

OARC In Action

For Residents By Residents



Minister Rod Phillips, New Minister of Long-Term Care



OARC welcomes Minister Rod Phillips as our new Minister of Long-Term Care (LTC). Minister Phillips is the MPP for Ajax, and formerly held the position of Minister of Finance (resigned in December 2020). He was Minister of the Environment, Conservation and Parks from 2018-2019, after a successful career in business including President and CEO of the Ontario Lottery and Gaming Corporation (2011-2014), Chair of Postmedia (2014-2017) and Chair of CivicAction (2014-2017).

As Minister Phillips becomes briefed on the LTC portfolio, and informed about key issues, partners and stakeholders, OARC looks forward to opportunities ahead to meet and leverage the resident voice together in ‘fixing the system.’ The past 15 months have been a tremendously intense time in LTC, one that has yielded many collaborative efforts and consultations. We are eager to continue this work with Minister Phillips and his team. We anticipate his attendance at an upcoming OARC Board meeting in July. WELCOME Minister Phillips!

July 7th - Ontario Further Eases Long-Term Care Home Restrictions

The Ministry of Long-Term Care, in coordination with the Chief Medical Officer of Health, have updated the [COVID-19 guidance document for long-term care homes in Ontario](#) to further reduce restrictions starting July 7th, 2021. Highlights include:

- Residents can have outdoor visits of up to 10 people
- All residents may have up to two general visitors and two caregivers for an indoor visit
- Personal care services can resume
- Cohorting of residents can be relaxed during outdoor activities
- No limit on the number of people who can be designated as a caregiver by a resident/SDM

“As we cautiously and safely reopen the province, no one deserves to enjoy the reopening more than long-term care residents, their families and the staff,” said Rod Phillips, Minister of Long-Term Care. “As we head into summer, long-term care residents will be able to spend more time with their friends and families thanks to the efforts of people across Ontario rolling up their sleeves and getting vaccinated.”

To learn more, [click here](#) to visit the Ontario Government – “COVID-19 guidance document for long-term care homes in Ontario” webpage. Additional resources:

- [AsDM Memo](#)
- [Minister’s Directive on Surveillance Testing](#)
- [Provincial Recommendations and Directive #5](#)
- [Long-Term Care Visitor, Absences & Social Gatherings Snapshot](#)
- [LTC Immunization Policy Resource Guide](#)
- [MTLC Pandemic Response FAQs](#)

HSO would like to hear from you to help inform National Standards on Long-Term Care Services

The Health Standards Organization is creating a new standard for long-term care services and is urgently seeking resident input through an online survey. Click here

<https://www.surveymonkey.ca/r/HSOLTCNSC> to complete the survey. The new standard will focus on:

- Resident-and-family-centred care practices that value the importance of respect, dignity, trust, and quality of life,
- Safe, reliable, and high quality care based on evidence-informed practices,
- A healthy and competent workforce to ensure sustainable, team-based, compassionate care, and,
- An organizational culture that is outcome focused and strives towards the safety and well-being of residents, families, and the LTC workforce

Ontario Association of Residents' Councils Welcomes its New Board

On June 24th, 2021, OARC welcomed a new slate of Directors to the Board, thus establishing a long awaited and strengthened governance structure. OARC has, since conception 40 years ago, operated with a Board of Directors comprised exclusively of resident leaders from long-term care homes. To build our organizational capacity, boost our impact and bolster our collective ability to fulfill our mandate, we made the decision to grow and expand the membership and composition of our Board. OARC began the process of transitioning to a new blended governance model several months ago, the exciting end result being the launch of a Board of 12 leaders, 4 of whom bring and/or represent the resident voice, and 8 of whom bring long-term care sector expertise and other competencies including government relations, strategic thinking, financial analysis, program and process evaluation, etc. OARC's Executive Director, Dee Lender, is thrilled to announce the slate of Directors and Officers of OARC as follows:



Please visit <https://www.ontarc.com/who-we-are/meet-the-board.html> for full bio details.

Home Sharing in June

June has been of month characterized by both celebration and sadness.

Residents living in long-term care homes across the province welcomed changes that came about on June 9th as part of an updated Ministry of Long-Term Care Directive that expanded residents' access to the community and their ability to reconnect with friends and loved ones. Residents have enjoyed spending more time outdoors, some for the first time in over a year.



Jamie Ward, Resident Leader at ThorntonView LTC celebrating Father's Day with his Dad

Throughout the month of June, we recognized the contributions of Seniors and celebrated LGBTQI2S+ Pride (see articles shared by York Region Newmarket and Maple Health Centres). On June 20th, LTC homes residents and teams also found ways to recognize dads on Father's Day, offering special menus and entertainment. Some residents enthusiastically shared with the OARC team that they enjoyed coveted meals including a Prime Rib dinner, another served Pizza and cold beer, and others held outdoor barbeque events! OARC Resident Leader, Jamie Ward from Oshawa, Ontario, was thrilled to spend an afternoon with his dad for the first time in 8 months at home in their family backyard.

