

OARC In Action

For Residents By Residents



March 2021

REAL Recruitment – Residents, We Need YOU!

OARC Transition



OARC is the provincial lead in bringing the voice of residents forward to educate the community, enhance Residents' Councils, and work with stakeholders and government to improve the quality of living in LTC homes. To celebrate and strengthen this impactful work, we are excited to launch a new advisory group - the REAL group.

The acronym REAL stands for Resident Expert Advisors and Leaders which says it all! The REAL group, consisting of 8 resident leaders, will be launched in the spring of 2021 and will provide dynamic opportunities for residents to share their lived experience in a variety of ways.

Additionally, in alignment with our strategic priority to build organizational capacity and sustainability, recognizing the changing landscape within LTC, OARC is building a new Board of Directors. Together with LTC residents, new Directors will be recruited to enhance the overall strategic and system thinking capacity through varied professional skillsets and competencies. This exciting work has begun, with the goal of announcing the new Board of Directors in the summer of 2021

Resident Recruitment

OARC is recruiting Resident Leaders from across Ontario to infuse more resident voice/perspectives and elevate impact. The Resident Expert Advisors and Leaders (REAL) group is a new OARC advisory group that will consist of resident leaders living in long-term care (LTC) homes across the province. Commencing this spring/early summer, the REAL group will share their lived experience as an integral component of OARC's planning and service provision and we need YOU to make this happen.

- Are you an engaged resident leader living in an Ontario long-term care home?
- Are you interested in lending your voice to discussions at the community and provincial levels to educate and inspire others?
- Would you welcome opportunities to provide advice and consultation to government, stakeholders or advisory groups?

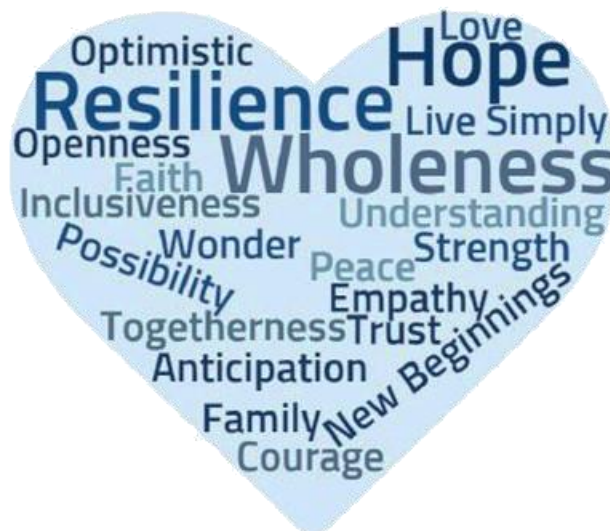
If you answered YES, we want to hear from YOU!

Please express your interest by completing a [Getting to Know You form](#) and forward to Melissa McVie at mmcvie@ontarc.com by April 30, 2021. Download our [recruitment poster](#) for your home.

Hopeful Hearts LTC

As we observed the 1-year anniversary of COVID-19 entering long-term care (LTC) homes and taking the life of its first beloved resident, OARC invites you to help us recognize/mark these significant milestones with a collective gesture of grief, love, and hope.

Life has been forever changed by this virus, and the impact on those living, working and connected to LTC has been traumatic and heart-breaking. Since the early days of the pandemic, national COVID-19 campaigns have featured images of illuminated hearts and other messages of support in the windows of private residences and various healthcare settings.



OARC invites you to build upon this powerful movement and join our #HopefulHeartsLTC campaign. Together we mourn, and together we move forward in love and hope. We encourage you to work in partnership with residents, families and LTC teams to create your own unique heart display in your home or in resident rooms. Hearts can be showcased on a wall, in a window, or create a three-dimensional display.

To help you get started, OARC has 3 downloadable heart templates/colouring sheets for you to choose from and a Word Cloud created by OARC's Board and Team Members representing our message of HOPE for you and yours: <https://www.ontarc.com/covid-19/hopeful-hearts-ltc.html>

Download our template options and colouring pages to begin your hope filled journey.

- Hopeful Hearts LTC [Template and Colouring Pages A](#)
- Hopeful Hearts LTC [Template and Colouring Pages B](#)
- Hopeful Hearts LTC [Template and Colouring Pages C](#)
- Hopeful Hearts LTC [OARC Word Cloud](#)
- Option to create a Word Cloud <https://www.wordclouds.com/>
- OR work with residents to create their own hearts or word cloud...

Using hashtag #HopefulHeartsLTC, share your heart displays with us. Be sure to tag @OARCnews on Twitter or mention us on your other social media accounts and email us images of your creations at mmcvie@ontarc.com for a chance to be featured or shared in OARC publications.

For more information and media contact please reach out to Melissa McVie, Education and Communications Manager mmcvie@ontarc.com 1-800-532-0201 x260.

