

OARC In Action

For Residents By Residents

May 2026



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Meet the Coaches – Special Limited Series

This month, we continue our featured series of articles introducing OARC's four new Regional Home Support and Education Coaches – digging into the people, passions, and motivations behind the work. Each conversation is led by OARC's Communications Coordinator, Stephanie Buosi.

In May, we're getting to know Sierra Roberti, our new Coach for the North Region.



We have our own visions of what we think a long-term care home should be. But it's not about what we think or what we know. It's about the residents' experience.

Scroll down or [click here](#) to read the full conversation.



In the Know at OARC

➔ Upcoming Webinars

Join OARC's next Webinar | Ready, Set, Engage: Residents' Council Week Planning

Residents' Council Week 2026 is officially launching September 14–20! Have you started planning yet?

Join members of the OARC team for a special Residents' Council Week webinar designed to help you get ready for this important celebration. We'll share:

- ▶ planning tips and materials, celebration ideas, and ways to make the week meaningful for the whole home



- ▶ our 2026 contest and award opportunities
- ▶ a sneak peek at our 2026 Celebration Packages—to be mailed to every long-term care home across the province

This year, our theme is Ready, Set, Engage, and we're excited to introduce a new engagement element to this week of recognition. Stay tuned for more details and inspiration.

Date: Wednesday, June 17, 2026

Register here: <https://shorturl.at/hd2Sq>

➔ Webinar Recordings

Meet Our Ministry of LTC Partners Webinar – Recording Now Available for a Limited Time

Watch our April webinar to hear from key Ministry of Long-Term Care leaders, including introductions and updates from their respective branches.

You can access the recording on our YouTube channel until August 31, 2026.

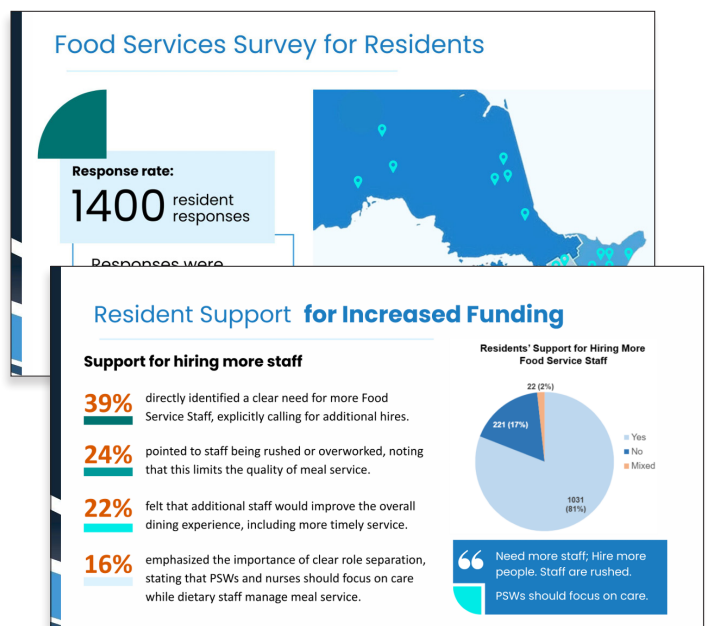
Watch recording: <https://youtu.be/bAaAePCRNpA>

Elevating the Resident Voice: Early Insights from OARC's Food Services Survey.

Earlier this month, OARC team members and Resident Leaders shared insights from the OARC Food Services Survey, highlighting what residents told us is working well, where improvements are needed, and how this feedback supports OARC's advocacy while helping drive positive change within homes.

Watch recording: <https://www.youtube.com/watch?v=zDV6Nxs2mw>

Presentation Slides: <https://shorturl.at/13t8F>



Strong Bones, Strong Voices: Empowering Residents in Long-Term Care About Fracture Prevention

In this webinar, OARC team members were joined by Dr. Ioannidis from the GERAS Centre for Aging Research for an informative discussion about bone health and fracture prevention. Learn what osteoporosis is, why it matters, and how residents can take steps to reduce their risks.

