

OARC Team Changes

The last 2 months have brought upon a flurry of changes for the OARC team.



Farewell Josie-Lee Gibson

It was with mixed feelings that we said good-bye to Josie-Lee Gibson, OARC's Director of Education and Community Engagement earlier this month. A valued team member for over 5 years, Josie-Lee brought strategic leadership expertise and project management skills to OARC's education portfolio and has played a significant role in cultivating community and academic partnerships with key stakeholders. She leaves an indelible mark on OARC – she has been a source of coaching and encouragement to OARC's education team. Josie-Lee was also instrumental in planning, organizing and executing the plan to create our

new blended Board structure. Her connection with residents serves as a bright example of respect and honour, and her dedication to community service clearly is a high priority. Josie-Lee will be an amazing asset to the community of Cambridge in the capacity of firefighter. We wish her well in this new chapter of her life.

Congratulations Melissa McVie



On February 7th, Melissa McVie shifted into the role of Director of Education and Communications. Melissa joined OARC almost 4 years ago and has served as an Education and Home Support Facilitator and then as Education and Communications Manager. Her relational and listening talents and skills serve her well in her role connecting with residents, stakeholders and team members. Melissa looks forward to the opportunity to provide continued leadership in areas she is extremely passionate about while taking on additional

consultation and engagement opportunities to support and elevate the operations of OARC.

Welcome Stephanie Ventura



February 14th was another exciting day for the OARC team as we welcomed Stephanie Ventura to join us as Education and Community Engagement Manager. Committed to personal development and growth, Stephanie has held progressive roles from student to Recreation Assistant, to Resident Programs Manager. She also completed the LTC Administrator certificate program.

Guided by the Residents' Bill of Rights, Stephanie worked consistently to elevate resident voices, promote the work of Residents' Councils and improve quality of life for those around her. Stephanie has worked closely with colleges and universities to mentor students through LTC placements and has provided workshops for students entering the field.

As a proud OARC team member, Stephanie will continue to work closely with residents on meaningful ways to educate and inspire current LTC team members on the importance of Residents' Councils and the Residents' Bill of Rights. Stephanie also looks forward to connecting with students and community partners to demonstrate what it's really like in LTC and what they can do to drive positive changes for residents.

Welcome to Jim Gilhuly to OARC's Resident Expert Advisors and Leaders (REAL) Group



Earlier this month, Resident Leader Jim Gilhuly, joined OARC's Resident Expert Advisors and Leaders (REAL) group. Jim is a resident from Sunnyside Long-Term Care in Kitchener, Ontario. Read Jim's bio [here](#). OARC's REAL group is comprised of members who are Resident Leaders living in LTC homes across Ontario. Through this Advisory Group, REAL members bring their own diverse lived experiences and perspectives as residents to elevate and amplify these realities to educate and guide the LTC home sector and broader public. Welcome Jim!

Valentine's Day Poem

Thank you to Art J Thompson for his written submission to OARC in Action.

Love and Valentines

We sadly miss our hugs and kisses
Tho' our hearts are filled with love
February is the heartfelt month
A present from up above
No one is ever isolated no one is left alone
Although we can't touch in person
We can feel the love that's shown
The love we feel today
The love we feel for all
We have conquered fear with love
We are blessed so big and small
Happy Valentines month

peopleCare Hilltop Manor Celebrates the Olympic Spirit



peopleCare Hilltop Manor's Residents' Council shared pictures of the Olympics spiriti in their home while cheering on their fellow Canadians and all athletes around the world as we continue to fight through the COVID-19 Pandemic. The Olympic spirit is best expressed in the Olympic Creed: "The most important thing in the Olympic Games is not to win but to take part, just as the most important thing in life is not the triumph but the struggle. The essential thing is not to have conquered but to have fought well."

REAL Members in Action!



On February 9, OARC Resident Leaders Devora and Steven delivered a virtual presentation at Mohawk College with 11 students in the Recreation Therapy Intensive Program, Personhood and Inclusion Course. Thank you to Faculty member Laura McLean for extending this invitation!

REAL members Devora and Pierre had another inspiring day on February 16th spent with 40+ college students from the George Brown College Activation Coordinator/Gerontology program. Thank you to Professor and Faculty Advisor, Cindy Martin for coordinating our participation again this year! We look forward to this every spring.

Thank you to both amazing school programs for these interactive engagement opportunities and for seeing the value of infusing resident voice and lived experience into your course curriculums! We look forward to keeping in touch and wish all students continued success in their academic and placement endeavors.



OARC Consultation with Minister Paul Calandra – Feb 11

Representatives from OARC's Board, Resident Advisory group and team welcomed the opportunity to meet with the new Minister of Long-Term Care, Paul Calandra on February 11th. During the 1-hour consultation, Resident Leaders were able to convey the pivotal role of Residents' Councils in every LTC home and the need for resident lived experience to be leveraged when it comes to 'fixing the system'. Resident Leaders also drove home other key messages including the need to invest in strategies to make resident homes feel more like HOME which includes a much-needed boost to the raw food budget. Our group came away feeling hopeful about Minister Calandra's commitment to raising the bar on both resident care standards and LTC infrastructure as well as quality of life – as defined by residents.

