

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



Residents' Council Team, Deer Park Villa, Grimsby

OARC's Education and Community Engagement Manager, Stephanie Ventura, had the pleasure of visiting some of the **Region of Niagara Long-Term Care homes** to meet with residents and team members. OARC is thankful that this year, the Region supported all eight of their homes to become members of OARC.

Stephanie visited **Deer Park Villa in Grimsby** and presented their membership certificate to the Council, received a personal tour from Administrator, Ada, and learned about all the wonderful things happening in the 40-bed home from Residents' Council Assistant and Program Manager, Dan. It was nice to hear of the proactive changes the home, and the Region, are making to help support Council operations – such as increasing the frequency of meetings so there are more opportunities to hear from residents and implementing regional standards for sharing information with residents.



Gilmore Lodge, Grimsby



The next stop was to **Gilmore Lodge in Fort Erie**, the most diverse home in the Region, where Stephanie was invited, by the Council, to attend their June meeting. The **Gilmore Lodge Residents' Council** was very well attended, and although it took place in the large, open Town Square, Residents' Council

Assistant and Program Manager, Antonietta, made sure it was accessible to all by using a microphone and written materials. Antonietta also provided an opportunity for

residents who preferred to speak in confidence to stay after the meeting and raise concerns directly to her. It was nice to see the beautiful Residents' and Family Council display cases set up in the Town Square, that gave visitors a glimpse into the likes and interests of the people who live at Gilmore Lodge.



Stephanie and Harold at Linhaven Home in St. Catharine's

After Gilmore Lodge, Stephanie visited **Linhaven Home in St. Catharine's** and met with Residents' Council President Harold, Council members, Residents' Council Assistant and Program Manager Heather, and Administrator Cindy. Harold took a break from fundraising for the Friends of Linhaven, who raised over \$30,000 to fully furnish the 1950's style room where the meeting with Stephanie took place. The home was buzzing with excitement, and different groups of residents were spotted stopping to look at an information board with updated drawings and news about their brand new building set to open in 2024. Along with answering day-to-day questions, Administrator Cindy was also ready to answer all the construction and new legislation related questions from residents. It was so nice to see such awesome resident engagement. As a weekly participant in OARC's Resident Forums, Harold has shared some excellent ideas and tips for fundraising and for how to spend the funds raised.

The last stop was in **Welland** where Stephanie visited **D.H. Rapelje Lodge and The Woodlands of Sunset**. Like the other homes in the Region, these homes were busy finding ways to enhance the experience for residents through recreation, activity programming and food-based programs while still adhering to COVID-19 restrictions. Residents' Council Assistants Cassie at Rapelje Lodge and Richard at Woodlands of Sunset were very welcoming and generous with their time, and we are so happy to have connected with such passionate and enthusiastic advocates for quality of life in LTC.

Diversity, Inclusion and Culture @ the Woodlands of Sunset

Staff and residents at the Woodlands of Sunset were able to participate and engage in a month long of activities highlighting Diversity, Inclusion and Culture for the month of June.



Pictured above is Steve, Residents' Council Representative and Richard, Program Manager, sharing their Diversity Picture Bingo Cards at Woodlands of Sunset.

June 6th the home kicked off by starting their 2nd annual Diversity Picture Bingo. Staff and residents could purchase a bingo card that was developed by the Program Manager. All the pictures of the game highlight the themes of Inclusion, Diversity and Culture. One third of the money collected through sales was donated to Start Me Up Niagara, a local charity which encompasses their theme. All together they were able to collect \$550 for charity and game play but most importantly learn, engage and be open minded while having fun and competing with peers and residents. The tickets sold out quickly and Richard hopes to adapt Diversity Bingo 2.0 for next year to allow for more participation.

June 7th Woodlands of Sunset held its annual Culture Cookie and Coffee event. Staff and families were asked to bring in heritage type cookies, squares, etc. and join in with a cup of coffee.

June 15th was Pride Wear Day and staff and residents were encouraged to show of their colours and tee shirts in support of recognizing Pride and Inclusion. At the end of June, they served residents and staff, flavours of the rainbow ice cream as a cool treat on a hot day. Woodlands of Sunset is a regional home (part of the Niagara Region) and proudly supports Diversity, Inclusion and Culture in all facets of life in the home.