Watch the recording: https://youtu.be/x6vdt0eJf_Q

Presentation Slides: <https://shorturl.fm/KToW7>



► Research opportunity

Join the Geras Centre Fracture Prevention Initiative - PREVENT trial

The Geras Centre for Aging Research invites long-term care homes to participate in research to help enhance fracture prevention care. This landmark initiative, funded by CIHR, will assess the current challenges to fall and fracture prevention homes face, provide education on fall and fracture prevention recommendations, and identify resources to help homes meet their goals to improve resident care and quality of life.

There is remuneration for homes that agree to participate in the trial. If you or a family member live in a long-term care home, please contact a healthcare provider at your home to participate in the study.

Interested in participating? Your long-term care home can contact:

- [Lauren Kane](mailto:kanela@hhsc.ca) at kanela@hhsc.ca or 905-521-2100 ext. 77866
- [Teshan Dias Desinghe](mailto:diasdesing@hhsc.ca) at diasdesing@hhsc.ca

More information can be found online at the Geras Centre: <https://shorturl.at/nJJDx>

➔ Ministry Update

LTC Home Accommodation Charges effective July 1, 2026

Earlier this month, Sandra Lawson, Assistant Deputy Minister, Long-Term Care Operations Division, released a letter and accompanying bulletin announcing co-payment increases that will come into effect July 1st.

- ADM Letter – EN (<https://shorturl.fm/kC3Rr>) | FR (<https://shorturl.fm/udpWP>)

▶ Co-pay Bulletin – EN (<https://shorturl.fm/gGJ8e>) | FR (<https://shorturl.fm/bBdAm>)

Did you know? In Ontario, all residents living in LTC homes contribute towards the cost of their accommodations. This is called a co-payment fee. Our Ministry of Long-Term Care sets a maximum for the co-payment fees each year, and the amount you pay is based on the type of room you live in (private, semi-private or basic). Regardless of room type, all residents are entitled to receive the same level of care. Source: Paying for long-term care (<https://shorturl.fm/7kr1S>)

Residents and their substitute decision makers can expect to receive at least 30 days' written notice when there are anticipated changes to services and associated fees.

➔ New Resources from OARC

We're excited to add two new languages to our Residents' Bill of Rights Translation bank: **Armenian** and **Latvian!** View the translations here: <https://shorturl.fm/Yb1oO>

As part of OARC's ongoing efforts to support homes serving residents of diverse cultural backgrounds, we will continue to update this language bank with new translations. Don't see a translation you need? Contact **Jennifer Langston** at jlangston@ontarc.com and let us know.

➔ Important Updates

InForumed – Weekly Resident Peer Support

Did you know OARC hosts weekly Forums for residents across Ontario for peer support and sharing?

Intended for residents living in Ontario LTC homes, Forums provide a safe space for

“

The forum is a place to vent with supporters and no retaliation or prejudice. We are in the business supporting and solving problems with people who are in the same boat as you are.

–La Vern, Resident Leader and Forum facilitator/attendee



community, connection and learning. Every resident is encouraged to participate.

Please consider sharing Forum information with the residents in your home. You can learn more on our website here: <https://shorturl.at/YA9pY>

Sharron Cooke Annual Legacy Award Submissions Open June 8th

Created in honour of Sharron Cooke, OARC's longest serving Board Chair, this award celebrates long-term care homes that demonstrate a commitment to partnering with residents on quality improvement projects or initiatives.

Last year, OARC was proud to present this award to Algonquin Nursing home in Mattawa, Ontario. Working together, the Residents' Council and home staff organized community outings, including a fun day on the ice with the High School hockey program. The collaboration, relationship building, and respect for residents' voices evident in this initiative perfectly embodied the spirit of this award.

If your home has planned similar collaborative initiatives, we invite you to submit an application. **The submission period opens June 8, 2026.**

For submission and award details, visit: <https://shorturl.at/dgFwx>



For so long we felt like the world forgot about us. Going back out into the community made me feel alive again—like I belong.

