

January 2024

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### #WebinarWednesday Recap

Did you miss our January webinar?

Not to worry, all of [OARC's webinars](#) are recorded and available on our website, so they can be enjoyed at a later time, or used to support future learning opportunities with residents and teams.

This month, we did a deep dive into OARC's [Residents' Council Meeting Minutes template](#). This resource was designed to align with long-term care legislation, and it captures the full scope and powers of a Residents' Council. The template is customizable, and it includes helpful prompts that remind you about quarterly and annual tasks to help keep your Council on track, and your home in compliance!

Tune into the January recording here: [Setting Up Your Residents' Council for Success: Part 2](#).

### Key Takeaways and Discussion Points from our Webinar:

- **Keep your Council meeting attendance anonymized.** Consider using resident initials or general references such as "residents from the South Home Area inquired about when the outdoor windows will be washed," instead of writing "Mary M. complained about the dirty windows." Using this approach might make residents feel more comfortable raising questions or concerns, knowing that they won't be singled out.
- **Establish a process for Minute Review and Approvals** OARC recommends that Councils establish a clear system for Resident Leaders to review and sign off on draft meeting minutes before they are forwarded to the home Administrator for acknowledgement. Consider how your Administrator's written responses are shared with the Council. Is your process timely and

satisfactory to residents? What is your process for approving and posting minutes?

- **Residents' Councils have the power to plan their own programs, fundraise and manage their own funds.** Even if your LTC home has an Auxiliary or a Foundation, explore opportunities for your home's Residents' Council to be involved in planning fundraising events and providing input on how funds might be used to enhance quality of living in the home.

*Not using OARC's Meeting Tools and Templates yet?*

Consider a trial period in 2024 and remember that all templates can be customized to meet your Council's needs.

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## February 14<sup>th</sup> Webinar – Registration Now Open

### **Friendship in Long-Term Care – Residents Connecting – February 14th, 2pm-3pm EST**

Residents and supportive team members are invited to join OARC this Valentine's Day for a thoughtful discussion about friendship and connection in LTC. Members of OARC's Resident Advisory (REAL) Group will share experiences and advice on how residents and homes can encourage friendships, and our team will talk about why it matters.

[Register today](#)... and bring a friend!

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## Save the Date: Nutrition Month Webinar with OSNAC guests – March 13<sup>th</sup>, 2pm

On Wednesday, March 13<sup>th</sup>, the OARC team and REAL members will be partnering with guests from the [Ontario Seniors Nutrition and Advocacy Committee](#) (OSNAC) for another interactive webinar about food and nutrition. We'll be focussing on areas of long-term care legislation that involve consultation with Residents' Councils and sharing promising practices about how to make this engagement meaningful through Food Committees and more.

Register now [https://us06web.zoom.us/webinar/register/WN\\_ISMDSFBvTv6QoR\\_svcKNwg](https://us06web.zoom.us/webinar/register/WN_ISMDSFBvTv6QoR_svcKNwg)

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## **NOTICE: OARC Annual Membership Fee Increase Beginning April 1, 2024**

### **Did you know that OARC's membership rates have not increased in over 30 years?**

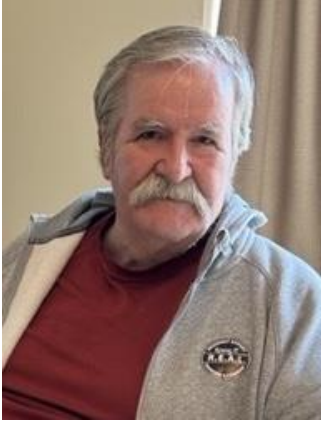
Membership dollars allow OARC to 'dream big' and do things that build upon and enhance our ability to fulfil our mandate.

After careful consideration and consultation, OARC's annual membership fees will be increasing at the start of our next membership year (which begins April 1<sup>st</sup>, 2024). We are extremely grateful to the Residents' Council groups and organizations that continue to demonstrate support for our work and help to further our impact through their annual OARC membership.

