

OARC Welcomes a New Team Member



Meet Melissa Matheson, Education and Home Support Facilitator

OARC is excited to be growing our team once again. Earlier this week, Melissa Matheson joined us in the capacity of Education and Home Support Facilitator. Melissa brings experience as a Residents' Council Assistant and LTC Programs Manager combined with a diverse background in marketing and event coordination. Her energy and enthusiasm and resident-centred focus is a welcome addition to OARC's Education team.

Melissa will be available to support you and your Residents' Council with any education needs, including questions about Council operations, residents' rights etc. You can reach Melissa at mmatheson@ontarc.com or by telephone at 1-800-532-0201 extension 280.

March is Nutrition Month: *Small bites of inspiration from Resident Leaders*

On March 3rd, OARC Resident Leader Gale facilitated a Food-Focused Resident Forum on the hot topic of the Dining Room Experience in LTC. Residents discussed some of the challenges and opportunities in this area. Some of the promising practises we heard about were:

- Introducing sound-absorbing materials to the dining area, such as tablecloths and drapery
- Working with Nursing and Administration to ensure that medical procedures (such as insulin injections, eye/ear drop administration, swabs and dressing changes) are not taking place in the dining room
- Using “real” tableware instead of plastic or melamine wherever possible, and providing cups and saucers instead of mugs based on resident wishes
- Working with Programs/Recreation department to enhance dining experience through use of décor, music and celebrating special occasions
- Working with Programs/Recreation department on food related programming, such as cooking clubs, socials, and dine-in clubs to provide opportunities outside of set mealtimes to enjoy food and drink

OARC Resident Leaders recommend that Residents' Councils incorporate a Food Committee/Focussed Food Discussion into their monthly Council meetings and have the Dietary Manager/Food Services Supervisor as an invited guest for that portion of the

meeting. You might also consider forming a separate Food Committee that provides a report at the Residents' Council meeting. Implementing this practice allows your home's Dietary team to frequently hear directly from residents and provides an opportunity for residents and Dietary to work collaboratively to improve quality.

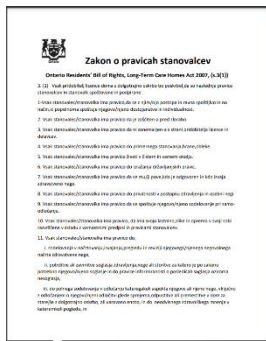
Are you interested in learning more about LTC food services?

Check out these 2 archived webinars and consider viewing them with resident peers:

[Empowering Residents through LTC Food Foundations](#)

[LTC Food Purchasing, Production and Menu-Planning: Deepen Your Knowledge and Increase Engagement](#)

Residents' Bill of Rights – Translation to Slovenian



OARC is grateful to the residents and team at [Dom Lipa Long-Term Care Home](#) in Etobicoke for sharing a Slovenian translation of the Residents' Bill of Rights with us!

We continue to build on our [language bank](#) in an effort to make the Bill of Rights more accessible to all residents across the province. Do you have a translation to share or are looking for a specific language not currently available on our website? Please reach out to us!

OARC Resident Leaders Informing National Standards

On March 16, a group of OARC's Resident Leaders participated in a virtual consultation with the *Health Standards Organization*. Residents were invited to share their pandemic experiences and suggest ways that their experiences as residents living in LTC could be improved moving forward. This feedback will be brought back to the National Standard of Canada working group. OARC will also be submitting feedback as part of the public review of the proposed standards.

We look forward to contributing to the review process of the [CSA standards](#) in the coming weeks.

Have Your Say! HSO Virtual Visits with Residents Extended Until End of April

[Health Standards Organization \(HSO\)](#) will be conducting virtual visits with residents of long-term care homes across Canada until the end of April 2022. 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.

For more information or to indicate your interest in participating, please contact Sylvie Eyamie at sylvie.eyamie@healthstandards.org or 613-738-3800.

Used iPads Available

Do you know a resident or does your LTC home's Residents' Council or recreation/life enrichment department need an additional iPad device to help residents stay connected and engaged?

The Partnerships in Dementia Care Alliance has shared that their pandemic iPad drive yielded some generous donations of used/refurbished devices. Interested residents or recreation staff are invited to please contact Sherry Dupuis directly at sldupuis@uwaterloo.ca to learn more.

Reimagining Dementia

Reimagining Dementia: A Creative Coalition for Justice is an international coalition focused on using creativity, the arts and play to address stigma and change the culture of dementia care. As part of their work, they recently collaborated with people living with dementia, family



members, professionals (many working in LTC homes) and other members of the coalition on the creation of a song and video called [Let's Reimagine](#). The creation of a curated exhibition is also underway to display art pieces, photos, poems and videos contributed to the project.

If you would like to contribute a piece that challenges the stigma associated with dementia, please consider forwarding them to co-founder sldupuis@uwaterloo.ca by June 1, 2022.

Resident Forums: Sign up to Receive Reminder Emails

Are you or do you know a LTC resident who might like to learn from the experiences of other residents living in LTC homes across the province? Or perhaps someone looking to connect socially? OARC's weekly [Residents' Forums](#) are resident-led and are a great place to pose questions, discuss challenges and opportunities, share promising practises, talk about Residents' Council, and meet new friends.

Whether you come weekly, monthly, or just drop in occasionally we want to hear from you! Forums are every Thursday at 2pm (same link each week).

Would you like to receive an auto-reminder for our Forums with meeting link/phone in details? Contact info@ontarc.com to be added to our distribution list.

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

Long-Term Care Resident Outreach Survey from Ministry

Do you have thoughts or feedback about the information available online about long-term care (LTC) in Ontario? Our partners at the Ministry of LTC are interested in speaking with people who are:

- Living in a LTC home
- Caregivers of LTC home residents
- Applying or thinking about applying for LTC

You are invited to take part in a feedback session to help improve the information available online about LTC on the Ministry of LTC website. Sessions will be held online and will be 40 or 60 minutes long, starting in April. Research session participants will receive a \$40 or \$60 gift card depending on session length. [Register here](#)

International Thoughts and Prayers

OARC Resident Leaders and team members wish to share that we are thinking of our Ukrainian friends and those connected to this global issue. Whether or not you are directly affected by the situation in Ukraine, this devastation has undeniably touched us all. Everyone copes in different ways, and processing the range of emotions we may be experiencing will take time and support.

A group called [LifeWorks](#) has opened a Crisis Support Line at 1-844-751-2133 for anyone in need of emotional support and/or referral to community resources in relation to these events.

Royal Festivities at Vision Nursing and Rest Home in Sarnia

Throughout the month of February, the residents and team members at Vision Nursing and Rest Home in Sarnia hosted special activities to commemorate Queen Elizabeth II's Platinum Jubilee. Events varied from English Castles to screening documentaries about the Queen and the upcoming events in England that will be held to celebrate the Jubilee throughout 2022. Pictured here are several ladies enjoying High Tea as crowned Queens themselves getting some 'royal treatment'.



Top: Left to Right - Jean Cooke, Margaret MacDonald, Margaret Cornell and Joan Lamourea.

Bottom: Left to Right - Ruth Hassett, Jesse Hill, Jean Killoran and Ruth Hassett.

Submitted by David Crafts, Vision Nursing Home, Sarnia

YOUR Membership Helps Us Make A Difference - OARC Annual Membership

OARC's annual membership drive began in February. Member homes received 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.

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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