

OARC In Action

For Residents By Residents



Update with Ontario's Patient Ombudsman

Tuesday, June 8, 2021 - 2:00 - 3:00 PM EDT

Join the Ontario Association of Residents' Councils team as the Ontario's Patient Ombudsman provides an update on his office's work in long-term care. Specifically Ombudsman Thompson will share:

- Information about a new COVID-19 [experience survey](#) for long-term care residents.
- An update on their investigation into COVID-19 outbreaks.
- General information about the types of complaints that Patient Ombudsman can receive from long-term care home residents and caregivers.
- There will also be an opportunity to ask questions and share stories.



Craig Thompson
Ontario Patient Ombudsman

Register Here: <https://attendee.gotowebinar.com/register/2774416796824503563> Questions? Please contact Jennifer Langston jlangston@ontarc.com x220

Long-Term Care Home Complaints: Long-Term Care Home COVID-19 Experience Survey

The Patient Ombudsman is seeking information, through an anonymous survey, from the experiences of the residents, family members, caregivers, and the staff of long-term care homes who were impacted by the COVID-19 pandemic. Results of the survey will be shared in the fall of 2021. If you have any questions or concerns, need assistance completing this survey or would like a copy of the survey in another language contact the Patient Ombudsman Team at ltch_investigation@patientombudsman.ca or 1-888-321-0339 ext. 1960. Click here to complete the survey <https://www.patientombudsman.ca/COVID-19/Long-Term-Care-Home-Complaints>

HOME SHARING

All in the name of LOVE for Mother's Day

Submitted by Barb Caicco, Director of Recreation, H&S, Volunteers and Therapy Services, Eastholme, Home for the Aged



Eastholme Home for the Aged team created a beautifully decorated ambiance, and the Residents enjoyed a wonderful celebration in honour of 2021 Mother's Day. All Mothers, Grandmothers, Aunts and Friends were invited to enjoy the decorated room; tulle laced with white lights, tables covered in white, bows with dangly ribbon, eleven wedding dresses adorning the room, photos and photo albums.

Eastholme has four units and the event was spread over two days, having each unit enjoy a half day. The Recreation Team and students escorted the "masked" Residents to the room where the display was set up. After viewing the gorgeous realm of dresses, each Resident enjoyed a cup of tea and squares, before heading back. The tables were set with white table cloths, a pink overlay, tea cups and saucers, and a tea cup flower arrangement. After the two-day celebration was over, there was a draw held for the beautiful tea cup flower arrangements and two Residents on each area became the recipients.

The dresses ranged from a resident's gown that was 68 years old; a retired team member whose dress was from 1967, a Centennial dress; and the rest belonged to team members ranging from 4-37 years of marriage. This was a truly beautiful program. It brought back memories, it created chatter, it got everyone involved, team members and residents alike, and some Residents asked to come back 2-3 times. The event was done safely and all in the name of LOVE for Mother's Day.

Residents' Councils Promote COVID-19 Vaccination

Residents' Councils' members have concerns about vaccine hesitancy among team members, volunteers and family members. One Residents' Council decided to act and promoted the uptake of COVID-19 vaccines by creating a communication piece, from the residents, that was sent out from the home's regional office. The 1-page flyer, created by the Residents' Council, offered positive affirmations and stated the percentage of residents who were vaccinated and then goes on to encourage team members, families and other visitors to get vaccinated. Stating, "COVID-19 can have serious, life-threatening complications, and if you get sick, you could spread the disease to friends, family, and others around you, including the residents of our Home", the flyer continues to encourage people to speak to their healthcare providers if they have any questions about the vaccine. Residents' voices can make a difference.

Thank You for Showing Us Your Hopeful Hearts

Learn more about this movement and share your hopeful heart with us...

<https://www.ontarc.com/covid-19/hopeful-hearts-ltc.html>



Grandview Lodge Dunnville, Ontario

"Residents have been keeping up-to-date by reading the OARC newsletters throughout the pandemic. In doing so #HopefulHeartsLTC campaign recognizing those we have lost, has spurred gratitude and sharing of hope among our residents. We were compelled to do this bulletin board which shows how fortunate we have been over this past year. We are so thankful that we have been spared and grateful to many which have kept us so safe." Emma Jean and Ula



Meadow Park London

“Our residents were very appreciative to be part of this special project and collaborated in creating their own unique project. Please enjoy our Meadow Park London initiative to join and support this campaign.” Carol Neil, Coordinator of Volunteer Services