MINISTRY OF LONG-TERM CARE UPDATES

Re-appointment of the Minister of Long-Term Care: On Friday, Ontario Premier Doug Ford announced his new cabinet, including the re-appointment of Minister Paul Calandra as Minister of Long-Term Care. Sylvia Jones was named Deputy Premier and Minister of Health. The OARC team looks forward to continuing to build our collaborative relationship with Minister Calandra and his team in the months to come.

The Fundamental Principle and the Residents' Bill of Rights under the Fixing Long-Term Care Act, 2021 – Poster: The new Residents' Bill of Rights under the Fixing the Long-Term Care Act (2021) is now available to order free of charge. The poster is available to order from Publications Ontario in English and French. [Click here](#) to read the Ministry of Long-Term Care memo with details on how to place your order or click here <https://www.publications.gov.on.ca/300949> to order directly from Ontario Publications.

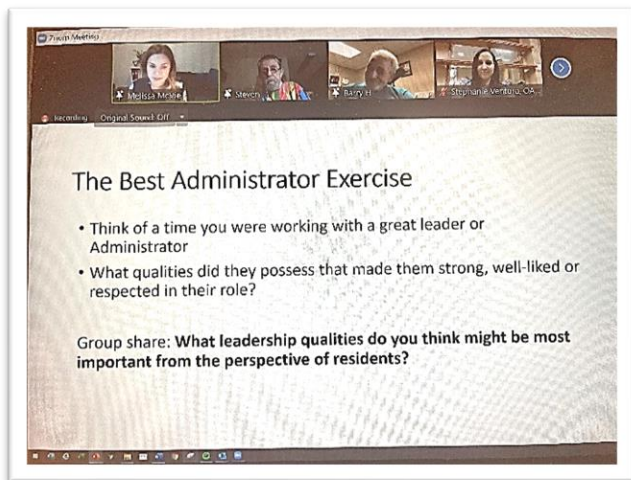
Ministry of LTC Updates Cooling and Air Temperature Requirements for LTCHs: The introduction of the new Fixing Long-Term Care Act (2021) and its regulations maintains some of the previous cooling and air temperature requirements and introduces some additional requirements. These include air conditioning requirements for new LTC home bed licenses and measurement of air temperature in every resident room that is not served by air conditioning. To learn more details read the MLTC's summary, "Cooling and Air Temperature Requirements for LTCHs, A Summary of Changes" (June 2022) [English](#) | [French](#)

UPDATED OARC Resources Alert – FLTCA, 2021

OARC's Education team has been busy working behind the scenes to update our existing tools and resources to reflect the new legislation. Our popular Agenda and Meeting Minutes templates have been updated, along with the Understanding Our Law and Meeting Minutes Tips & Hints. As we move through our OARC resources and tools review, more changes are anticipated and, in the meantime, we hope you find these updated tools helpful:

- **Provisional Agenda (Word Version):** [English](#) | French (coming soon)
- **Minute Template (Word Version):** [English](#) | French (coming soon)
- **Minute Template Tips and Hints (PDF Version):** [English](#) | French (coming soon)
- **Understanding Our Law and Residents' Councils: Fixing Long-Term Care Act, 2021 (PDF Version):** [English](#) | French (coming soon)

Residents Inspiring Future Leaders



On June 8, OARC REAL members [Barry Hickling](#) and [Steven Wenzowski](#) met with a group of over 40-aspiring Long-Term Care Administrators as part of the [Advantage Ontario Administrator Leadership Program](#). This session was the live component of a 2-part learning series entitled, *It's All About the Residents*.

The pre-recorded session covered the essential role that Administrators play in setting the tone in the home, partnering

with Residents' Councils and facilitating meaningful resident engagement. In the live session, Barry and Steven connected with the audience through an interactive exercise designed to put learners 'in the shoes' of a resident at the time of admission/move-in. In a second activity, the group brainstormed qualities that make a great leader, and Steven listed 'empathy' as being an essential skill for anyone working in LTC. He also went on to highlight the importance of communication, sharing that **"not only are words important when speaking with residents, but how you say them matters to all residents."**

Barry also spoke to the need for effective communication and authentic resident engagement, adding open-mindedness, curiosity and a sense of cool confidence as other leadership skills that residents hope to see in their homes. The OARC team would like to thank Advantage Ontario for this special opportunity to contribute to this leadership curriculum and wish everyone completing the course all the best on their learning journey!