—Resident, Algonquin Nursing Home

Save the Date - Residents' Council Week

Residents' Council Week is less than four months away! Have you started planning yet?

This year promises to be our most exciting yet! Stay tuned as OARC will be mailing special edition celebration boxes to every long-term care home in the province, and releasing new downloadable resources over the summer months, including colouring sheets!

For more information, and to access helpful planning and celebration resources, visit www.ontarc.com/residents-council-week.html

Is there something new you're hoping to see this year? Let us know by contacting [Stephanie Buosi](mailto:sbuosi@ontarc.com) at sbuosi@ontarc.com.



OARC Impact Stories

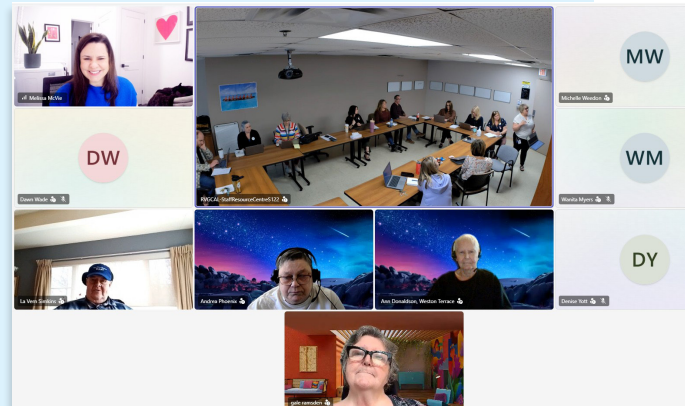
OARC REAL Group at Riverview Gardens

Earlier this month, OARC REAL members, Ann Donaldson, Gale Ramsden, La Vern Simkins, and Andrea Phoenix, were invited to join an Operations meeting at Riverview Gardens in Chatham, Ontario for a special engagement opportunity. Led by the home's Director of Care, Wanita Myers, who had previously heard OARC Resident Leaders speak at a sector conference, she wanted to inspire her home's leadership team to embrace a resident-centred mindset with a focus on residents' rights. The 45-minute session included a question and answer period, with questions covering all aspects of resident life, services and home operations.

“

It went very well; it was very informative. They listened – they asked wonderful questions. I think more homes should do this.

–Ann Donaldson, Resident Leader and REAL member



“What an amazing session!” Connie shared. “The REAL Groups’ engagement will create future discussions within our team. We have found a new resource that we can lean on for support in times where we may need assistance.”



Coaches Corner

Coaches Corner brings you helpful tips, insights, and resources directly from our four new Education and Home Support Regional Coaches. This month, Sierra shares ways home leadership can engage with residents in redevelopment projects, building excitement for new renovations or home changes.

Engaging Residents in Design

A common topic across homes in the North right now is redevelopment. It's an exciting time, building new spaces and exploring new possibilities, but it can also bring uncertainty for residents who are being asked to imagine change before they can see it.

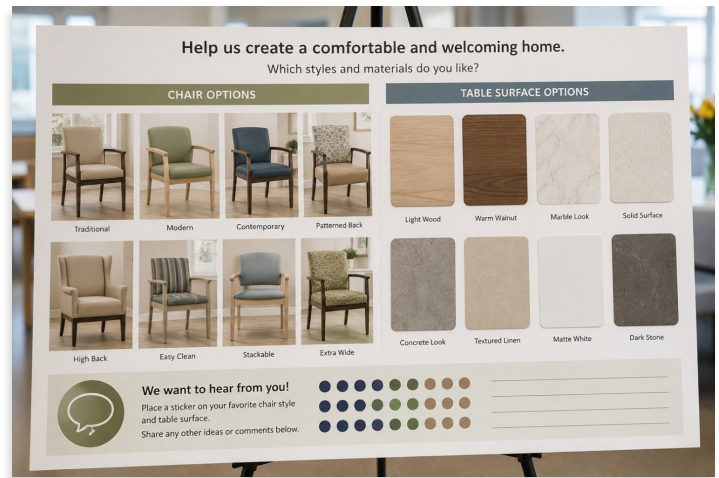
In my experience supporting redevelopment projects, what makes the biggest difference is not the scale of the project, but the consistency and creativity of how we bring residents into the process. This also goes for smaller-scale projects, like refreshing a common area.