We welcome your support in this ongoing initiative.

Hopeful Hearts LTC from Residents at Bendale Acres in Scarborough



The Residents' Council at Bendale Acres (City of Toronto) wants to help OARC spread the word that long-term care residents are hopeful that there are brighter days ahead! #HopefulHeartsLTC. A special thank you to Acting Manager, Resident Services, Caitlin Demers, the Resident Services Team and Bendale Residents' Council members for creating this beautiful picture of hope.

RECORDING AVAILABLE: Bringing Residents' Bill of Rights Alive Through a Person-and Family-Centered Approach Webinar



This webinar provided a high-level overview of OARC's Through Our Eyes Program and focused primarily on the experiences of two long-term care (LTC) homes. It highlighted the opportunity for collaboration in the implementation of Person-and Family-Centred Care recommendations in LTC using the Through Our Eyes program. We invite you to learn from your peers and see what the impact, adaptability, and sustainability of OARC's Through Our Eyes Program can look like.

Presenters: Josie-Lee Gibson, OARC, Sandi Campbell, Activation Aide, FJ Davey Home and Brittany Young, Director of Care, Braemar Nursing Home

Access the recording here: <https://youtu.be/yN1-szbQBKq>

OARC and George Brown College – Virtual Education



Insights into the Resident Experience

George Brown College – March 10, 2021

Presenters:

Devora Greenspon, OARC Board Director/Treasurer

with Melissa McVie, OARC Education and Communications Manager



What a privilege to meet with 50 second-year Activation/Gerontology Students through George Brown College's virtual education platform on March 10th. Alongside OARC's Education and Communications Manager, Director Devora Greenspon shared insights about Residents' Councils and her life as a resident in long-term care (LTC). Through interactive activities and discussion, they explored the role that students/ new graduates can play in creating LTC home environments that celebrate and support Residents' Councils and encourage residents to contribute in meaningful ways based on their unique interests and strengths. A big thank you to Cindy Martin, Professor at George Brown, for helping to coordinate this opportunity! We wish your students continued success as they complete their studies.

Making the Most of Your Seasons Magazine

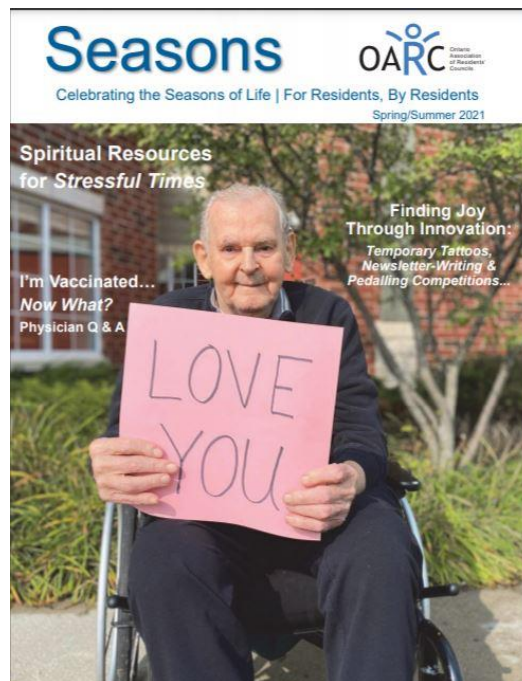
We are excited to share that our Spring/Summer edition of Seasons is now live on our website and will be arriving in your homes early next month. Each issue is addressed to the Residents' Council President/Leader in your home.

Access our digital edition here:

https://www.ontarc.com/assets_publications/Seasons/SeasonsSpringSummer2021.pdf

Here are a few tips to help you make the most of Seasons magazine:

- As our capacity to mail out large volumes of Seasons is limited, we encourage you **to consider printing additional copies of this magazine** to share with residents in your home
- Print and **post articles of interest** on your Residents' Council Boards
- **Share copies with Residents' Council leaders and home area representatives** for inspiration and to promote promising practises/connection opportunities with OARC
- Consider **distributing virtual copies** of Seasons to residents with email accounts/access. Seasons may also be of interest to team members, family and friends and other stakeholders on your distribution lists
- Consider using your copy of Seasons as a tool/conversation starter for a **resident discussion group or at a future Council meeting**



Future Subscription? OARC is exploring the possibility of offering Seasons on a subscription-basis to allow Residents' Council groups or LTC home teams to purchase additional copies above and beyond what is currently distributed. If this is something that might appeal to your group, we would love to hear from you, as this will help inform our next steps.

Please email mmcvie@ontarc.com to express your interest.