June is also Indigenous History Month and a time to honour the history, heritage and diversity of Indigenous Peoples in Canada. Our collective need to educate ourselves and deeply reflect on indigenous history was compounded by the discoveries of mass gravesites at former Residential School sites in Canada. In response to this tragedy, several residents reached out to OARC to express their heartbreak; one in particular was compelled to mobilize residents and the team at her home to advocate for change (see article Bowmanville Long-Term Care Home Resident Leader Advocating for Change).

Bowmanville Long-Term Care Home Resident Leader Advocating for Change



A retired social worker, 82-year-old resident Honey King (pictured here) is no stranger to speaking up for what she feels is right.

Born and educated in Toronto, Honey expressed her state of shock and heartbreak upon learning about the existence and impact of the Residential School system in Canada for the first time, and the recent discoveries of children's bodies that have been brought to light in Canada.

In response, Honey has penned a letter to Federal government officials, urging leaders to take action. "We as a community of caring seniors stand with our indigenous neighbours and strongly implore our government to do the right thing! Our hearts are breaking and grieving for this horrible tragedy and this unspeakable act committed by our country. Sorry is just not enough!" Honey hopes to work with her LTC home team at Glen

Hill Strathaven, the Residents' Council and her peers to add signatures of support to her letter, and in reaching out to OARC, she is hopeful that residents across the province will follow her lead, in order to appropriately acknowledge, educate and begin the process of healing the past.

Thank you to Honey for sharing your efforts with OARC and our readership.

Avalon Care Centre's Residents' Council Helps Transform Courtyard



Avalon Care Centre in Orangeville Residents and Team Members Enhance the Court Yard

Thanks to a generous donation from the Residents' Council Leadership Team at Avalon Care Centre, residents, team members and visitors are enjoying a refreshed Courtyard Garden space! The newly-formed Council Leadership Team were determined to come up with a way to give back to their peers and after lots of discussion, they landed on a commitment to enhance their outdoor Courtyard space. Now, residents love looking at the flowers and beautiful set up! Great work Avalon Council and LTC team! ~ Story submitted by Patricia Oliveira, Life Enrichment Coordinator

Together, Apart: Celebrating Seniors Month in Long-Term Care at York Region Newmarket and Maple Health Centres



York Region Newmarket and Maple Health Centre Resident Community Quilt

In June, we commemorate Seniors Month, a time to appreciate and reflect on how valuable our older adult community is throughout Ontario. During a time when it is easier than ever to feel isolated from one another, the Newmarket and Maple Health Centre resident community has found a way to connect with each other while staying apart through a community quilt. This quilt is made up of over

250 popsicle sticks decorated by residents throughout the home and is meant to symbolize the resilience, connection and creativity of our community. It has given our residents a hands-on opportunity to show-off their artistic skills and create a work of art to demonstrate the beauty within the hearts of our residents' to be displayed in the home. This program involved over a month of intricate work from our residents and the staff who supported them and we couldn't be more pleased by the result. We hope that this community quilt will mark the beginning of a tradition, which we hope will grow as our community grows and strengthens our bonds throughout the coming years.

Celebrating Pride Month at York Region Newmarket and Maple Health Centres

In June, we celebrate Pride, a month filled with love for everyone, especially the LGBTQI2S+ and take pride in doing so. It is of no surprise that a community as inclusive as Newmarket Health Centre (NHC) and Maple Health Centre (MHC) has taken part in celebrating such a time for years and has embraced the meaning of "Love is Love". Throughout the Home residents have taken part in Pride crafts and programs as well as educational programming about the importance and history of Pride month.



York Region Newmarket and Maple Health Centres' Residents Celebrate Pride Month

To further celebrate Pride and to connect the residents while staying apart, residents and staff alike have been wearing various colors of the Pride flag every Wednesday of the month, including pink on National Pink Day. The NHC and MHC community hope to remind everyone that while this past year has kept us apart, the love and openness of our hearts has not wavered and will always continue to celebrate the love we have for all members of our ever growing community.

Long-Term Care Home Team Challenge: Make Your Own Residents' Bill of Rights Video...

With the second annual Residents' Councils Week (#RCWeek) just a few short months away (September 13-19), the Ontario Association of Residents' Councils (OARC) team encourages residents and teams to get reacquainted with the Residents' Rights in anticipation of our **Residents' Bill of Rights (RBR) Education Video Challenge!**

The Challenge:

Work with residents, team members/home leadership, essential caregivers/volunteers, placement students, family and friends, etc. to **create your own Residents' Bill of Rights Education Video** with familiar faces from your home.

When empowered as teachers, residents offer a grounded and inspired learning experience. Encourage residents to be the "stars" of your video and include them in the process every step of the way - from the planning to the execution.

While Residents' Council leaders/executive members might be excellent ambassadors for your video, it is important to remember that ALL residents can be included. Powerful messages can be communicated using non-verbal materials such as posters featuring a specific resident right. Family members and friends of residents living with cognitive changes can be great collaborative partners, supporting the participation of their loved one in the video.

