

May 2023

## Introducing the Sharron Cooke Annual Legacy Award

Collaboration ❖ Communication ❖ Trust ❖ Friendship ❖ Hope

The Sharron Cooke Annual Legacy Award was created to memorialize the vision and collaborative spirit of the late Sharron Cooke, former OARC President, and was conceptualized (with Sharron's help!) as a way to honour the people who live and work in Ontario long-term care (LTC) homes. The award recognizes teams who have demonstrated a commitment to authentic communication, relationship-building, establishing trust, and inspiring a sense of hope. This award is based on these principles and supported by the influence of Residents' Councils in every LTC home.



As a relational and strengths-based leader, Sharron believed in the importance of relationship-building and partnerships between team members, residents and Residents' Councils. Relationships in the long-term care home transform it into a HOME, shaped BY and WITH residents. This award celebrates homes that have been on their own 'culture change' journey.

For Award details and applications visit [OARC's website](#) or download the [Award brochure](#).

### Important dates:

June 1, 2023	Applications Open
<b>August 11, 2023 – 5 pm</b>	<b>Applications Close</b>
Aug 14 - Sept 1 (3 weeks)	Award Selection (internal review)
Week of September 4	Applicants Notified/Prize selection
Residents' Council Week 2023 (week of Sept 11)	Winner announced

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# SAVE the Date for Residents' Council Week

## September 11 to 17, 2023

### Celebrating Residents' Council Week



Residents' Council Week is just over 4 months away! What is your Residents' Council planning for this annual week of recognition?

**NEW THIS YEAR:** OARC looks forward to launching the Sharron Cooke Annual Legacy Award, that will be awarded during Residents' Council week this year and every year moving forward. Learn more about this award and how to get your home involved by visiting [OARC's website](#).

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### Upcoming Webinar: Introduction to Ministry of Long-Term Care Inspections: What Residents Can Expect – June 7 from 2 to 3 pm

The Ontario Association of Residents' Councils (OARC) is pleased to welcome guests from the Ministry of Long-Term Care (MLTC) Inspections Branch to our June webinar. Join us to learn what residents can expect when there is an inspection in their long-term care home.

The purpose of this webinar is to provide an overview of the MLTC Inspections program. While we may not be able to answer home-specific questions, our guests will endeavour to answer as many webinar-specific questions as possible, with priority given to those posed by residents. A reminder that urgent individual concerns and complaints are best addressed through the Long-Term Care Family Support and Action Line: toll-free 1-866-434-0144.

Register here: [https://us06web.zoom.us/webinar/register/WN\\_s45MbixZQb-WtB3axl\\_3dw#/registration](https://us06web.zoom.us/webinar/register/WN_s45MbixZQb-WtB3axl_3dw#/registration)

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### Nutritional Support Funding Increase Announcement from Ministry of LTC

On Friday, May 19<sup>th</sup>, a news conference was hosted at Extendicare Brampton – the home of OARC Board Director, [Murray W.](#) At this lively event (attended by OARC team members Stephanie Ventura and Melissa McVie), Minister Paul Calandra highlighted recent investments into long-term care, including the additional \$32 million included in this year's nutritional support budget. This announcement, and the location in which it took place, was particularly significant to the OARC team, as Murray has been a steadfast advocate on the subject of enhancing food quality in Ontario's LTC homes

since he joined our organization in 2019. The news conference included recognition by both the Minister of LTC and Extendicare CEO, Michael Guerriere, of the ongoing efforts and historical investments to enhance LTC and specific acknowledgement of Murray, as well as Residents' Council contributions and voices across the province.

Did you miss the live announcement? Catch the recording [here](#). Full Press Release available [here](#).



OARC Board Member, Murray W., with OARC Team Members, Minister of Long-Term Care Paul Calandra, Extendicare CEO Michael Guerriere and Team Members from Murray's Home at Extendicare Brampton

## May Reflections and Highlights



### Smile Cookies and Mental Health Awareness

The Residents' Council at Cedarwood Village LTC helped celebrate Mental Health Awareness week by sharing a smile with all the residents and team members. They purchased 200 smile cookies so everyone could enjoy. The team is thankful to Tim Hortons on Norfolk St. in Simcoe for creating such a large number of cookies to support their efforts. They were also so happy to know that so many proceeds are going to local charities. Thank you to the residents and team members from Cedarwood Village for sharing their news.



