

Celebrating Volunteer Contributions and Reflecting on an Inspiring April

Many of you know that OARC is a not-for-profit organization supported by a small but mighty [team](#) of 7, but the work that we do is made possible and truly bolstered by the contributions of the people that serve on our [Board of Directors](#) and [Resident Expert Advisors and Leaders](#) group (aka the REAL group). We also have a handful of special student volunteers that have jumped in as needed to support us with projects. Most recently, one volunteer named Jordyn helped to support resident engagement at an in-person conference. OARC would like to take this opportunity to thank and acknowledge our amazing volunteers, and to express our gratitude to volunteers currently working in long-term care homes province-wide. You are so appreciated!



Jordyn's story:

"I recently had the opportunity to attend the AdvantAge Ontario convention for Advancing Senior Care as a student volunteer with OARC. My job was to provide assistance to a Resident Leader named Devora Greenspon. During the three days at the convention, I learned a lot from Devora and really enjoyed her personality and stories about her years as a teacher. She was quick to inform me that it was not a 'nursing home' but rather a 'long-term care home' that she lived at! It made me sad to hear about how residents suffered during the pandemic and the loneliness they encountered. It reminded me of my Grandpa and not being able to go visit him. This experience has taught me that

these residents need people to advocate for them and I was proud to be a part of OARC. Now that I've had this opportunity, I will be contacting a local long-term care home, close to my home, to see if I can become a volunteer and continue assisting residents. I truly hope I can stay in touch with Devora and continue our friendship!"

Pictured above: Jordyn Phillips (13-year old student volunteer) with resident Devora Greenspon.

May 1-7 is Mental Health Week

May 1st marks the beginning of Mental Health week. We invite you to join us this Wednesday, May 3rd from 2 to 3pm for our live webinar: [A Conversation About Resident Mental Health](#). A panel of OARC Resident Leaders will join our guest speaker, [Jennifer Blaik](#), Psychogeriatric Resource Consultant for the Regional Municipality of York (and OARC Board Director) for a candid discussion on this important topic.

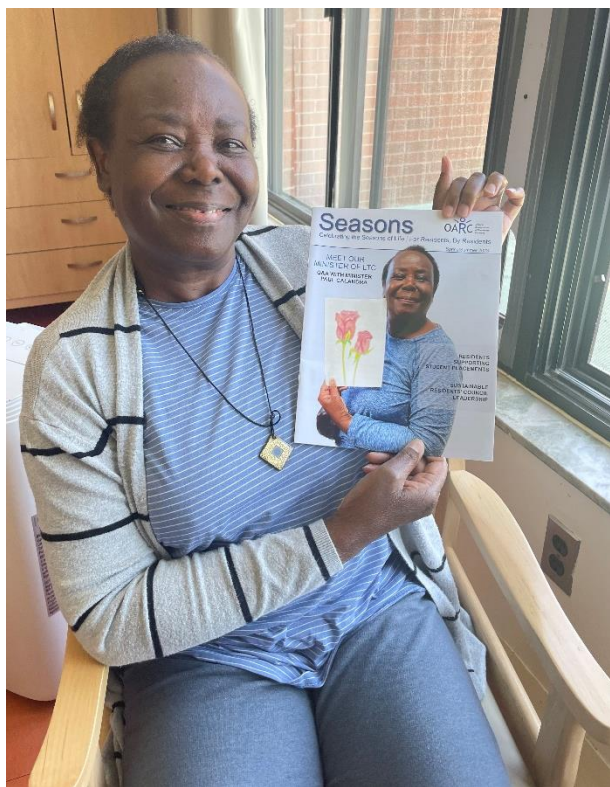
There are still spaces available, so please [register](#) today...and tell a friend!

Last year, OARC collaborated with residents to create a [Resident Wellness Fact Sheet](#). This resource might be a helpful conversation starter on the subject of mental health at your home, at a future Residents' Council meeting or during a small discussion group.

Seasons Magazine Now Available Online and in Every LTC Home

We hope that Residents' Councils across Ontario have been enjoying their complimentary copy of OARC's Seasons magazine! Our latest edition includes an interview introduction with our Minister of Long-Term Care, Paul Calandra, inspirational stories from OARC Resident Leaders, tips for Residents' Council sustainability and examples of person-centred programs and quality improvements from LTC homes.

Access the English version [here](#) and the French version [here](#).



Our cover model Debeing S. from Chelsey Park Long-Term Care in London poses proudly with her copy of Seasons! We were so pleased about the opportunity to feature Debeing and she is thrilled with how the picture turned out!

Call for Photo Submissions

OARC is always on the lookout for great photos of 'residents in action' and we're specifically looking for photos of your Residents' Council meetings for some of our upcoming Communications. **Please submit your high-resolution photos by May 25th for a chance to win a \$50 prepaid gift card of your choosing for your Council!** Send photos (featuring residents with media consents on

file) to the attention of Melissa at mmcvie@ontarc.com. Thank you in advance!

OARC Contributes to AdvantAge Ontario Advancing Seniors Care Convention

OARC was honoured to be part of AdvantAge Ontario’s Spring Convention– in-person! Attended by over 1000 delegates, this lively event brought together senior leadership and team members from Ontario LTC homes and LTC stakeholders, including government representatives and others working in the sector. OARC Resident Leaders Devora Greenspon and Dave Stanyon helped to kick off the convention with some inspiring words before keynote speaker, Rick Mercer, took the stage; they connected with delegates at OARC’s booth in the main lounge area, and they participated in an engaging pre-convention workshop about Continuous Quality Improvement. OARC’s Executive Director, Dee Tripp shares more about our convention experience below.



