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## Annual OARC Membership for Residents' Councils

It's that time of the year again when OARC invites Residents' Councils to consider supporting our organization by purchasing or renewing their annual membership. Membership dollars allow us to travel further, engage with more residents and teams, and take on special projects.

For current members, your annual renewal letter was mailed earlier this month, to the attention of your designated Residents' Council Assistant. Some Residents' Councils are corporately supported to be OARC Members, in which case, your home might not have received a letter, but you can anticipate receiving a new membership certificate once a renewal has been processed.

If your Residents' Council is interested in pursuing an [Annual OARC Membership](#) OR if you're connected to an organization that might wish to explore a [Corporate Membership](#) on behalf of your family of long-term care homes, please contact Jennifer Langston at [jlangston@ontarc.com](mailto:jlangston@ontarc.com) or 1-800-532-0201 Ext 220 to learn more.

**We hope that we can count on your support for the 2024-2025 membership year, which begins April 1<sup>st</sup>, 2024.**

*Thank you!*



## #WebinarWednesday Recap – Friendship in Long-Term Care Homes

Our February 14<sup>th</sup> webinar was all about friendship and residents connecting in LTC.

According to the Residents’ Bill of Rights, which are contained in the law (or legislation) for long-term care homes called the Fixing Long-Term Care Act, 2021, **“Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.”** Our February webinar explored examples of what friendship and connection can look like, from a resident perspective.

Access the [Webinar Recording](#) | Download the [Webinar Slide Deck](#)



Special thanks to Resident Leaders, Dave Stanyon, Steven Wenzowski (pictured left), Carol Burke and Devora Greenspon for contributing to our lively discussion about friendship.

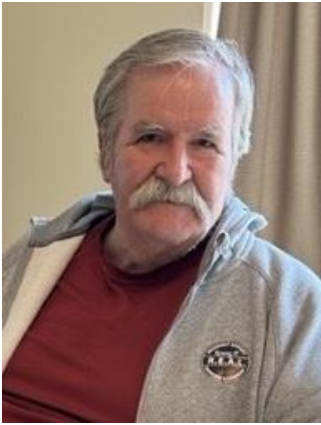
### Keep the Conversation About Friendship Going... Join our **Forums!**

Looking for a way to connect and learn from other residents or team members that support Residents’ Councils? Join us if 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.



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### Dave's Monthly Musing: *The Forum*

Growing up as I did, in Montreal, Quebec, the 'Forum' was a big part of my life. An historic building, the Forum was across the street from the Atwater Terminal where I caught the Sherbrooke 105 bus to go home. It was also across the street from the Alexis Nihon Complex, consisting of a shopping centre, two office towers and a residential building. Conveniently, it connected to *le Metro*... also known as the subway. It was just always there.

Most of all, the Forum is celebrated as the home of the Montreal Canadiens Hockey Club. It became a hockey 'shrine' when the franchise dominated the sport between 1953 and 1960, winning six Stanley Cups, including five straight. Legends played there... Jean Beliveau, Maurice 'Rocket' Richard, Jacques Plante and Doug Harvey, just to name a few.

My fond memories continue, as I can happily recall the Forum as the venue for my first date with the girl who would be my wife just five short years later. But that's a whole different story...

Looking back in history, there was also a Forum in Ancient Rome. For centuries the 'Forum Romanum' was the centre of day-to-day life, the site of criminal trials, triumphant processions, elections, debates, gladiatorial matches and the nucleus of commercial affairs.

Here at OARC, we have taken this idea of the Forum, and we've updated it for the 21st century, by creating a virtual meeting place for residents living in long-term care homes across Ontario. Using the Zoom platform to connect to [our weekly online Forums](#) can be a way to meet new friends and to share concerns and successes. For residents, it's a place where ideas and views on a particular issue can be exchanged and discussed without fear of reprisal or of being judged. Forums are completely resident-led and our weekly conversations are not recorded.

In closing, I invite you to come join me and my fellow Resident Facilitators on Thursday afternoons. We'd love to meet you! And like my stories above, we can create some lasting memories!

*Shared by: David Stanyon, Resident Leader, Kensington Gardens & OARC REAL member.*  
Learn more about the author, Dave, in his [OARC profile](#).

## March is Nutrition Month – Join us March 13<sup>th</sup> at 2pm for #WebinarWednesday

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 focusing 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 here](#) to join the webinar and pose some questions in advance!