Residents' Councils often become the heart of this work. I've seen Councils invite key leadership (i.e. the Administrator or Redevelopment Leads) into their meetings to share updates in plain language, answer questions, and keep conversations grounded in what matters most to residents.

From there, engagement grows in many ways. Resident Town Halls can create space for shared updates, or progress photos that help make plans feel real. Design display boards placed in the home allow residents to leave comments or vote on ideas at their own pace.

Some of the most meaningful moments come from hands-on engagement, feeling fabric swatches, testing flooring samples, or sitting/opening furniture mock-ups. These simple experiences often spark the clearest feedback about comfort, accessibility, and what feels like home.

I've also seen the value of organic



conversations with residents who may not attend formal meetings, along with neighbourhood naming opportunities that invite residents to shape identity and place together.

“ Some of the most meaningful moments come from hands-on engagement [...] These simple experiences often spark the clearest feedback. ”

Residents notice the details, from how a chair feels to how a space flows. For Administrators, these opportunities are more than engagement; they uphold residents' right to help shape decisions about their home and lead to more thoughtful, comfortable design.

In the end, redevelopment is not just about buildings; it is about residents shaping the place they call home. That is why OARC's motto, "Ask Residents First," matters so much.



▶ **Sierra Roberti**
Education & Support
Coach, Northern Region

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T 905-731-3710 ext. 350

If you have any questions about engaging residents in redevelopment projects, or would like to reach out to Sierra in general, please reach out.



Long-Term Care Spotlights

Kennedy Lodge Long-Term Care's Residents' Bill of Rights Multi-lingual Video

"No one was expecting it to be so amazing! The residents, staff and family members were so happy to be a part of this wonderful project." - Sandra Morgan



Spoken by residents and team members in English, French, Cantonese, Mandarin, Italian, Tagalog, Hindi, Gujarat, Punjabi, Spanish and Taishan, learn the Residents' Bill of Rights in this engaging video.

Every person living in long-term care is afforded 29 distinct rights, embedded in our

provincial legislation. Together with residents, families, and team members from Kennedy Lodge Long-Term Care in Scarborough, Sandra Morgan, Programs and Volunteer Coordinator Manager, brings these rights to life—pairing each one with a clear, easy-to-understand explanation.

Special thanks to Sandra for sharing this video with us.

Watch the video: <https://youtu.be/0bAXSF1zZDY>

Artistic Wall Transformations at Winbourne Park

At Winbourne Park in Ajax, murals developed with resident input and involvement have reshaped the space, paying tribute to the home and the people who work there.

The project kicked off with a visit by Nia Borissova, who visited the home and shared her artwork and ideas with, Recreation Manager, Dianne Simmons.

From there, residents helped shape the project with their ideas, conversations and feedback. The murals in the home's Games Room are especially meaningful, as the custom details were chosen to reflect places, people and memories special to residents.

The response has been incredibly positive.

“The mural project has brought so much warmth and personality into the home. Seeing residents stop, smile, and connect with the artwork has been incredibly meaningful,” Heather Marley, Resident Leader, shared. ***“The murals have helped create spaces that feel more welcoming, personal, and reflective of the community within the home.”***

Special thanks to Dianne who shared this story with us.





Resources

➔ Events

Family Councils Ontario Tour 2026 – Connecting Through Care: Belonging & Community in Action

In celebration of this year's Family Council Week, FCO is hosting a series of events that will bring together Family Council members, sector partners, and long-term care professionals for meaningful connection and learning.

Tour stops include Oakville (June 4), Sudbury (June 10), and an online webinar (June 11). Each event features networking opportunities, lunch (for in person attendees), and a special session focused on building inclusion in long-term care.

Don't miss this opportunity to collaborate, connect, and gain practical tools to support residents, families, and staff.

