

Keep Dementia Education and Alzheimer's Awareness going all year long

As Alzheimer's month draws to a close, OARC invites you and your Residents' Council to consider and explore ways to keep your compassion, awareness and understanding alive and nurtured all year round.

Launched and executed in summer 2022, OARC's Residents' Voices Survey revealed that dementia education was a top-rated education area of interest for all survey respondents, including residents, Residents' Council Assistants and Administrators.

Residents across the province have identified that they want to have a better understanding of their resident peers, especially those living with cognitive changes. Part of this learning could involve tips for communication and gentle redirection techniques and other strategies to help residents live cohesively. Having these tools and knowledge can be empowering and they support relationship-building for everyone involved. As a next step, OARC will be exploring opportunities to deliver dementia education in a format that is tailored for residents and Resident Leaders. We look forward to sharing more about this in the coming months!

Gaining a better understanding of dementia might also help Resident Leaders in your home (and their supportive partners) to help create and promote more inclusive Residents' Councils. Instead of focussing on reasons why some residents are not able to participate as part of Council, adopting a [strengths-based approach](#), combined with some education about dementia, might help you to think about the unique ways that every resident *can* contribute.

This calendar year, consider inviting a representative from the regional/in-home Behavioural Supports Ontario (BSO) team as a guest at your next Residents' Council meeting to deliver some education or work with the Recreation/Programs Department in your home to coordinate a guest speaker from your local Alzheimer's Society.

There are many existing resources that might be helpful to residents on their journey. Created by the Alzheimer Society of Ontario, Alzheimer Knowledge Exchange and Behavioural Supports Ontario, [Shifting Focus: a guide to understanding dementia behaviour](#) is a helpful booklet containing information about dementia, with tips on how to recognize and respond to some of the associated behaviours or expressions that you might observe when interacting with people living with dementia.

It's not too late to register for OARC's Feb 1 Webinar

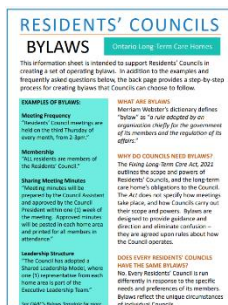
Space is still available for “Demystifying Residents’ Council Bylaws: What they are and why they are important for every Council”.

Date: Wednesday, February 1st from 2 to 3 pm

Register Here:

https://us06web.zoom.us/webinar/register/WN_SgMsFFx2TduSDfzphmzXvQ

NEW Residents’ Council Bylaws Fact Sheet



As a companion resource for our [Bylaws Template](#) and just in time for our live webinar, OARC has created a new fact sheet to serve as your “quick start” guide for a conversation with your Residents’ Council about creating Bylaws. The Fact Sheet is available to download [here](#).

OARC's Nutrition Month Webinar – March 1st at 2pm

To kick off Nutrition month, OARC looks forward to welcoming 2 special guests from the Ontario Seniors Nutrition Advocacy Committee (OSNAC) for our next webinar. Join Registered Dietitians Heather Toll and Heather Stukalo, as they dive into the topic of the resident dining experience in long-term care and explore ways to promote engagement and collaboration to maximize mealtimes. Last fall, the OSNAC team consulted with Resident Leaders from OARC and representatives from Family Councils Ontario to co-create a [resource](#) to support Dietary teams with effective Council Collaboration. This time, our focus will be on empowering residents to work closely with their team members to enhance the dining experience. Our session will incorporate direct feedback from residents and share promising practices to leave you feeling inspired and ready to implement some new quality improvement ideas!

Save your spot today by registering here:

https://us06web.zoom.us/webinar/register/WN_A7RqjZm7SDy-5UkFsbCnnQ



Heather Toll RD is a Registered Dietitian with the College of Dietitians of Ontario. Heather completed her Bachelor of Applied Science in Food and Nutrition at Toronto's Metropolitan University in 2004. With over 17 years of experience as a Registered Dietitian practicing within Long-Term Care, Heather has a passion for geriatric nutrition and working with residents to enhance food enjoyment, assist with intake challenges and help residents achieve their goals of care. Heather has a passion for helping residents navigate complex nutrition and hydration challenges while still enhancing quality of life. Heather is a member of the Ontario Seniors Nutrition & Advocacy Committee (OSNAC) and the Registered Dietitian at Hillsdale Terraces Long Term Care Facility, Regional Municipality of Durham.