Harnessing the Power of Quality Improvement in Seniors Care

When the Fixing Long-Term Care Act, 2021 came into effect in April 2022, it included a new requirement to have a resident (and a family) representative on the Continuous Quality Improvement (CQI) Committee that exists in every long-term care home. To fully embrace and understand the function, context and work of the CQI Committee, AdvantAge Ontario hosted a full day of education on April 19th as part of their annual convention, in a workshop called “Harnessing the Power of Quality Improvement in Seniors Care.”

With over 200 people in attendance, OARC helped to start the session by facilitating a conversation with residents about quality, and what it means to them. Dee Tripp, Executive Director posed a series of questions to OARC Resident Leaders Devora Greenspon and Dave Stanyon. Devora spoke about including residents in the CQI committee (yes, more than one) who are passionate about advocating for their peers, interested in sharing information, have a vested interest in improving their home, and demonstrate empathy, and authentic care for other residents. Dave said that the key to an effective CQI meeting is to have a ‘restless dissatisfaction with status quo,’ always yearning to improve and grow. When asked “What makes a good day?” they both

offered comments that focused on having a sense of purpose, social connection, opportunities to learn and give to others, having connection with their community, enjoying good food and treats, exercising self-determination and living with dignity and a sense of personhood.

OARC's newest Fact Sheet about Quality Improvement was co-created with residents and provides helpful guidance to LTC teams about how to engage residents on CQI committees in a meaningful way. Access this resource [here](#).

Recent OARC Webinar Recordings

Did you miss our April webinars? Our live education sessions are always recorded and archived for you to watch and enjoy when the timing suits you.

This month, OARC hosted Emma Park from the Health Standards Organization to learn more about the recently released National Long-Term Care

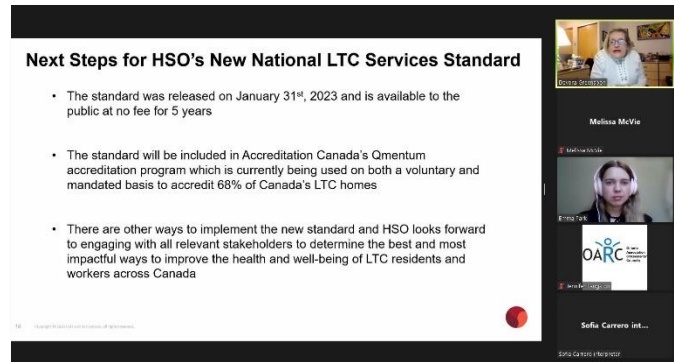
Standards. Devora Greenspon joined the conversation and shared her experience with HSO during the development of the standards.

Access recording [here](#). Webinar slides: [English](#) [French](#)

On April 18, OARC hosted our Ministry partners for an interactive resident information session that covered pandemic response updates and some changes to long-term care regulations.

Catch the recording [here](#). Webinar slides: [English](#) [French](#)

Supporting Resource: What Residents Can Expect – Regulation Changes [English](#) [French](#)



Your Membership Helps Us Make a Difference!

OARC membership renewal letters were mailed to our 2022 members via the Residents' Councils Assistants. If you have not received your invoice or are thinking of joining OARC for the first time, contact Jennifer Langston at jangston@ontarc.com 905-731-3710 x 220.

Stay Current with us!

Have you experienced a change in your Residents' Council leadership, appointed Council Assistant or home Administrator? Share this with OARC with a [click of a button](#) or with a phone call 905-731-3710 x 220.

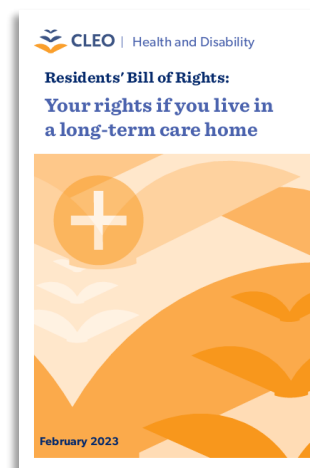
Residents' Rights Corner – CLEO Releases Highly-Anticipated Resource

Since your Residents' Bill of Rights were expanded in the Fixing Long-Term Care Homes Act, 2021, which came into force last April 2022, we know that long-term care homes have been eagerly awaiting the release of an updated version of CLEO's Residents' Bill of Rights booklets. We are happy to share that it is finally [here](#) and hardcopies are available to order.

Note: The resource title and cover page have been updated.

We know that many Councils utilize these booklets when reviewing Residents' Rights at meetings. They can also be shared with new residents moving into your home or distributed as part of an education session like [Through Our Eyes: Bringing the Residents' Bill of Rights Alive](#).

Orders can be placed online directly through CLEO's website:
<https://www.cleo.on.ca/en/publications/everyres>



Forums to Stay Connected: Residents and Residents' Council Assistants

Looking for a way to connect and learn from other residents or team members that support Residents' Councils. Join us any time your schedule permits!

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.

Celebrating
Residents' Council Week



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



Thank you to Java Group Programs 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.



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

www.ontarc.com | info@ontarc.com

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OARC is funded by the Ministry of Long-Term Care, membership dues and sponsorships.

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