Visit the event page for more information here: <https://shorturl.at/9fRvo>



➔ Videos

Diabetes Canada Video Series – Mental Health Resources

Diabetes Canada has created a mental health video series covering topics such as diabetes distress, getting the best healthcare for you, and generational influence on thriving with diabetes that might be of interest to residents, team members and care partners at your home. **Click the links below to watch the videos:**

- ▶ Unpacking Diabetes Distress and Depression: <https://shorturl.fm/btLPZ>
- ▶ Confident Conversations: Getting the best care for you: <https://shorturl.fm/3oy35>

▶ Diabetes is a Family Affair: <https://shorturl.fm/kx6BW>

New Video *It Takes a Team to Care for a Resident* from ISMP Canada

Sharing perspectives from residents, families, and interdisciplinary care teams within the Ontario Appropriate Use of Antipsychotics (AUA) Innovator Network, this video highlights that caring for residents in long-term care, and improving quality of life takes a collaborative approach.

Developed by the Institute for Safe Medication Practices (ISMP) Canada, in collaboration with innovator homes involved in the Strengthening Medication Safety in Long-Term Care initiative, including the Ontario AUA Innovator Network. **Watch the video:** <https://shorturl.fm/FK4oM>

Safe medication for all residents doesn't happen by chance. It happens when the whole team works together with shared purpose and a plan.

➔ EDI Resources

Removing the Barriers: Making Your Organization 2SLGBTQ+ Friendly

This workshop, created and presented by Rainbow Health Ontario, helps organizations create inclusive, affirming services for 2SLGBTQ+ communities. Key outcomes include developing inclusive language guidelines, auditing current practices, creating action plans for ongoing improvements and more.

The workshop is open to health care and social service providers.

Date: June 09, 2026

Link: <https://shorturl.fm/nAKbn>

What Would You Do (WWYD) Posters for Creating Welcoming Spaces

These conversation starters were created as a resource for LTC homes on their journey to becoming more welcoming and inclusive spaces. They can complement cultural competency and sensitivity training already in place.

Scenarios include addressing prejudice, discrimination and assumptions around



race, ability, sexual orientation, ability, language, physical appearance, and socio-economic status.

Access the posters: <https://clri-ltc.ca/resource/wwyd/>

Studies, Surveys and Feedback Opportunities

Help Shape the Future of Long-Term Care in Canada-Term Care in Canada

The Canadian Association for Long-Term Care (CALTC) is launching a national survey to better understand the realities facing long-term care home operators and is seeking feedback from senior LTC leaders to help inform their work. The Canadian Association for Long-Term Care (CALTC) is launching a national survey to better understand the realities facing long-term care home operators and is seeking feedback from senior LTC leaders to help inform their work.

Learn more about the survey: <https://shorturl.fm/fUCew>

Other Resources

Evidence-Based Statin Deprescribing Guidelines

Reviewing medications is good practice for you or the person you care for, especially as we age. Your preferences and values matter when it comes to health and medication decisions for you or the people you care for. Creating tools to help people make these decisions, deprescribing.org just released their new guideline for people 65+ years old taking statin medications that lower cholesterol in the blood. Many people will want to keep taking a statin but it makes sense to talk to your healthcare provider about what is right for you.

To learn more, check out their free tools and resources here: <https://shorturl.fm/RPqIrl>

Your Connection Style – Mental Health Week Quiz

Connect with your community and yourself! In celebration of Mental Health week, May 4-10, the Canadian Mental Health Association created a short quiz to help you understand your connection style.

This is a fun, non-diagnostic quiz to help you build more meaningful relations, and support your mental well-being. **Take the Quiz:** <https://cmha70.outgrow.us/cmha70-19>



Meet the Coaches – Sierra Roberti

Meet Sierra Roberti: A winding journey of learning, passion, and heart.

Sierra has worn many hats during her career in long-term care. With many talents developed through many roles, she is more than happy to go where her skills are most needed. But she is also a strong advocate for listening and learning, quick to admit that although she has a varied skill set and a lot of experience, she doesn't know all and there is so much to learn from the residents she works with in each home.