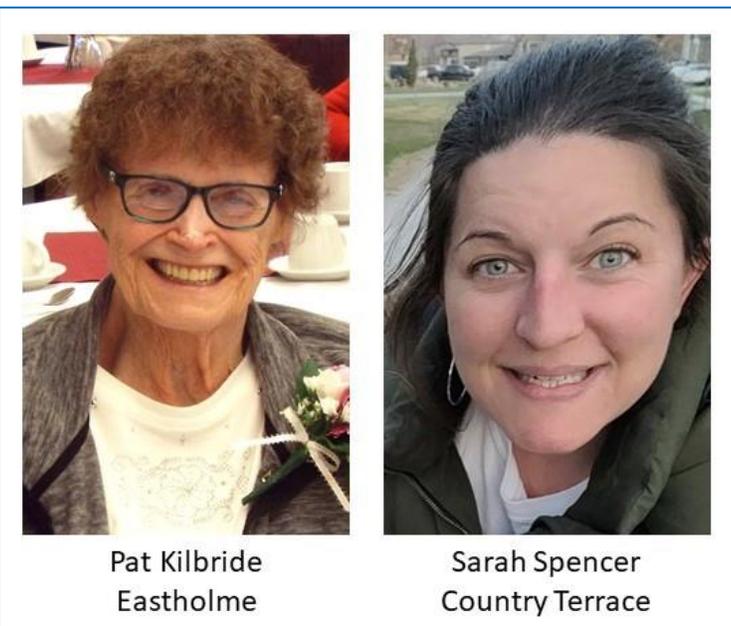


PeopleCare Communities





Congratulations Seasons Contest Winners Pat and Sarah!



In every issue of our Seasons magazine, we hide a different object to challenge our devoted readers. Every submission is entered to win a gift card prize.

The OARC team is happy to announce our latest winners of the “Find the hidden bluebird” contest from our [Spring/Summer edition](#) of Seasons: Congratulations to Pat Kilbride from Eastholme Home for the Aged and Sarah Spencer from Country Terrace!

What object would you like to see hidden in our Fall/Winter edition? Submit your ideas to Melissa McVie at mmcvie@ontarc.com. We will also be accepting article submissions this summer for our next issue, so stay tuned!

Long-Term Care Residents Allowed to Visit Family and Friends Outdoors

Cynthia Mulligan, Citytv correspondent, caught up with Devora Greenspon as Devora welcomed family members for an outdoor visit. After months of isolation, residents of Ontario long-term care homes are now allowed to visit family and friends outdoors. For more information please read OARC's latest bulletin [COVID19: Updates to LTC Visiting Program: General Visits Outdoors](#)



Resident Expert Advisors and Leaders (REAL) Update

Thank you to everyone that took the time to apply for our REAL Advisory group last month. The OARC team was truly humbled by the response to this first stage of recruitment. In the month of May we met with a number of candidates to get to know them better. We look forward to introducing our final group this summer.



If you missed this first opportunity to express your interest in the REAL group, please plan to keep in touch with us! In an effort to maintain a full group of resident leaders on this Advisory group, we will always be on the lookout for strong resident voices from across the province.

A great way to stay connected with OARC is to join our weekly [Resident Forums](#), submit articles for our newsletter and *Seasons* magazine, or reach out to a member of our team to share about your Council or exciting initiatives in your home. More information about the REAL group will be posted on our webpage [here](#).

Nursing/PSW Week and Team Member Appreciation



May was a significant month for team member recognition with Nursing Week (May 10-16) followed by Personal Support Worker Day (May 19). OARC Director and Resident Leader Virginia Parraga of Kensington Gardens, Toronto, put her message of appreciation first on paper, then took to the camera so her words could be circulated with everyone in her home/community. View video [here](#).

"Our PSW's pave the way for our day with compassion, kindness and caring... Our PSW's are the foundation of our long-term care team." - Virginia

For everyone in a supportive or caregiving role in long-term care, please know that your work and contributions are **invaluable** in the eyes of residents – thank you for all that you do! May your recognition extend far beyond this month as we are constantly reminded of your dedication.

Upcoming Events from Other Organizations

June 8 – 23, 2021 (Online Sessions) 9th International Conference on Ageing and Spirituality Vital Connections: Claiming voice and learning to listen

A virtual conference for researchers, practitioners and interested other to engage issues of connection, in the context of spirituality and aging, in the midst of pandemic times. **Registration open until May 31, 2021.** Program details: <https://uwaterloo.ca/ageing-spirituality/agenda> Registration: <https://secure.grebel.ca/residence/civicrm/event/info?reset=1&id=66>

TR: Push Through. Rise Above. TRO 2021 Virtual Conference

Are you ready to Push Through and Rise Above? Join TRO for the 22nd Annual TRO Conference, the premier professional development event for Recreation Therapists in Ontario. Attend three live half-day sessions on June 2, 9 and 16, or watch the recorded sessions at your convenience! See TRO's [conference program](#) here.

[Visit TRO's conference website](#) to register and learn more about sessions and speakers.

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 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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