OSNAC will also be hosting a free [Q & A webinar series](#) for LTC teams:

February 29<sup>th</sup> @ 1:30pm – [Interdisciplinary Approach to Palliative and End of Life Care](#)

March 26<sup>th</sup> @1:30pm – [Reducing Risk with the Use of Technology](#)

April 24<sup>th</sup> @1:30pm – [A La Carte – Implementing Change to Your Menu Style in LTC](#)

## Change the Culture of Aging at Walk with Me

Walk with Me is a national conference aimed at changing the way we age in Canada. Hosted by the Research Institute of Aging (RIA), this year's conference is being held in Ottawa, Ontario from May 1-3, 2024. We know driving change can feel lonely. Walk with Me is an opportunity

A promotional banner for the 'Walk with Me Conference'. The banner features a photograph of an older man with glasses and a woman in the foreground, with other people blurred in the background. The man is smiling and looking towards the right, while the woman is looking up and to the right with her hand raised as if participating in a discussion. The banner has a teal and white color scheme. Text on the banner includes: 'Registration now open!' in a white speech bubble, 'the-ria.ca/walkwithme' in the top right, 'Changing the culture of aging in Canada' in the center, 'MAY 1-3 2024' in the bottom left, and '#WalkWithMe2024' in the bottom right. There is also a location pin icon and the word 'Ottawa' in the bottom right corner. The 'WALK with ME CONFERENCE' logo is in the top right corner.

Registration  
now open!

the-ria.ca/walkwithme

Changing the culture  
of aging in Canada

Ottawa

MAY 1-3 2024

#WalkWithMe2024

to create connections and build partnerships that empower you to nurture the journey to a social model of care in senior living. Connect with leaders in the sector and gain practical supports and strategies to take with you.

Visit [the-ria.ca/walkwithme](https://the-ria.ca/walkwithme) to register and secure your spot today. Early bird registration ends March 15, 2024.

Walk with Me is presented by Marquise Hospitality. To view the full program visit: [the-ria.ca/walkwithme](https://the-ria.ca/walkwithme).

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!



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## OARC Home Support Insights: Navigating Conflict at RC Meetings



Some of OARC's recent support calls and home visits have involved the thoughtful navigation of Residents' Council dynamics. Part of what makes each home and Council special is the opportunity to hear different perspectives and work together to reach consensus decisions. Occasionally, Residents' Councils might experience conflicts that require some creative problem solving to make meetings more inclusive, respectful, and productive.

OARC recommends that Residents' Council members develop their own **code of conduct**, which can be embedded in the Council's Bylaws. When Councils work together to create a code of conduct and identify the steps that will be taken when it is not followed, the process can be empowering and have beneficial outcomes. Some Councils review their code of conduct annually when Bylaws are updated. The code of conduct can also be printed and displayed in your Residents' Council meeting space, or you might consider laminating copies for easy reference. Having the code readily available, in some cases, might allow the person who is chairing the meeting to confidently redirect perceived disruptions in the moment.

Residents' Council members can also work together to personalize [OARC's Opening Guidelines and Closing Remarks](#) as another way to reinforce aspects of your code of conduct by framing your meetings with a respectful message and tone. Some Councils might choose to create their own Mission or Purpose Statement as an additional reminder about what the group stands for/hopes to achieve.

If your Residents' Council experiences a reoccurring conflict between members who are expressing personal or oppositional viewpoints, it can be helpful to take the time to learn more about each member's strengths, areas of interest and/or concern as a first step. These conversations can take place between residents and the Council Assistant in advance or between meetings and can help strengthen relationships and establish trust.

It's important to note that some residents may be speaking up and expressing themselves at Council meetings for other reasons. Councils may consider partnering with their home's Social Worker or a member of their Behavioural Supports Ontario (BSO) team (if available) to discuss strategies that support cohesive living, as some residents may be living with a mental health diagnosis or changing cognitive abilities. Having a better understanding of what resident peers may be experiencing can also foster more compassionate and caring relationships and promote inclusive Councils.

When residents feel they have an opportunity to contribute during a Council meeting in a way that is meaningful to them (for example, reading your Council's financial/treasury

report, sharing ideas for programs and outings, or discussing one of the residents' rights etc.), they are more likely to feel valued, validated, and heard.

It's important to allow everyone the opportunity to speak and share during meetings, but it's also important to follow your Council's set agenda. Sometimes allotting an amount of time to each agenda item (and sticking to it!) can keep meetings on track.

Do you think your Council might benefit from some additional support? Mel Matheson, OARC's Education and Home Support Manager looks forward to connecting with you soon! Phone: 1-800-532-0201 extension 280 or Email: [mmatheson@ontarc.com](mailto:mmatheson@ontarc.com)

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## OARC Quality Corner – Research Update and Upcoming Webinar

OARC is pleased to share our recently published [protocol paper](#) now available in the open access British Medical Journal. This paper outlines the scope of our ongoing research project, "Empowering Ontario's long-term care residents to shape the place they call home."