## peopleCare Tavistock in Action

Thank you to Kristen Leenders, Director of Programs at peopleCare Tavistock long-term care home for sharing photos of the home's recent excursions, smile cookie day and enjoying the great outdoors.



## Residents Involved in New LTC Home Developments

It's an exciting time in Ontario, with the expansion and redevelopment of many existing long-term care home communities and construction is underway for several additional new buildings to meet the needs of current and future long-term care residents.

OARC is pleased to see resident and team member involvement every step of the way as these developments come to fruition. Most recently, our friends at Fairvern, a long-term care home in Huntsville, held a ground-breaking ceremony in anticipation of their brand-new home which is set to welcome its first group of new residents in the fall of 2025. This home will grow from 76 to 160 residents. We look forward to a visit to Huntsville later this summer to hear first-hand from residents about their thoughts and experiences!



*We love showcasing your photos and stories demonstrating resident engagement in all areas of your home operations and decision-making! Keep sharing with us.*

## Home Visit Travelogue: Discovering Ontario, One Home at a Time

Melissa Matheson, OARC's Education and Home Support Manager was on the road again in May, and this time, she was back in the Eastern part of the province. Last year, due to the pandemic, Melissa had to cancel and reschedule several home visits in Ottawa but was thrilled to finally make the trip – and it was worth the wait! Melissa was able to spend some quality time with some inspiring Resident Leaders, Resident Council Assistants, Administrators and Social Workers along the way. Melissa's first stop was in Prescott, Ontario, where she visited with Susan, the Residents' Council President at Wellington



Mel w/ Susan Gurgasz, Resident Leader from Wellington House



Mel w/ Leslie Froats, Resident Leader at St. Patrick's Home of Ottawa



Mel w/ Blooma, Resident Leader at Hillel Lodge



Outside the grounds at Maxville Manor

House, alongside some of the home's management team members. Together, they had a great time sharing ideas to drum up more involvement in the Residents' Council. Melissa brought forward the suggestion of implementing a "Brag Board," that could be used to highlight examples of how residents have contributed to home enhancements and quality in the home, further demonstrating the importance of Residents' Council contributions.

Next, Mel was in Cornwall, for a lively visit with the 7 members of the Maxville Manor Residents' Council Leadership team.

In Ottawa, Melissa had memorable home visits at the Peter D. Clarke Centre, Hillel Lodge and St. Patrick's Home of Ottawa. Her final stop was a special one as she was able to join OARC's Resident Advisory group member, Les Froats, as he facilitated OARC's live weekly Resident Forum – on his birthday!

In person visits mean so much to us – especially when we are able to put faces to the names of residents and team members we've engaged with over the computer or

telephone. Melissa would like to express her sincere gratitude to all of the residents and teams who welcomed her so warmly and engaged in such thoughtful discussions!

Until next time – keep in touch with the [OARC team](#) for education, support or any of your Residents' Council's needs.

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## OARC's Upcoming Engagements

Next month, the OARC team and our Resident Expert Advisors and Leaders are looking forward to some exciting engagement and travel opportunities. Here's a snapshot of what we'll be up to:

- June 1 – OARC looks forward to contributing to the training program for Ministry of Long-Term Care Inspectors
- June 6 – OARC team members will meet with students involved in the [Ontario CLRI's Interprofessional Internship in Innovation and Aging in Long-Term Care](#) and delivers a presentation about the Residents' Bill of Rights.
- June 7 – OARC Resident Leaders will contribute to a live session called 'It All Comes Back to the Residents' [AdvantAge Ontario – Administrator Leadership Program \(ALP\)](#)
- June 8 – Catch OARC's Melissa McVie and Mel Matheson at the [Therapeutic Recreation Ontario](#) (TRO) conference trade show!
- June 8 – OARC's Stephanie Ventura will be participating in the [Family Councils Ontario – It Starts With Us Conference](#) – and co-presenting opportunities for Family and Residents' Council collaboration.
- June 19 -23 – OARC team travels to Northwestern Ontario – with planned visits to Kenora, Dryden, Red Lake, Atikoken, Fort Frances, Sioux Lookout, Emo and Rainy River. We look forward to meeting with the 9 Residents' Councils and teams at LTC homes in this part of the province!