Heather Stukalo has a Bachelor of Applied Arts from Toronto Metropolitan University (Ryerson University) and completed her Dietetic Internship at the Ottawa Civic Hospital. She has worked in LTC for 26 + years both in corporate and clinical capacities. She has extensive knowledge in menu planning and the International Dysphagia Diet Standardization Initiative (IDDSI). Currently she works for Complete Purchasing Services as a Registered Dietitian on the Culinary and Menu Support Team. She has been volunteering with the Ontario Seniors Nutrition & Advocacy Committee (OSNAC) and the Food and Nutrition Advisory Team (FNAT) since March of 2022.

Social Connection in Long-Term Care Home (SONNET) Study: Research Opportunity for Residents

Social Connection in Long-term Care Home Residents (SONNET) Study
Principal Investigators:
 Jennifer Bethell (UHN) & Andrew Sommerlad (UCL)
www.sonnetstudy.com

UHN The K10 Research Institute **UCL**

Do you live, visit or care for someone in a long-term care home?

Social connection is essential in long-term care homes, but it's not clear how it should be measured. Our team is interested in learning the best ways to measure **social connection** in people living in **long-term care homes**.

We are looking for:

- ✓ People living in long-term care homes
- ✓ Family caregivers of people living in long-term care homes
- ✓ Team members and staff working in long-term care homes
- ✓ Other professionals (e.g., doctors, nurses) whose work includes long-term care home settings

Key Questions:

1. How does a person's social life change after they move to a long-term care home?
2. What are the important aspects of social connection in long-term care homes?
3. What can long-term care homes do to help residents' social lives?

As a participant, you will take part in a **30-60 minute interview** or **focus group** in-person or virtually, based on your preference. A member of the research team will ask you some questions about social connection in long-term care homes. After the session, you will receive a gift card. Participation is voluntary. Declining participation will not effect your care or employment status at UHN (if applicable).

If you are interested in participating or want more information about the study, please contact the **study co-ordinator:**

Ellen Snowball
 Email: ellen.snowball@uhn.ca
 Tel: 647-649-7321

Please note that the security of e-mail messages is **not guaranteed**. Do not use e-mail to discuss information you think is sensitive.

OARC sat down with Dr. Jennifer Bethell to learn more about the Sonnet Study we promoted in our last edition of OARC in Action.

What is the study all about?

This study is about social connection. Social connection is a broad term used to describe the relationships we have - including who we have relationships with, what we give and get from these relationships and how we feel about them. Social connection includes things like social networks, social engagement and social support as well as loneliness and social isolation.

Why does it matter to residents?

Social connection is essential to all of us and it is linked to better health and wellbeing. In LTC

homes, it is also an important aspect of quality of life and care. Research studies and routine data collection (like the RAI) try to measure social connection in LTC homes (so they can improve it), but it's not clear the measures they use are relevant or still applicable to the people living in LTC homes today.

What are the goals of this research project?

The goal of the project is to develop a new measure of social connection specifically for LTC homes. To do this, we are reviewing the existing measures as well as asking residents, families and team members about social connection. With this information, we are developing and testing a new measure of social connection for LTC. We are teaming up with researchers in Canada, the UK and around the world to do this work. In the end, we want researchers and care providers to use this measure to help improve quality of life for people living in LTC homes.

How can residents contribute?

We need to hear from people living in LTC homes to understand what you think is important about social connection. We would like to conduct interviews to get your insights on this topic and use this knowledge to develop the measure. For more information about the study, please visit: www.sonnetstudy.com or to read more about social connection, please visit: <https://cgjonline.ca/index.php/cgj/article/view/488/661>

Seasons Fall/Winter Magazine Available



Hardcopies of OARC's Fall/Winter edition of Seasons magazine arrived in all long-term care homes in Ontario last month. Free downloads are available in [English](#) and [French](#). This edition features Residents' Council Week 2022 highlights and home sharing innovations.

Photo Contest: Seasons Magazine Cover

Could YOU be our next Seasons magazine cover model? The OARC team is starting to compile stories and images for the Spring/Summer edition of Seasons and we want to feature YOUR photographs! Do you have a great photo depicting life and connection in long-term care that could make a great front cover? Please send them our way!