OARC's Residents' Voices Survey – Update



Thank you to all participants for completing our survey. We are busy inputting the last few surveys we've received and will soon move onto to analyzing the information you have shared with us. We are very pleased to share that we have received close to 1,000 survey responses, representing the perspectives of residents, Residents' Council Assistants and Home Administrators. Stay tuned for the survey results shared via our newsletter in the future.

RESIDENT FORUMS: A Place for Connecting with Peers

OARC hosts weekly Resident Forums for residents to connect virtually for peer support and sharing. Forums provide an avenue for LTC residents from across Ontario to meet new friends, ask questions, share concerns and successes and to stay informed. Offered every Thursday at 2pm, OARC Forums are 1-hour in length and are facilitated by a resident peer/OARC Resident Leader.

To join our recurring Resident Forum Meeting from your computer, tablet or smart phone:

1. Please use this link:

<https://us06web.zoom.us/j/84213430006?pwd=SFNCQyt2MkZ5ZG42U2NMR3lnbk9Mdz09>

2. Then enter the Meeting ID: 842 1343 0006

To join by telephone (audio only):

1. Dial our toll-free phone-in option 1-888 475 4499
2. Enter our Meeting ID: 842 1343 0006
3. Enter our Passcode: 08055352

Please contact Stephanie Ventura at sventura@ontarc.com or via telephone at 1-800-532-0201 ext. 270 for any Forum-related support needs. Would you like to receive an auto-reminder for our Forums with meeting link/phone in details? Contact info@ontarc.com to be added to our distribution list.

NEW RESIDENTS' COUNCIL ASSISTANT FORUMS

Last month, OARC hosted a special virtual Forum bringing together Residents' Council Assistants (RCA's). These team members play an essential role in supporting Residents' Council operations in Long-Term Care homes across the province. Similar to our weekly Resident Forums, this initial RCA Forum proved to be a highly engaging experience, giving participating RCA's an opportunity to share what's working well in their homes and bring forward questions, challenges and areas requiring additional support. We hope you will plan to join us or encourage the RCA at your home to attend.

We are pleased to share that we will be hosting RCA Forums on the last Tuesday of every month at 1:30pm moving forward to keep you feeling connected, informed, inspired and well-supported. Mark your calendars for these upcoming Forums offered through OARC's Zoom platform: July 26, August 30, September 27.

To join our recurring Residents' Council Assistant Forum Meeting from your computer, tablet or smart phone:

Please register here:

<https://us06web.zoom.us/j/89779308644?pwd=R3NWaERFT3YzMW8wR0grRnFHSUdTQT09>

Please contact Stephanie Ventura at sventura@ontarc.com or via telephone at 1-800-532-0201 ext. 270 for any Forum-related support needs.

Mark Your Calendar For Residents' Council Week September 12th to 18th, 2022

Stay tuned for updates from OARC about RCW contests, promotional packs and more...

[Did you miss our webinar? What's a Palliative Care Philosophy? Exploring the meaning behind your new Residents' Right with Dr. Fred Mather](#)

[Dr. Fred Mather](#), Medical Director and OARC Board Vice-President, gives some clarification around the palliative care philosophy terminology and provides a better understanding of the palliative approach to care. Dr. Mather uses 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. [Click here](#) to view the webinar.

[News from the Ontario Centres for Learning, Research and Innovation in Long-Term Care](#)

[Watch replay from Diversity Forum and download key takeaways](#)

