog\)](#)
- [Vaccine Fact Sheet \(Ukrainian\)](#)
- [Vaccine Fact Sheet \(Traditional Chinese\)](#)
- [Vaccine Fact Sheet \(Simplified Chinese\)](#)

Example of Excellent Resident-Centred Communication on the COVID Vaccine

OARC reached out to Long-Term Care Stakeholders to pull together some examples of excellent resident-centred communication on the COVID-19 vaccine. A member home of Advantage Ontario (York Region Newmarket Health Centre) developed a Frequently Asked Questions document that serves that purpose well. That document can be [viewed here](#) with all logos and home specific information removed for ease of use by other homes if deemed appropriate.

Ontario's Long-Term Care COVID-19 Commission – Resident Feedback

OARC recently provided a letter to the Commission with a list of resident feedback and observations since the pandemic began. The management of the COVID-19 pandemic clearly focused on the physical body (prevention of disease) to the detriment of caring for the psychological, spiritual, emotional wellbeing of residents. Residents are at the center of each long-term care home and at the center of collective efforts in policy, practice and government directives. Gathering feedback about the COVID-19 pandemic experience in long-term care homes in Ontario is not complete without truly reflecting on residents’ experiences. This is crucial to the assurance that the catastrophic outcomes and prolonged suffering will never happen again. [Click here](#) to read the resident feedback letter.

The Commission is accepting resident feedback until January 31, 2021. If you are interested in sharing your experience living in long-term care during the pandemic, please contact Carla Novakovic Carla.Novakovic@LTCcommission-CommissionSLD.ca or call the Commission at (416)-314-4175 or Toll Free 1-888-333-2614. You may request that the information you share with the Commission in writing or verbally remain confidential.

Intergenerational Conversations with University Students



*Dr. Birgit Pianosi, Associate Professor, Huntington/
Laurentian University*

Hunting/Laurentian University is seeking long-term care home residents to team up with university students to engage in intergenerational conversations.

Many older adults in Ontario are suffering from loneliness due to the restrictions of the pandemic. Additionally, it is difficult for university students to connect with older adults in person. Dr. Pianosi would like to bridge this gap by pairing students with residents for telephone or video calls.

Dr. Pianosi notes that it is very important for students to interact regularly with an older adult to learn about their everyday life and current struggles. It is her hope that this project will find community support to not only help current students, but also to build community connections for them.

As a resident in a long-term care home, are you interested in developing a relationship with a university student? Would you like to speak to a university student on a regular basis? Contact bpianosi@huntingtonu.ca or 705-561-0756 for more details.

Dining in Long-term care: resident and family perspectives

Professor Heather Keller (University of Waterloo) and the Dining in Residential Care Team are conducting interviews with residents and family members focused on mealtimes and dining in assisted living and long-term care, especially during the COVID-19 pandemic. Our team aims to improve the quality of mealtimes for long-term care residents. The voluntary interview will ask about:

1. Current dining practices and changes with COVID-19 in your home
2. Your thoughts on what is working well and where things can be improved
3. What you would like to see to make meals and dining meaningful for you

We are interested in hearing from any current resident or family member. Interviews will be conducted by telephone or by Zoom and will be audio-recorded with your consent. Residents can live in retirement homes, assisted living or long-term care homes. Interviews will be conducted in English and will take approximately 15 -30 minutes. [Click here](#) for the study information letter.

Please email nutriage@uwaterloo.ca if you would like to participate in an interview.

If you have any questions (hkeller@uwaterloo.ca or 519 904 0660 ext 4205). This study has been reviewed and received ethics clearance through a University of Waterloo Research Ethics Committee (ORE#42335). Thank you in advance for your interest in this project!

Residents' Council Tools Updated for Outbreaks

The OARC team would like to recognize and thank long-term care home residents and teams for their commitment to sustaining Residents' Councils during a time where resources are stretched thin and morale has been profoundly affected. We encourage you to continue to adapt and move forward to the best of your ability. To assist you in this process, we've updated some of the messaging in some of our staple Residents' Council tools to reflect outbreak considerations:

Opening Guideline/Closing Remarks

What's new?

- Added suggestion to acknowledge/speak to the impact of outbreak/pandemic of Residents' Council operations.
- Identified opportunity to include a Territorial or Land Acknowledgement.

Bylaws Document

What's new?

- Sections added to allow Councils to capture their process for running adapted meetings during an outbreak.
- Updated guidance for Elections.

Tool for Communicating with Residents in LTC During COVID-19

What's new?

- Template includes updated prompts under “Staying Connected”, reminding homes to include updates on Residents’ Council meetings, Vaccination program rollout etc.

Residents Council meetings may look and feel quite different right now, and you may need to take a more flexible approach – this is okay! Our customizable meeting tools, including Residents’ Council Meeting Agenda and Minute templates are always available to you here on our [website](#).

OARC Team Members Present at Mohawk College



On January 20th, OARC’s Josie-Lee Gibson (Director of Education and Community Engagement) and Melissa McVie (Education and Home Support) welcomed the opportunity to connect ‘virtually’ with 22 students from the Recreation Therapy Intensive Program at Mohawk College.

The focus of this particular course was person-centred care, which aligned seamlessly with OARC’s signature program, [Through Our Eyes \(TOE\): Bringing the Residents’ Bill of Rights Alive](#). Students were introduced to the program and learned more about their potential role in supporting its implementation and sustainability as current and future LTC employees.

A sincere thank you to course Instructor, Danielle Arbour and Mohawk students for the warm welcome and for your commitment to becoming future TOE champions through your LTC placements and work opportunities!

Volunteer Experts Hold Nightly Online Question and Answer Sessions

Tara Moriarty, Associate Professor at the University of Toronto, Department of Laboratory Medicine and Pathology in the Faculty of Medicine is holding nightly Zoom sessions to answer questions about whether the COVID19 vaccines are safe. The sessions are held at 8 pm EST and are for people who work, live or visit long-term care or retirement homes. For more information, please email Tara at tara.moriarty@utoronto.ca

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



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

www.ontarc.com | info@ontarc.com

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OARC is funded by the Ministry of Long-Term Care, membership dues and sponsorships.

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