A message from OARC Resident Leaders –No blame or shame: Thank you LTC Team members

As we continue to move through our pandemic journey, OARC’s Resident Leaders would like to express their gratitude to team members province-wide for doing their part by getting vaccinated and for working tirelessly to ensure continuity in care and services during periods where staffing resources have been adversely impacted and stretched.

We recognize that there is a stigma attached when an individual contracts COVID-19. The Omicron variant has demonstrated that this virus does not discriminate, and even the most caring, conscientious individuals are not immune. We are mindful that, in most cases, when people fall ill, they do so by no fault of their own.

OARC Resident Leaders encourage Residents’ Council leaders across the province to share this message of ‘no shame, no blame’ and continue to use their Council meetings as a forum to document expressions of gratitude and support to their dedicated team members working in their long-term care homes.

“We all know it’s been rough. We know you are doing your best to keep yourself, and those you care for, healthy and safe. Thank you for all that you do.”

~ REAL group

YOUR Membership Helps Us Make A Difference - OARC Annual Membership

OARC’s annual membership drive will begin in February. Member homes will receive their annual membership renewal package addressed to the “Residents’ Council Assistant”.

Your Residents’ Council is IMPORTANT and positively contributes to the quality of living in your home. OARC is instrumental in educating, supporting and advocating for Residents’ Councils in long-term care. OARC Board members sit at government and long-term care home community tables to support and represent what is important to long-term care residents across Ontario.



THANK YOU to APANS Health Services, the City of Toronto, Extendicare Inc., S&R Nursing Homes Ltd., Sienna Senior Living Inc. for purchasing memberships for their homes in 2021.

Words and Dignity Bookmark

Created by Connie Redmond, Supervisor, Activation/Coordinator, Volunteer Services, Riverview Gardens and Board Director for OARC, the *Words and Dignity Book Mark* is a convenient way to support person-centered language. The bookmark identifies suggested language to support the transition of a person-centered culture. This tool can support team members and prepare new students and volunteers as they begin their professional journey in a long-term care home. [Click here](#) to download the bookmark.

View our February 1st OARC Webinar Recording: Telephone Scams and Internet Trickery



TECH
COACHES

Chris Bint, Chief Learning Officer from Tech Coaches, provides a virtual, plain language information session about common technology-based scams and how to remain safe on the internet. Designed for residents living in long-term care homes, Chris shares tips on how to navigate email, internet and telephone scams to help viewers feel more comfortable and confident. Tech Coaches aims to enrich the lives of adults with technology through literacy training and services that educate, inform, and enable. **View the webinar here:**

<https://youtu.be/hlwdF6gwUWo>

Spread the Word: Upcoming Resident Forum Dates:

OARC hosts Resident Forums [every Thursday at 2pm](#) using the Zoom meeting platform (same login every week). OARC Resident Leaders (who also serve as dedicated Forum Facilitators) encourage ALL residents to consider joining us at a future Residents' Forum discussion in the coming weeks. A reminder that these sessions are safe, confidential spaces for residents to come together each week for home sharing, problem solving, and peer connection. Please mark your calendars for the following Forum dates, including another food-focussed discussion at the Residents' Forum on March 3rd, as we kick off Nutrition month. At this dedicated Forum, **we invite residents to share some promising practises and quality improvements they've seen implemented in their homes to enhance the dining experience, making it more pleasurable and person-centred.**

- Feb 24
- March 3 ***Special Dining Experience Discussion***
- March 10
- March 17
- March 24
- March 31

To join the Resident Forum Meeting from a computer or tablet:

<https://zoom.us/j/9884879139?pwd=RjdaNmwxTzVLMmk2Wlp1QkVaQ1MxUT09>

Clicking the link should automatically launch you into the Forum waiting room, however, if you are prompted to enter any additional information, you can enter the following:

1. Meeting ID: 988 487 9139
2. Passcode: Resident

To join the Resident Forum Meeting from a telephone:

1. Dial our toll-free phone-in option 1-888 475 4499
2. Enter our Meeting ID: 988 487 9139
3. Enter our Passcode: 93606329

Further Restrictions Lifted in Ontario LTC homes

On Monday, February 21st, we welcomed more of the Ministry's projected plans for lifting restrictions in LTC homes including the following:

- Resuming all general visitors 5 years and older who have had at least two COVID-19 vaccine doses (children under 5 years of age would continue to be restricted from entering a long-term care home, except for infants 12 months or younger.)
- Increasing limits on the number of visitors (including caregivers) who may visit a resident at one time to 3.
- Expanding social day absences to all residents regardless of vaccination status.
- Resuming social overnight absences for residents who have had at least three COVID-19 vaccine doses.
- Resuming adult day programs, entertainers and personal care services (where the person is not a staff member). Social group activities should remain as small groups (i.e., up to 10).