SB - I'd love to know how long you've lived in Sudbury.

SR – I was actually born in Kirkland Lake, but I've lived in Sudbury for 22 years. My dad was a miner, and when the mine shut down (in Kirkland Lake), we moved to Sudbury. After I was done school, high school, college, university, I just stayed. I love the area, love the north.

SB - What do you like most about living in Sudbury?

SR - I love how beautiful, quiet, and quaint the area is. I live in Blezard Valley, which is about 22 kilometers from Sudbury. There's not a lot of hustle and bustle, it's just small. Everybody helps each other out. When you're out on errands, you never know who you're going to run into.

SB - Being able to see someone you recognize on the street doesn't happen often in the city (Toronto), but I always get that immediate joy when I recognize someone. I can imagine you experience that a lot.

SR – Oh yeah. Everyone knows



everyone and for the most part, it's really nice.

SB –What attracted you to pursue a career in long-term care?

SR - I joke often and say that I grew up in long-term care. My maternal grandmother was the head cook for a small long-term care home in Kirkland Lake. And then my paternal grandfather lived there, so I visited a lot.

I remember going into a community room, and I would see the residents just sitting there. Nobody really engaged with them. Being so involved with my grandparents, it made me sad there weren't a lot of

interactions. So, from a young age I always knew I wanted to work in long-term care.

SB - I think about how you described what you love about being in your smaller town, and that sense of community. I could see how feeling a lack of connection in those spaces must have really resonated with you.

SR – Absolutely.

SB - Can you tell me more about your pathway into long-term care?

SR – I did my very first placement as a social service worker at one of the local long-term care homes. It was a one-month placement and I loved it. I couldn't get enough. The day after I got my college transcript, I called the Program Manager and was like, hey Vickie, I graduated. Is there any opportunity to get onboarded? She called me right back and said absolutely. I worked part-time as a Certified Activity Aide for almost two years.

Then one day my interim Program Manager called me down to her office and said, "listen, Sierra, we love you. We don't want to see you leave, but I think you should apply to this new long-term care home on the outskirts of Sudbury. Go do your thing and when the time is right, you'll come back." So, I went to a non-for-profit organization, and I worked there as a Life Enrichment Assistant and then Lead for 8 years. .

We did so many great programs and initiatives with that home.

SB - Can you tell me about one of them?

SR - After two years of advocating, we finally got the green light to take the residents on a community outing to Killarney, where they could enjoy a fish and chips lunch and go see the development of a lodge there. It's absolutely beautiful. It's called the Killarney Mountain Lodge.



They (the residents) wanted this so badly, and they kept saying, you're looking at the risks, and you're not looking at the benefits. We thought of every possible scenario in planning, and everything went so perfectly. After the trip, the Residents' Council got these bright, green t-shirts made for all the staff. The shirts read: "I survived Killarney."

SB - I love that. That's awesome.

SR - Yeah, it was great.

After that, I learned the first home I worked at had an opening; their Program Manager was retiring. I was like, "I don't know how I feel about applying." There were so many different emotions because even though I loved my first home, I learned to love my new home and my residents and my team. But my manager said to me, "it's time for you to go home."

SB – That's so beautiful. It shows you really connected with your first home.

SR - Yeah, sorry, makes me emotional every time. They were the first home to give me an opportunity and a chance.

They'll always hold a special place in my heart. Walking back through the doors literally felt like no time had passed at all.

SB – Wow.

SR – Little did I know, less than nine months later, we'd be in a pandemic where everything halted. So, trying to support the residents in providing therapeutic recreation programs that met legislation was really challenging. We missed that sense of community, that collaboration.

SB – Of course! That must have been hard.

SR – We had to get creative and make it work. In the midst of the pandemic, I also worked as an Infection Prevention and Control (IPAC) Manager for two years. With my mentor's help, I trained in administration and then did a secondment in one of our northern homes for four months. I really, really loved it.

When I came back from that, I was asked to join a redevelopment team for a new home they were building to replace an older one. This role had deep meaning for me.