The winner of the photo contest will receive an additional 15 copies of the magazine. Digital formats (jpegs) of your photo submissions can be emailed to our Seasons Editorial Team c/o Melissa McVie at mmcvie@ontarc.com. Please ensure that all residents/team members captured in your images have a signed media release/photo consent on file with your Home.

Photo Suggestions:

- High resolution images (jpegs) – posed or candid shots
- Consider capturing your Residents' Council group in action (meetings etc.)
- Seasonal images (residents involved in spring or summer activities)

Note: All photo submissions will be kept and considered for future use in OARC publications and resources. Thank you in advance for sharing with us.

Home Support Highlights

Happy New Year from the OARC Home Support team! The weather has not hindered us this January and we are excited to be back on the road. 2023 has been off to a great start for Residents' Councils as they look to re-establish themselves and build more engagement in the homes. Education and Home Support Manager, Mel Matheson, started off her 2023 visits with a trip to Owen Hill Care Community in Barrie, where she was able to present on "The Role of Residents' Councils in Long-Term Care" to an engaged group. The session was followed by a great discussion about the powers of the Council and how residents have been able to share feedback and advice to their Home.

Mel's next stop was to visit Chartwell Gibson Long-Term Care Residence in Toronto, where she met Kathy Lang, Council President. Mel and Kathy worked together to provide guidance and share ideas with the new Resident' Council staff assistant to support her in her role.

At a home visit to Kensington Gardens South building, Mel was invited to observe a Residents' Council Election after she delivered a presentation on Residents' Councils 101 and introduced the Shared Leadership Model. Although there are two separate and distinct Councils at Kensington

Gardens, the Councils at both the North and South buildings support one another and share ideas. It was a joy to witness the enthusiasm and dedication of the Resident Council President from the North Building working closely with the Residents' Council Assistant to help guide and establish a new leadership team in the South building. The South Council adopted the new Shared Leadership Model and voted in three new Resident Leaders. Mel looks forward to providing ongoing support as they get more comfortable in their new roles.



Reach out for support!

Is your Residents' Council in a state of transition and looking to establish a new leadership team, please feel free to reach out to OARC, and we can set up an in-home education session to help Resident Leaders (and their supportive partners) get off to a great start! Mel Matheson mmatheson@ontarc.com 1-800-532-0201 x 280

Thank You Barry Hickling, Former OARC Board Director/REAL member



The OARC team would like to extend our sincere thanks to Barry Hickling, Resident Leader at the Village of Aspen Lake, and his supportive team members Jenny Brown and Dana Houle for 3 years of connection and collaboration in his capacity as OARC Board Director and REAL member!

Barry first became involved with OARC in the spring of 2019 when he was a featured guest co-presenter in an OARC webinar entitled, [Residents Influencing Human Resources in Long-Term Care Homes](#). Around the same time, OARC team member Melissa McVie had the pleasure of meeting Barry in-person during a Home Support trip to the Windsor area. Shortly after this lively meeting, Barry applied to join OARC's Board, and the rest was history!

In 2021, Barry transitioned to an exciting new role on OARC's first-ever Resident Advisory committee, the REAL group. In this capacity, Barry welcomed a new challenge – working with OARC's former President, Sharron Cooke, to launch and pilot a new weekly forum for residents, with the goal of providing a safe and welcoming space to facilitate peer connection and support for residents across Ontario – known today as OARC's [Resident Forums](#). Barry was instrumental in envisioning and facilitating Forums – a responsibility he later shared with other REAL members before taking a short break to focus on his health.

Although Barry has decided to take a step away from his commitments with OARC, it is clear that he has left an indelible mark on our organization, both as a Resident Director on our Board and as a founding REAL member. Thank you, Barry, for your inspirational leadership, your calming presence and for anchoring us with your strength and hope. We look forward to keeping in touch!

Join a Forum to Connect with your Peers and Share Life and Work in Long-Term Care Homes

RESIDENT FORUMS: Weekly, Thursday at 2 pm ET – 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 ET – register [here](#). Participation is limited to team/staff members who assist long-term care home Residents' Councils.

Residents' Rights Corner

OARC's Residents' Voices Survey revealed that most Residents' Councils are engaged in the Residents' Bill of Rights review at every Council Meeting. Did you know that OARC has over 20 translated versions of the Residents' Bill of Rights on our website? Access them [here](#).