COVID-19 Vaccine Update



If you are still wondering if you should get the [#COVIDvaccine](#), resident leader Barry Hickling has a message for you:

<https://www.youtube.com/watch?v=ibVoJOdHpec>

Our friends at the Ontario Centres for Learning, Research and Innovation in Long-Term-Care have compiled some excellent resources to support you in your decision-making: <https://clri-ltc.ca/resource/vaccines>

NEWS FROM RESIDENTS

Queensway Long Term Care and Retirement Community - SENIORS HELPING SENIORS

Together, the residents and team members at Queensway have felt the support and generosity from their community throughout the pandemic. The residents at Queensway wanted to show their appreciation by giving back to seniors in the community who may not have felt that same support either while isolating in their home or had an unfortunate circumstance that led them to the emergency department and admission to hospital.



Cindy Bisback, Resident

Sasha Bailey, college placement student

Mary Webber, resident

L to R – Margaret Sutherland Program Manager at Queensway, Omar Turk Nursing Team Member, Jessie Brown Social worker

Through the assistance of South Huron Hospital's Social Worker, Jessie Brown, Queensway was able to give each inpatient over the age of 65 a gift basket letting them know that we are thinking of them. Resident Mary Webber said, "We help because we care about others". Thank you, Queensway!!!

OARC IN THE MEDIA

- March 6, 2021: [One Year Later: Why Canada's COVID-19 crisis is Being Called a Senicide](#)
- March 10, 2021: [Elderly, Vaccinated and Still Lonely and Locked Inside](#)
- March 16, 2021: [The Agenda: Pandemic Reality of Seniors](#)
- March 29, 2021: [CBC Frontburner Podcast: "Feels like I'm in jail": Post vaccine isolation in LTC](#)

RESEARCH PARTICIPATION OPPORTUNITIES

Call for Participants in Dining in Long-Term Care, Resident and Family Perspectives

Study: 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 long-term care, especially during the COVID-19 pandemic. The aim is to improve the quality of mealtimes for long-term care residents. The voluntary interview will ask about:

- Current dining practices and changes with COVID-19 in your homes
- Your thoughts on what is working well and where things can be improved
- 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. The interviews take about 15-30 minutes and will be conducted by telephone or by ZOOM and will be audio-recorded with your consent. Residents can live in retirement homes, assisted living, long-term care homes. **To participate email nutriage@uwaterloo.ca to schedule your interview. Questions? Contact Heather Keller at hkeller@uwaterloo.ca or call 519-904-0660 x 4205**

Call for Participants in Western University Study - Making it Easier for Older Adults to Stay in Touch Through Video Technology:

COVID-19 has kept many of us from our loved ones. Video-technology (Zoom, Facetime) is one way to stay in touch. Western University's study's goal is aimed at making it easier for older adults to stay connected (through synchronous video technology) with people they are close to when face-to-face contact is not possible. Leora Swartzman, faculty member in the Psychology Department at Western University and the principal investigator of a needs-assessment project funded by Western's internal grant "Surviving Pandemics: Multidisciplinary Approaches to Reliance and Pandemics" is seeking participants for the study.

To make technology more 'user-friendly', researchers at Western University want to learn about your thoughts and experiences using technology to connect with family/friends. Participation involves taking part in one or two one-on-one interviews over Zoom. You will be compensated for your time. The researchers are eager to hear from you if:

You are an older adult who might connect (more) with loved ones if the tech was easy to use. *Since the interviews will be conducted over video technology, for an older adult to participate, someone would have to provide them with technical support (including the hardware). Older adults who cannot set this up on their own would not qualify for the study.*

OR There is an older adult in your life who you would video-visit (more) with if they could use the technology or use it more easily. *This older adult need not participate in the study.*

OR You provide (or have provided) technical support to help an older adult in your life connect socially via technology.

More information (including how much you will be compensated and how your information will be kept confidential) is available at:

- [More Information](#)
- [Letter of Information and Consent – Older Adults](#)
- [Letter of Information and Consent – Close Contacts](#)

To learn more about the study and to find out if you qualify, call 1-519-661-2111 ext. 84654 or email video@uwo.ca and someone will get back to you.

Together We Care 2021 Virtual Conference – April 20-22, 2021



Canada's largest long-term care and retirement communities convention

Together We Care

VIRTUAL
April 20-22, 2021

REGISTER NOW

Register Today for
#TWC2021

Tune in **virtually** to hear from
leaders & changemakers from across
the seniors' care continuum

Ontario Long Term Care Association (OLTCA) and Ontario Retirement Communities Association (ORCA) are expanding the "we" in "Together We Care" through an online collaborative forum that joins the long-term care and retirement community sectors to help shape the future of seniors' care. It provides the unique opportunity to tune in virtually to hear from inspirational keynotes, as well as leaders and change-makers from across the seniors' care continuum about

novel ideas and case studies, new models of care, partnerships for success, and hot topics that both challenge and inform attendees. [Click here](#) to register for #TWC2021 today.

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



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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.



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