Looking for inspiration? Check out F.J. Davey Home's RBR video. Other supportive RBR Education and Tools can be found here on OARC's website:

<https://www.ontarc.com/residents-bill-of-rights.html>

Prizes:

All homes that submit a video entry will be entered in a draw for a chance to win one of the following prizes:

- iPad tablet with \$50 Apple Gift Card
- 1 of 2 Google Home Devices



Video Tips:

- Aim to keep your video under 5 minutes.
- Be sure to include all 27 rights! (If your LTC home is home to residents who speak different languages, consider how you might creatively incorporate this into your video).
- Ensure that everyone participating on camera has a signed photo/media consent on file with your LTC home.
- Please name your video file using the following format: yyyy/mm/dd/NameofLTCH-CityName
- Submit video as an .mp4 file through OARC's DropBox account
<https://www.dropbox.com/request/46xMoQhMdeWfs1stnbuF>

Submission Deadline:

We ask that you submit your video Friday, September 10th and winners to be announced on September 19th during Residents' Councils Week. We encourage you to drum up excitement about your video by circulating and sharing with residents, teams, family and friends during Residents' Councils Week (September 13-19).

Why get involved?

Beyond this challenge, your video will continue to have meaningful applications in your home – it can be used as a teaching tool, it can be incorporated into training for new employees/team members, or it can be embedded in your existing E-learning modules or Mandatory Annual education. Your video can be featured on your home's website and posted on social media to show the world how passionate your home is about raising awareness and deepening your collective understanding of the Residents' Bill of Rights. All approved videos will be featured on OARC's "Residents' Rights" web page to help inspire other homes to keep the RBR education top of mind, not just during Residents' Councils Week, but year-round! We look forward to seeing your collaborative creations in the coming months!

OARC Launches New Facebook Page

You asked and we listened! OARC has officially launched a new Facebook page to keep residents and their supportive partners better connected to OARC. Find us by searching Ontario Association of Residents' Councils or @OARCnews <https://www.facebook.com/OARCnews>



Ontario Association of Residents' Councils
@OARCnews · Nonprofit Organization



**You Asked,
We Listened!**



Our new Facebook page is now LIVE and available for residents and their supportive partners as another way to stay connected and informed!

Follow and tag us: @OARCnews

Thank You for Showing Us Your Hopeful Hearts

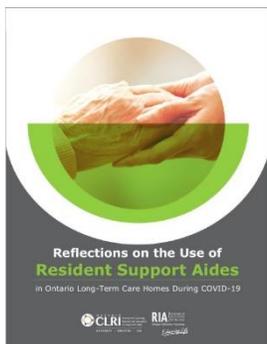
Learn more about this movement and share your hopeful heart with us...

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



Thank you to the residents living at Burton Manor in Brampton for sharing their Hopeful Hearts!

Reflections on the Use of Resident Support Aides in Ontario Long-Term Care Homes During COVID-19 Survey and Report



The Resident Support Aide (RSA) position has been very helpful in alleviating team members fatigue and shortages as well as tending to the tangible needs of residents that would otherwise go unmet. RSAs have been instrumental in facilitating visiting programs in long-term care homes during the pandemic.

OARC contributed to this document through the Ontario Health Central Region RSA Evaluation Working Group. The survey was designed to gather information from the perspective of LTC leaders and understand broadly the RSA role and duties assigned; types of training provided and additional educational needs; impacts of the role on operations, staffing, care and health outcomes of

residents and team members. It highlights the value and contribution that RSAs make in the LTC staffing component, and encourages the continuation of this role into the future. [Click here](#) to read a copy of the report.

Legal Advice for Victims of Sexual Assault Program

As of May 2021, the Independent Legal Advice for Sexual Assault Survivors Program has expanded province wide. The program, that was piloted in 4 areas in the province initially, now provides up to four hours of free legal advice to victims of sexual assault across Ontario. The service is confidential and is available any time after a sexual assault in Ontario has occurred. More information can be found by visiting the Ministry of Attorney General's information page

<https://www.ontario.ca/page/independent-legal-advice-sexual-assault-victims> or call 1-855-226-3904.



Upcoming Events from Other Organizations

OLTCA's 2021 This is Long-Term Care Virtual Conference: Invitation to submit an abstract

Taking place October 26th and 27th, the Ontario Long Term Care Association's (OLTCA) [This is Long Term Care 2021 Virtual Conference: Disruptive Impact & Transformative Change](#) seeks to highlight emerging opportunities, research, and innovations that have arisen during the COVID-19 pandemic. OLTCA invites change-makers, partners, and stakeholders to share their unique learnings that can guide the path forward, and reposition LTC as a resilient, innovative sector focused on the wants and needs of Ontario's seniors. To submit an abstract or to learn more [click here](#). Abstract submissions will close Monday, July 12, 2021, at noon ET. Questions? Please contact the Ontario Long Term Care Association at membership@oltca.com

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



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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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