Renewal letters will be mailed to the attention of Residents' Council Assistants in the coming weeks. Please contact Jennifer Langston at [jangston@ontarc.com](mailto:jangston@ontarc.com) or 1-800-532-0201 Ext 220 for any questions or support needs for your [Annual OARC Membership](#) or [Corporate Membership](#).

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### Dave's Monthly Musing: *Thanks for the Memory*



Those of us of a "certain age" may recognize the title of my monthly musing as the name of comedian Bob Hope's theme song. Remember old 'ski nose' and his annual trips to entertain the troops? Comedy was different back then. Not saying it was better or worse...it was still funny, but just different.

My poor head is just chock-a-block full of memories, and thank goodness, too! After a stroke put me in my wheelchair, my activity level took quite a hit and my ability to make new long-term memories has been critically, if not mortally, wounded. I'm not even sure what long-term means anymore. And it's true that time seems to speed up as you age, right? Again, not fair!

Speaking of theme songs, for the first few months of 'wheelchair ownership', I could be found practicing my propulsion techniques up and down the hall singing what I think was the Tony Bennett version of the Duke Ellington jazz classic, "Don't Get Around Much Anymore." Come on, how many people do you know that have a theme song?

I have a ton of good memories and more than a few bad ones too because no one said it was going to be fair let alone lollipops and unicorns. But amazingly enough over time, my good ones seemed to have gotten better and richer in detail, whereas the bad ones have lost much of the power they once held over me and are fading away. Wisdom tells you what's really important in life.

Pretty sure, as a human being you're no different than I, so don't waste any more time worrying about what can't be changed and dredge up some long forgotten good memories and think happy thoughts! Besides that's how Tinkerbell's pixie dust works right?

*Shared by: David Stanyon, Resident Leader, Kensington Gardens & OARC REAL member.*

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### Seasons Magazine Now Available

We hope that Residents' Councils have been enjoying their complimentary copy of OARC's [Seasons magazine](#)! Each issue of our publication is chock-full of stories submitted by long-term care home residents and teams across Ontario. Our Fall/Winter edition features stories that showcase resident-driven quality improvement initiatives and other innovative programs. Please continue to share and enjoy! Access our digital *Seasons*: [English](#) | [French](#)

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## New Dementia Resources in Multiple Languages

There is a gap in existing dementia resources for cultural communities. Translating the content into different languages, without cultural adaptations, isn't enough. The Schlegel-UW Research Institute for Aging has been working with people with lived experience to develop culturally-specific resources. Resources are available at: [forwardwithdementia.ca](http://forwardwithdementia.ca) in English, Italian, Traditional and Simplified Chinese, and Punjabi. French resources coming soon.

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## Walk With Me (May 1-3, 2024): Conference Program Now Live

The countdown is on for our favourite national conference, *Walk With Me*, hosted by our friends at the Research Institute for Aging. This bi-annual event is aimed at changing the culture of aging in Canada. Older adults, long-term care residents, care partners, educators, policymakers, students and researchers from all over the country come together to learn with and from each other about how to enhance the journey of aging across the continuum of care and community living. OARC is thrilled to be travelling to Ottawa to take part in this year's conference. Together with Resident Leaders, our team will be facilitating an interactive workshop, *Residents' Shaping the Place They Call Home: Enabling Factors to Support Resident Engagement in LTC*. We hope to see you there! Visit <https://the-ria.ca/walkwithme/> to register and learn more about this year's conference [program](#).

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## OARC Home Support Insights from Mel Matheson, Education Manager



For OARC, the winter months are a time for planning, reflecting, and exploring ways that we can continue to improve our approach to home support. Melissa, OARC's Education Manager has been busy making new connections with LTC homes and interacting with residents and teams using virtual zoom video calls, email and phone calls, which can often lead to an in-person visit at a later time. Mel has observed some recent home support trends themed around the [Residents' Council legislative powers](#), Council [meeting attendance/membership](#) and [strategies to adapt Council activities when a home is experiencing an outbreak](#). Our recent webinars, Setting Up Your Residents' Council for Success ([Part 1](#) and [Part 2](#)) also spurred on lots of questions about Residents' Council meeting agendas and minutes.

