

Residents' Voices Survey – OARC Needs Your Help!



The Ontario Association of Residents' Councils (OARC) has launched a survey to explore the current needs of Residents' Councils and learn more about how residents are involved in their long-term care homes. In addition to hearing directly from residents, OARC is seeking the invaluable feedback of those who directly support and enable Residents' Councils in every home. Results from the survey will be used to inform OARC's supportive approach and future education offerings.

This survey is resident-focused, and open to:

- All residents (including those who do not attend Residents' Council meetings)
- Residents' Council Assistants
- Administrators/Executive Directors

The assistance of family care partners, team members and volunteers is sincerely appreciated to ensure that every resident who wishes to complete a survey is supported to do so.

OARC's survey will be live until June 20th, 2022 and there is an opportunity to be eligible to win a \$50 gift card prize.

Download your promotional posters here: [English](#) | [French](#)

Complete your survey using one of the following methods:

ONLINE: Access online link or QR code:

<https://www.surveymonkey.com/r/OARCsurvey22>

PAPER: Download a paper survey

<https://www.ontarc.com/documents/survey/2022survey.pdf>

TELEPHONE: For telephone appointments contact Chloe Lee, Evaluation and Quality Specialist, OARC 1-800-532-0201 ext. 290



French versions of the survey and posters are available here:

French Survey: <https://www.ontarc.com/documents/survey/2022surveyFR.pdf>

French Posters: <https://www.ontarc.com/documents/survey/postersFR.pdf>

Upcoming Webinar June 14th: What's a Palliative Care Philosophy? Exploring the meaning behind your new Residents' Right

Webinar Objective: Learn how a palliative approach to care differs from end-of-life care, and why that matters for residents.

Back in April 2022, the new Fixing Long-Term Care Homes Act (FLTCA, 2021) introduced an expanded **Residents' Bill of Rights** which included a new right #25: **"Every resident has the right to be provided with care and services based on a palliative care philosophy."** The wording, 'palliative care', has led to some confusion as this term can conjure up thoughts of discontinuing treatments and placing emphasis on comfort measures when a person is approaching end of life.

We know that most people that move into long-term care do so because of changing care and support needs, but they also move in to continue to live a rich and vibrant life, in a manner that aligns with their own personal preferences and wishes. The palliative approach to care encompasses and promotes just that. It is an anticipatory model of care that focusses on the individual needs, wishes and beliefs of residents.



OARC invites you to join [Dr. Fred Mather](#), Medical Director and OARC Board Member, to provide some clarification around the terminology and give residents a better understanding of the palliative approach to care. Dr. Mather will use a series of case studies to demonstrate how this approach is more about quality of life, applies to *all* residents, and looks quite different, according to the individual.

Date: June 14th, 2pm-3pm

Registration: https://us06web.zoom.us/webinar/register/WN_U5kytCpoQoCPXBWIGb_fw

Every Resident Has the Right to...Exercise the Rights of a Citizen: Voting Preparation and FAQ



You asked, and we posed your questions to the staff at Elections Ontario! Don't forget to exercise your right to vote on June 2 (or whenever you are able).

Question: What is the process and timeline for when the Elections Ontario Returning Officer from each riding will contact the LTC home to set up in-home polling/voting?

Answer: At this time, Elections Ontario Returning Officers have already identified Long-Term Care Homes as part of Polling Division and Voting Location assignment. They should have already secured leases (agreements) to coordinate voting at all LTC homes

across Ontario. Please visit voterinformationsservice.elections.on.ca to contact specific Returning Offices for more information.

Question: Is the process for voting different for smaller LTC homes, homes in rural communities, or LTC homes that might be connected with a health centre/hospital?

Answer: The process for LTC homes is as simple as us showing up and setting up a poll for the timeline outlined. Any hospital related locations will most likely be Special ballot hospitals, which ran from May 16-18. Please contact your local Elections Ontario Returning Officer to find out more information.

Question: What information does the LTC home need to provide to Elections Ontario in advance of polling day and what is required on voting day? (Resident lists etc.)