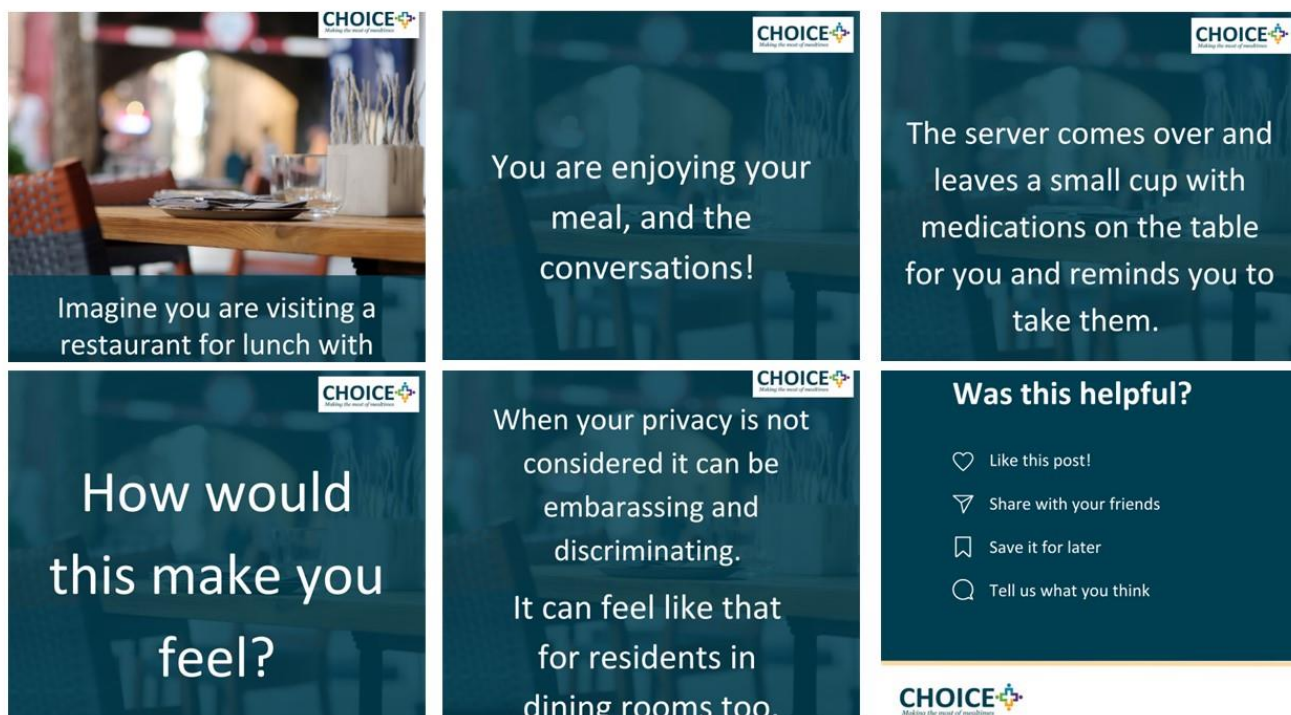
The Ontario CLRI has posted the condensed recording from the recent forum about equity, diversity and inclusion. A key learnings resource that presents highlights from the event is also available for download. Visit clri-ltc.ca/forum to learn how to support and nurture equity, diversity and inclusion in LTC and beyond.

[Registration for the next round of the Specialized Educator Certificate is open!](#)

Ontario CLRI at Baycrest is offering a free, evidence-based program for educators in LTC homes. The virtual training features best practices in adult education and innovative educational approaches specific to the LTC sector. [Learn more and apply!](#)

CHOICE+ Instagram account

Are you or your teams looking for accessible, free education and resources on making the most of mealtimes and providing relationship centred dining in senior care settings? Then RIA's new Instagram account @choice.ria is for you!



CHOICE+ is an evidence based program that provides a menu of action items for homes who want to enhance the mealtime experience. Co-developed as a partnership between RIA, Dr. Heather Keller and Dr. Sarah Wu, PhD, CHOICE+ is based on six principles:

- C - Connecting:** having meaningful conversations and socializing
- H - Honouring dignity:** respecting decisions, choices and preferences
- O - Offering Support:** supporting residents based on individual needs
- I - Identity:** knowing and accepting residents as unique individuals
- C - Creating Opportunities:** supporting active mealtime participation
- E - Enjoyment:** creating a warm and welcoming dining environment

The CHOICE+ Instagram account aims to provide examples of what these principles look like in practice, share resources, start conversations between anyone working and living in care settings and celebrate all of the amazing work that teams do everyday. Follow, like, share, save and let RIA know how mealtimes in care settings can be improved.



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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 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.



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