We encourage you to visit our [current research webpage](#) or to contact Chloe Lee, Quality and Evaluation Specialist, [clee@ontarc.com](mailto:clee@ontarc.com) to learn more or to get involved.

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## Registration Now Open – Advancing Senior Care Annual Convention

OARC is pleased to be participating in AdvantAge Ontario's Annual Convention, taking place April 17-19. Several of our Resident Leaders will be speaking at the event before the keynote speaker takes the stage, and we'll be available to answer questions at our OARC booth. [Register today](#) to secure your space, as tickets sold out last year!

## Updates from Our Ministry of Long-Term Care (LTC)

**OARC encourages LTC teams to explore ways to share the following updates (and how they relate to activities in the LTC home) with Residents' Councils to support transparency and open communication. Distributing this newsletter can help to start the conversation.**

**February 21, 2024:** [Message from the Minister of Long-Term Care \(LTC\) - Fiscal Year Three \(2023-24\) LTC Staffing Increase Funding Update](#)

The LTC Staffing Increase funding is intended for the purpose of sustaining or increasing the direct care time provided by nurses, personal support workers (PSWs) and allied health professionals (AHPs) to residents. Eligible expenses include salaries, wages, benefits and hours for both new and existing direct care staff. Our government continues to work towards a province-wide average target of four hours of daily direct care by March 31, 2025.

Per this latest update, effective March 1, 2024, eligible LTC home licensees will receive an adjustment to the funding provided for staffing investments aimed at increasing direct hours of care. [Access the supporting documents for this update below:](#)

[Minister's letter](#) | [Updated 2023-24 LTC Staffing Increase Funding Policy](#) | [FAQ document](#)

*Residents' Council members may consider asking their Administrator about whether their home is amongst those eligible to receive the infusion of funds noted above. In addition to care and clinical services, residents might be interested in learning about other types of allied health providers (e.g. social work, recreation) that have been supported through this funding.*

**February 12, 2024:** [Memo from Assistant Deputy Minister, Policy, Sean Court - Continuous Quality Improvement Initiative and Resident and Family/Caregiver Experience Survey](#)

Reminder to LTC Licensees about their obligations related to the continuous quality improvement initiative and the resident and family/caregiver experience surveys in the Fixing Long-Term Care Act, 2021 and the Regulation. Highlights include:

### Resident and Family/Caregiver Experience Survey

- Survey executed at least annually to measure the resident and family/caregiver experience with the home and the care, services, programs and goods provided
- The licensee must seek the advice of the Residents' Council and Family Council (if any) in carrying out the survey *and* acting on its results.

### The continuous quality improvement (CQI) initiative

Every licensee must:

- Establish an interdisciplinary quality improvement committee, which must include at least one member from the Residents' Council and Family Council (if any);

- Ensure the home’s CQI initiative is coordinated by a designated lead (who is a member of the home’s staff);
- Prepare a report on the CQI initiative for the home each fiscal year;
- Publish the CQI initiative report on the home’s website and share a copy of the report with the Residents’ Council and Family Council (if any);
- Maintain a record of the names of the people who participated in the evaluations of improvements in the CQI report.

**February 9, 2024:** [Memo from Assistant Deputy Minister, Policy, Sean Court – Public consultations on proposed amendments to Ontario Regulation 246/22 under the Fixing Long-Term Care Act, 2021](#)

The Ministry is proposing amendments to the long-term care Regulations in the areas of staffing, pandemic recovery and stabilization, and clarifying the technical amendments. A detailed summary of the proposed amendments can be accessed on the [Ontario Regulatory Registry](#), with the opportunity for public comment until March 10, 2024.

OARC is pleased to have been amongst the LTC stakeholder groups consulted on the proposed amendments, including the proposed requirement for homes to involve Residents’ Councils and Family Councils in the review of existing visitor policies and any future revisions, and the removal of the minimum number of instructional hours (currently 100) for Administrators’ training. We look forward to sharing future updates regarding the outcomes of these proposed changes.



Thank you to [Java Group Programs](#), [Extencicare](#), [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.



Tel 905-731-3710 | Toll-free 1-800-532-0201 | Fax 905-731-1755

[www.ontarc.com](http://www.ontarc.com) | [info@ontarc.com](mailto:info@ontarc.com)

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*The views expressed in this publication are the views of OARC and do not necessarily reflect those of the province.*