Answer: Resident lists are provided to Elections Ontario leading up to Target Revision during the electoral Writ period. Homes can contact their local Returning Officer to find out what they require but this has likely already been communicated to a staff liaison in the LTC home.

Question: How can [accessible voting technology/resources](#) or language/translation services be requested in advance to be available at a LTC home polling site?

Answer: Please contact the Returning Office as soon as possible, in advance of Election Day.

For more helpful information, we invite you to reference this OARC [bulletin](#).

Resident Wellbeing Toolkits – Behaviour Supports Ontario Attention Residents' Council leaders!

Our friends at Behavioural Supports Ontario (BSO) want residents to know about a new resource coming to LTC homes in Central, Central West and Mississauga-Halton Regions in the coming weeks.

Recognizing a growing need to address resident psychosocial and emotional wellbeing during periods of isolation, BSO developed a toolkit as a means of bringing meaningful activity and stimulation directly to residents. These kits were created to assist team members, families and residents to have quick access to therapeutic resources which allow residents to engage in purposeful and meaningful activities. In return the goal is to mitigate the effects of isolation and ultimately allow our residents to maintain a positive quality of life.

Residents' Council leaders play an instrumental role in providing peer support, mentorship and nurturing friendships in their homes. BSO recognizes the importance of ensuring that Residents' Councils are made aware of this new resource in LTC homes in select regions so they can support its implementation and uptake and advocate for their peers, who may not be able to advocate for themselves.






Be sure to link up with the BSO team connected with your home - it might be a great time to invite them as guests at a future meeting to introduce themselves and learn more about their role and have a demonstration on the new Activity Toolkits!

Fast facts:

- These toolkits were developed to assist residents who experience isolation periods due to COVID 19/or other illnesses. Confinement syndrome effects individuals through lack of engagement or meaningful activity.
- These kits include a variety of meaningful therapeutic supplies that allow for quick access for staff, families, and residents to engage in purposeful activities.
- These kits include (but are not limited too); sensory aprons/pillows, Montessori activities (sorting bowls/counters, building blocks, lacing beads, large print reading materials), mini radio, baby dolls, stuffed animals, sing-along DVD, and more.
- These kits will be housed with the BSO staff but will be open for all staff and residents to utilize.

OLTCA – Championing Change Webinar: Strengthening relationships with Residents, Families, and Caregivers - *Dee Tripp, OARC Executive Director*

Our panel

 Steven Wenzowski Resident Leader Lives at Queens Garden Long-term Care Residence in Hamilton	 Dee Tripp Executive Director Ontario Association of Residents' Councils	 Cathleen Edwards Education Manager Family Councils Ontario	 Jennifer Killing Vice President, Quality Research & Strategic Partnerships peopleCare	 Amy Coupal CEO The Ontario Caregiver Organization
--	---	--	---	--

Championing Change: Strengthening relationships with residents, families, and caregivers

The Ontario Long-Term Care Association (OLTCA) has launched a webinar series called, “Championing Change”, to bring collaborative analysis and solutions focused

conversations forward. The first of the series entitled “Strengthening Relationships with Residents, Families and Caregivers” occurred on May 12 over the lunch hour. Panelists included representatives from Family Councils Ontario, peopleCare, Ontario Caregivers Organization and OARC. From OARC, Dee Tripp Executive Director and Steven Wenzowski, REAL Group member participated. The preamble of our new legislation (Fixing Long-Term Care Act, 2021) says, “A resident’s health and quality of life depend on integration and collaboration between an ecosystem of people, including fellow residents, family members, caregivers, long-term care home staff, volunteers, service providers, community and government.”