TIP: Consider including a copy of the RBR when welcoming new residents to your home.

This year, OARC will be highlighting at least 1 Resident Right in our newsletter. There are 29 rights in your Bill of Rights.

Residents' Bill of Rights #1	Source
<p>1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.</p>	<p>Fixing Long-Term Care Homes Act (2021) Residents' Bill of Rights</p>
<p>In other words, You have the right to be treated with respect. The staff at your long-term care home must be polite to you. They must recognize your dignity and rights as a person. For example, you can choose what you want to be called. If you would rather be called "Miss Lee" instead of "Angela", tell the staff. They must respect your wishes.</p>	<p>CLEO Every Resident – Bill of Rights for people living in Ontario long-term care homes</p>

Celebrating Residents' Council Week



SAVE the Date for Residents' Council Week 2023
September 11 to 17

HSO Releases New National Long-Term Care Standards

The Health Standards Organization is excited to share their recently released new national Long-Term Care Services standard (CAN/HSO 21001:2023 *Long-Term Care Services*). The standard can be accessed at no fee here:

<https://healthstandards.org/standard/long-term-care-services-can-hso21001-2023-e>.

The standard was developed over a 23-month process and informed by the clinical and technical expertise and lived experience of our 32-member Technical Committee, input and feedback from over 18,800 Canadians, and the best available evidence.

Representatives from OARC were proud to contribute to this important work.

The new standard focuses on promoting good governance, upholding resident-centred care and enabling a meaningful quality of life for residents, ensuring high-quality and safe care, fostering a healthy and competent workforce, and promoting a culture of quality improvement and learning across long-term care (LTC) homes.

Alongside the standard, HSO is also pleased to announce the release of our *What We Heard Report #3: Findings from HSO's Public Engagement in the Development of a New National Long-Term Care Services Standard*, which summarizes the feedback received from over 18,800 Canadians throughout the development of the standard. The report can be accessed here: <https://longtermcarestandards.ca/engage>.

HSO's new national LTC Services standard is one of two complementary National Standards of Canada that have been developed to address the challenges within Canada's LTC sector. The Canadian Standards Association (CSA Group) launched CSA Z8004:22 *Long-term care home operations and infection prevention and control* in December 2022. CSA Group's standard can be accessed here:

<https://www.csagroup.org/store/product/CSA%20Z8004:22/>.

For those interested, after reading the standard and/or the report, you are invited to complete a short survey to help HSO improve our future work:

<https://www.surveymonkey.ca/r/R3MZ37H>.

Ministry of Long-Term Care Home Updates

Investments to Provide Health and Well-Being Social Support Services to Long-Term Care Residents (posted on December 19, 2022)

Effective January 1, 2023, the new Resident Health and Well-Being (RHWB) program will support long-term care (LTC) home licensees to work towards a best practice of a minimum of 30 minutes of care per resident every four weeks through the provision of

social support services provided by Registered Social Workers (RSWs), Social Service Workers (SSWs) and other Allied Health Professionals (AHPs).

Through this program, the Ontario government will be providing up to \$6,523,200 in 2022-23, \$6,653,700 in 2023-24 and \$6,786,700 in 2024-25 to LTC homes across the province to increase access for LTC residents, and/or residents' families/caregivers, to social support services provided by RSWs, SSWs and other AHPs.

- [Signed Minister Letter](#)
- [2022-2023 Health and Well Being Program](#)
- [FAQ](#)

PLANNING EVENTS FOR 2023? Check Out CLRI's Diversity and Inclusion Calendar <https://clri-ltc.ca/resource/diversitycalendar/>

The Ontario Centres for Learning, Research and Innovation's Diversity and Inclusion Calendar is designed to track days of importance to LTC residents, families and team members in Ontario all in one online space: religious and spiritual days of significance, cultural celebrations, awareness days and health promotion days. Paper calendars are also available in 2 different formats to assist you with planning the year ahead. Consider bringing this resource to your next Residents' Council meeting.



ONTARIO CLRI Centres for Learning, Research & Innovation in Long-Term Care
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Thank you to Java Group Programs and the Ontario Centres for Learning, Research and 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 Tripp, Executive Director 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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