During each home support interaction, Mel uses a supportive approach to respond to the unique needs of the home – whether it be clarifying legislation, sharing promising practices, or suggesting OARC tools that might support solutions in the LTC home. If you have questions relating to the topics above or would like some assistance in another area, please reach out! Mel is looking forward to supporting you and visiting your homes soon! Phone: 1-800-532-0201 extension 280 or Email: [mmatheson@ontarc.com](mailto:mmatheson@ontarc.com)

## Butterfly Home Celebrations in Hamilton and Toronto LTC Homes



What an uplifting way to kick off 2024 than to receive not one but three invitations from long-term care communities, to attend celebration events for their newly-transformed Resident Home Areas, based on the Butterfly Approach.

Members of the OARC team, Dee Tripp, Stephanie Ventura and Melissa Matheson and Resident Leaders, Steven Wenzowski and Dave Stanyon, were thrilled to be amongst the many guests, community members and LTC residents and team members participating in the lively home celebrations hosted by Hawthorne Place Care Centre (Toronto), Dundurn Place Care Centre (Hamilton) and The O’Neil Centre LTC (Toronto).

The Butterfly Approach was developed by Meaningful Care Matters (formerly Dementia Care Matters) based in the United Kingdom. This approach focuses on emotion-focused care and homes that have embraced it, speak to its value in transforming home culture and enriching quality of living and working for everyone involved.

### **During our visits, a few special things stood out to the OARC team:**

They observed a Personal Support Worker (PSW) sharing their past experiences providing care to residents who often resisted assistance. Reflecting on the impact of the Butterfly Approach, the same PSW shared that there is joy and connection in these interactions now. Relationships have blossomed, and a deeper level of trust established with the residents, putting them at ease during care. The PSW also shared that she’d “gladly work a double shift because her work is so meaningful and fun.”

Walking through the hallways of three unique Butterfly Home Areas, the sense of peace and joy from the residents and team members was palpable. At one home, members of the OARC team observed a resident using a wheelchair making her way down the hallway. She paused to select a colourful scarf off of the wall (hanging amongst several other eye-catching options), and she proudly put it around her neck and carried on. As the woman passed our team, she beamed as we complimented her great style and shopping find.

It quickly became evident how much residents were gravitating towards the interactive activities that intentionally lined the hallways. What a powerful sight to see this level of excitement, self determination, and exploration!

Resident Leader/OARC REAL member shared: **“Our homes should be just that...like a real ‘home’ and less institutional... the Butterfly Approach addresses that. I was really impressed. Simple things like big name tags that you can read with a face behind the mask, wearing street clothes instead of scrubs, genuinely connecting and sharing. There is no more *Us* and *Them* ...we are all in this together!”**

OARC would like to thank the residents and teams at Hawthorne Place Care Centre, Dundurn Place Care Centre and The O’Neil Centre LTC for including us in your celebrations and for the warm reception! Congratulations on your Butterfly Approach Accreditation! To the leadership team at the Responsive Management Inc., thank you for demonstrating your commitment to enriching the resident experience, and for your continued support through Residents’ Council membership with OARC.

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## Forums to Stay Connected: Residents and Residents’ Council Assistants

Looking for a way to connect and learn from other residents or team members that support Residents’ Councils? Join us any time your schedule permits.

**RESIDENT FORUMS:** Weekly, Thursday at 2 pm EST – Find more details [here](#).

Participation is limited to residents living in long-term care homes.

**RESIDENTS’ COUNCIL ASSISTANT FORUMS:** Monthly, last Tuesday of the month at 1:30 pm EST – register [here](#). Participation is limited to team/staff members who assist long-term care home Residents’ Councils.



Thank you to [Java Group Programs](#), [Extendicare](#), [Schlegel Villages Inc.](#) and [Sienna Senior Living](#) for supporting OARC's Culture Change products and education programs. To find out more about how you can support OARC, please contact Dee Tripp, Executive Director [dtripp@ontarc.com](mailto:dtripp@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.



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