SB – What was it about redevelopment that you really connected with?

SR –I was basically that frontline person that engaged with the families. I would ensure there was communication to understand what was important to the residents from their older home and bring that to the new one. I also worked to minimize any concerns. All the skills I had gained from all my different roles

came together for that one. It was so unique.

And then I went back to being a Resident Program Manager and Volunteer Coordinator, which was like a second lease for me; I could do all the good things I couldn't before because of the pandemic. I worked in that role for about four months before I was asked to hop into the Administrator's seat for a different home. I ended up doing that role for 13 months. It was bittersweet, removing myself from programming and stepping into administration.



I had already built strong relationships and trust, which allowed me to really focus on meaningful changes that would last.

SB – Why did you? Why did you say yes to this new Administrator role when you were so excited to have that second lease for the Program Manager role?

SR- I think because the home was in such a state of uncertainty. With the change in the team and administration, the residents and families didn't know who was going to step in. Seeing the stress and anxiety from not knowing, I saw an opportunity to help. I felt like this was what I needed to do to help support that home.

I've always done secondments. So, I'd go in, help, support, and then leave. This opportunity felt a little different. Having worked both frontline and in leadership roles at this home, I had already built strong relationships and trust, which

allowed me to really focus on meaningful changes that would last.

SB - You've had such a wide-ranging experience in long-term care and taken on so many different roles. I feel like we could continue this interview for hours! But to focus on your current role with OARC, what excites you most about being a Coach for the Northern region?

SR - Being able to connect all the homes in the North. I feel the northern homes are so dispersed, and often times we don't have the same resources and support that homes in the more central regions have. Homes often feel they're forgotten about, or there's just a lack of general understanding of the trials that occur. I think being able to connect the homes and help build the capacities in this region is what really excites me. Also getting our (OARC) name out there too and sharing the resources available to them to help support the Councils.

There's also the mentorship, the education, and just being a sounding board and advocating for residents and Residents' Councils too. Letting them share their experiences so we can better understand how we can support them in their journey in long-term care.

SB – That all sounds wonderful. I'm excited to see all the connectivity and community that you're going to bring to the North. Drawing from your work experience, what would be the most important issue for you in long-term care overall?

SR - Throughout my experience, people in long-term care listen, but they don't



fully take that opportunity to learn and impact positive change. The residents are telling you, advocating, for what they want, the changes that they want to see, the opportunities that they would like brought to their homes. And oftentimes Home Leadership will say, okay, we've heard you, but we have our own agenda. That needs to end. ***We need to really take what the residents are saying—and they're sharing their lived experience with us—to help promote positive change.*** I mean, it's not going to happen overnight, I know that. But we need to really work with the residents and make their home a home.

We have our own visions of what we think a long-term care home should be. But it's not about what we think or what we know. It's about the residents' experience. And we create that positive change by acting on what we hear and learn from the residents. Actions speak louder than words—that kind of thing.

SB - I'd love to ask you my fun question, now. If you had your own talk show, who

would be your first guest?

SR - I feel like the resident I recently connected with on my last visit at Finlandia Village, Linda, would be a wonderful person to have on a talk show. I could have talked to her for hours.

SB - I love the idea of having residents

as part of a talk show. The stories you and the Coaches share are so inspiring.

SR - Absolutely. I think their stories and experiences are so powerful.

Long-term care can be absolutely beautiful. Obviously, there's a lot more work to do within the sector, but I think we're on the right track.

Many thanks to Sierra for this wonderful opportunity to get to know her a little better!

Please join us next month, where we'll get to know Erin Westwood, OARC's Regional Coach for the East Region.



Thank you to [AdvantAge Ontario](#), [Extencicare](#), [Java Group Programs](#), [peopleCare communities](#), [Sienna Senior Living](#) and [S&R Group](#) for supporting OARC's Confidence in Culture Change Program.

To find out more about how you can support OARC, please contact [Melissa McVie](#), Acting Executive Director mmcvie@ontarc.com.

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