The panel explored lessons learned from the pandemic experience, opportunities to strengthen and rebuild relationships, improve communication and develop effective strategies to repair and sustain a strong ‘ecosystem’ of support. OARC stressed the importance of acknowledging that Residents’ Councils are essential, residents wish to be part of any and all solutions in their homes, creating non-ambiguous communication systems, focusing on wellbeing of residents (all aspects of wellbeing), supporting Residents’ Councils with dedicated human resourcing, and finding ways to support resident and family members coming together outside of their respective Council meetings so that they can build relationships. Residents, in order to be know their co-residents who are unable to speak for themselves, would appreciate speaking with family members regularly so that issues can be brought forward through Residents’ Council with confidence.

OARC Resident Leader Steven shared, “It was with great satisfaction that I was able to participate in this webinar and give my views as a Resident during the pandemic.” He continued, “This pandemic made the residents’ universe a lot smaller, sometimes isolated in their rooms for weeks on end. Resident Councils meetings either stopped or were curtailed. Outside activities stopped. Residents felt that rights and freedoms were compromised greatly because of the directives that were in place.” Reflecting on some of the silver linings and positive things coming out the pandemic, Steven commented that he was pleased to see, “more responsibility given to Resident Councils with the new legislation [and] greater communication with different organizations involved with LTC homes.”

OLTCA assured participants of their commitment to providing more opportunities to discuss this very important topic. This session was the first of more to come!

Have your say in the Ontario CLRI Program Impact Survey – Deadline Extended

The Ontario CLRI wants your input to improve our Program and more effectively support the LTC sector. Your experience with and perceptions of the Ontario CLRI will be used to help guide future activities to support long-term care. Fill out CLRI's brief, anonymous survey **by June 15** and be entered to win one of five \$50 Amazon gift cards!

English Survey: <https://redcap.baycrest.org/redcap/surveys/?s=4KP79CMXE4>

French Survey: <https://redcap.baycrest.org/redcap/surveys/?s=RWJKWL3PPY>

Seasons Magazine – Find the Hidden Tulip Contest Winners



Oliver Flight
Norwood Long-Term
Care Facility, Toronto

Pauline Nicholls
Burton Manor
Brampton

Kyung Bin Sohn
Norwood Long-Term
Care Facility, Toronto

OARC would like to congratulate residents Oliver Flight and Kyung Bin Sohn from Norwood Long-Term Care Facility in Toronto and Pauline Nicholls from Burton Manor in Brampton for winning our “Find the Hidden Tulip” contest from our Spring/Summer issue of [Seasons Magazine](#). The tulip was hidden on page 18. These lucky winners will each receive Tim Horton’s gift cards. Congratulations!

Walk with Me Conference – REAL member in Action!



On May 26th, OARC Resident Leader/REAL member Les Froats contributed to a panel presentation as part of the [Walk with Me - Changing the culture of aging in Canada virtual conference](#) hosted by the Research Institute for Aging. Les' session was moderated by journalist and writer Moira Welsh, and appropriately called, "Rocking the

Boat: Thinking Differently About How to Support Aging in 2022 and Beyond." It featured 2 other inspiring speakers Dr. Allen Power and Ralph Milton.

Les reminded participants of an important slogan in the senior living sector, "nothing about residents, without residents," and through his own personal sharing, he demonstrated that residents CAN be part of all aspects of long-term care home operations if the home leadership and culture models and supports this kind of collaboration. When asked to give some advice to others who are in the early stages of their culture change journey, Les suggested that people take it one step at a time and really think about what they're doing. Challenging the status quo takes the courage to actually think about what you're doing and why.

OARC Annual Membership Update

Thank you to all who have renewed their OARC Annual Memberships and provided updated member contact information. OARC is currently processing renewals and sending out corresponding member certificates. Electronic membership certificates will be emailed to the Residents' Council Assistant email address on file, so please ensure we have the most up-to-date information. If you have not renewed your membership, you still can by visiting the [Supporting OARC](#) section of our website or contacting Jennifer Langston at jangston@ontarc.com x 220.

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



ONTARIO
CLRI Centres for Learning,
Research & Innovation
in Long-Term Care
BAYCREST • BRUYÈRE • RIA

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 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

©2016 OARC | 4261 Highway 7 East, Suite #A14-360, Markham, ON L3R 9W6



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

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