We look forward to additional changes in the coming weeks, originally communicated by our Ministry partners [here](#). The following resource materials to support the February 21 changes were provided by the Ministry on Friday:

- [LTC Guidance Document](#)
- [Long-Term Care Pandemic Response FAQs](#)
- [LTC Visitor Absences Social Gatherings Snapshot \(chart\)](#)
- [LTC COVID-19 What residents can expect \(chart\)](#)

AdvantAge Ontario's Annual Convention 2022 – Advancing Senior Care

AdvantAge Ontario will host their annual convention online for Ontario's not-for-profit long-term care and seniors' housing community. The event will be held on April 20th to the 21st, 2022 and will feature education and tradeshow events. For more information and registration visit <https://na.eventscloud.com/ereg/index.php?eventid=637758&>

OLTCA's Together We Care Virtual 2022 - Registration Is Now Open!

TWC will be held virtually April 4 – 6, 2022 to continue efforts to be cautious and keep everyone safe. Building on the success and positive response to last year's virtual event, OLTCA will host Pre-Conference streams for 2022 in addition to the classic TWC programming. OLTCA acknowledges that this is a challenging time for the long-term care and retirement community sectors. TWC will feature new programming formats designed for every delegate to immerse themselves in education and exciting content on their own schedule. For more information and registration visit <https://together-we-care.com/2022-registration/>

Residents Contributing to National Standards

Informing HSO's National LTC Services Standard

Health Standards Organization (HSO) will be conducting virtual visits with residents of long-term care homes across Canada in the upcoming months to gather information to inform our new National Long-Term Care Services standard and build on what we have heard from over 350 residents so far. HSO would be grateful for the opportunity to organize virtual visits with residents in your network. For more information or to indicate your interest in participating, please contact Sylvie Eyamie at sylvie.eyamie@healthstandards.org or 613-738-3800.

Who is Health Standards Organization (HSO)?

HSO is a global organization that develops evidence-based standards, assessment programs, and quality improvement solutions. HSO is the only Standards Development Organization (SDO) in Canada solely dedicated to health and social services. Affiliated with Accreditation Canada (AC), HSO's standards form the basis of AC's accreditation programs and are used in over 15,000 locations and 38 countries.

Why is HSO speaking with residents of long-term care homes?

HSO is currently developing a new *National Long-Term Care Services* standard that will be shaped by the needs and voices of Canada's LTC home residents, workforce, local communities, as well as broader members of the public. Through previous consultation opportunities, HSO has already heard from over 18,000 Canadians about their experiences with and perspectives on long-term care, including over 350 LTC home residents.

HSO wants to engage even more residents, especially those from under-represented groups, to further inform the development of the standard. To do this, HSO will be conducting virtual visits with residents of LTC homes across Canada to gather additional insights and information from them.

HSO is particularly looking to hear from residents living in the following regions: Quebec, British Columbia, New Brunswick, Nova Scotia, Newfoundland and Labrador, Manitoba, and the Territories. In addition, HSO is particularly looking to speak with residents who identify as First Nations, Inuit, or Métis, residents who identify as a visible minority, French-speaking residents, LGBTQ+ residents, younger residents, residents living in rural or remote areas, and residents with visual and/or hearing impairments.

Public Review Draft of the New CSA Standard Z8004, *Operations and infection prevention and control* is now available

This standard was developed by the CSA Group Technical Subcommittee on Long-term care homes, under the jurisdiction of the Technical Committee on Healthcare Facilities. The attached draft is available for 60-day public review and comment period until **April 11, 2022**. Click [here](#) to review.

The Ontario CLRI's Printable Diversity Calendar: A promising tool for residents and teams to promote inclusive LTC communities

<https://clri-ltc.ca/resource/diversitycalendar-print/>

Download The Bulletin Board Calendar By Month

Click on the below images to download that month's 11 in x 17 in poster(s).



The Diversity and Inclusion Digital Calendar was created by the Ontario CLRI at Englewood and the Ontario CLRI at the TBA and informed by the [Supporting Diversity and Inclusion in Long-Term Care Advisory Committee](#) and other experts, including persons with lived experience.

The **2022 Diversity and Inclusion Printable Calendars 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. Staying aware of these days and scheduling activities around them will help you create

an inclusive home, 365 days a year.

View the [digital Diversity and Inclusion calendar](#) to explore resources and information to deepen your knowledge and understanding of these dates. Learn more about CLRI's [diversity and inclusion work and resources](#). Reach out to CLRI at info@clri-ltc.ca to request printed copies of the monthly bulletin board calendars. The Diversity and Inclusion Calendar is not an exhaustive list nor is it intended to be used for accommodation requests. These resources are intended for printed use and may not be optimized for digital use with accessibility technology such as screen readers, etc.

OARC Moves to Virtual Office

Our New Mailing Address is:

4261 Highway 7 East, Suite #A14-360, Markham, ON L3R 9W6

Phone and Fax remain the same: 1-800-532-0201 | 905-731-3710 | Fax 905-731-1755

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



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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 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.



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