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## Residents' Rights Corner

Did you know that OARC has your Residents' Bill of Rights translated in over 20 different languages/dialects? Sharing a copy of the Bill of Rights with new residents in their preferred language is one way to help support their understanding and make them feel included. Visit our website today: <https://www.ontarc.com/residents-bill-of-rights/translations.html>



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## Long-Term Care Home Accommodation Charge Increases – Effective July 1st

Earlier today, our Ministry of Long-Term Care released a memo announcing the 2023 long-term care accommodation charge increases, which will be effective on July 1<sup>st</sup>, 2023. Residents can expect to receive notification of these anticipated rate changes at their own long-term care homes, with at least 30 days written notice to prepare for the increases. Residents with questions related to their long-term care accommodation billing are encouraged to speak with the Office Manager at their homes, and/or your substitute decision maker for further clarification and support.

Access the memo announcement from the Assistant Deputy Minister, LTC Operations Division here: [EN/FR](#).

The Co-Pay Bulletin outlining the rate increases can be accessed here: [EN/FR](#)

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## Quality & Research Corner with Chloe Lee, OARC's Evaluation/Quality Specialist



Did you know that OARC is currently engaged in a 2-year research project made possible by two successful grant applications? Last year, OARC applied for grants offered through the Springboard grant program by the [Canadian Frailty Network](#) joint with [Perley Health](#) as well as a Patient-Oriented Research grant provided by the [Canadian Institute of Health Research](#) (CIHR). We were thrilled to receive both grants, which allowed us to expand the depth of our project.

So, what are we doing? We have planned a three-part co-design project that aims to develop a resource that long-term care homes can use to meaningfully engage residents in the home's operations and organizational decision-making. OARC is taking on this project with academic partners including Jennifer Bethell from the University Health Network (UHN), and residents including our REAL members, Gale Ramsden, Devora Greenspon, and Jim Gilhuly.

The first part of the project that we are currently undergoing is a scoping review, which involves an extensive review of existing literature on our research topic. We want to know what kinds of resident engagement methods have been researched and documented, and how the practices have been evaluated.

The next phase of OARC's co-design research project will be to interview residents and LTC team members on how residents are currently involved in operational/organizational decision-making. We also want to assess 'sector readiness' to determine what factors might influence a home to have more resident involvement. Our third and final part of the project will be working with residents and LTC team members to co-create and prototype a resource that homes can use.

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## Participate in the GERAS Landmark Study

Canadian long-term care (LTC) homes are invited to participate in a research study to help prevent hip fractures in residents (age 65+) and improve their quality of life. This study opportunity has been shared by the [GERAS Centre for Aging Research](#), part of Hamilton Health Sciences and affiliated with McMaster University.



**Why is this study being done?** Together with our partners in LTC, we are looking to reduce the devastating impact of fractures (suffering, pain and reduced quality of life) by integrating routine assessment and multifactorial osteoporosis management within LTC homes.

**What does this research involve?** Over a one-year period, LTC teams will participate in an educational meeting describing the PREVENT model, the fracture prevention recommendations in LTC and our fracture prevention toolkit.

**Why is it important?** This is the first randomized controlled trial in LTC using a model to examine fractures which may be used across Canada with potential lifesaving and healthcare cost-saving implications.

**How to get involved** If you would like to participate or have any questions, please email or call the Geras Research Coordinator Lauren Kane at [kanel@hhsc.ca](mailto:kanel@hhsc.ca) or 905-521-2100 ext. 77866.

This research study has been reviewed by the Hamilton Integrated Research Ethics Board [#13622]

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## 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.



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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