

OARC In Action

For Residents By Residents



July 2020

RE-ENERGIZE Your Residents' Council with Residents' Council Week Celebrations

RESIDENTS' COUNCIL WEEK

Celebration Ideas **September 14th to 20th, 2020**

The OARC team is excited to help you start preparations for Residents' Council Week. We understand that, in the current climate, activities and special events might need to look a bit different to minimize risk and ensure the safety of everyone in your home. This is a time to get creative. What makes your Residents' Council special and how can you share this with others to commemorate Ontario's very FIRST Residents' Council Week?


HOW IS YOUR RESIDENTS' COUNCIL MANAGING?
Every home is experiencing the pandemic differently. We encourage you to find ways to connect with your peers with the support of your Residents' Council Assistant or other team members.

- Are we able to meet in person (on a 1:1 or small group basis)?
- Can you arrange to meet virtually with other resident leaders using technology such as Facetime, Skype or Zoom?
- Can you connect by telephone?

Through these various formats, we urge you to start to have a discussion about program ideas your Council may wish to organize/execute during this celebratory week.

RESIDENTS' COUNCIL WEEK PLANNING
Depending on your home's situation and available resources, you may decide to offer a Council-themed or sponsored activity every day during the week or devote efforts into planning one or two special events to celebrate and raise awareness about the Residents' Council at your home! Your home's Programs department can help.

WE WANT TO TELL THE WORLD! SHARE YOUR IDEAS
Have fun, and be sure to share your ideas and event pictures with the OARC team so we can start to inspire other homes at mmcvie@ontarc.com | 1-800-532-0201 x 260



September 14th to 20th, 2020 – Start Planning Today

Residents' Councils play an important role in shaping the place residents call home. They bring residents together as peers, to discuss issues of importance and to stay connected and engaged in home operations and decision-making. Ontario's first official Residents' Council Week will allow Councils the opportunity to creatively showcase who they are and what they do.

The OARC team is excited to help you start preparations for Residents' Council Week. In our current climate, activities and special events might need to look a bit different to minimize risk and ensure the safety of everyone in your home. What makes your Residents' Council special and how can you share this with others to commemorate Ontario's very FIRST Residents' Council Week? We've created a few items to get you started

on your celebration planning. Please click on the links below to have access to posters, activity pages, event ideas and more...

Ideas and Resources for Residents' Council Week:

- [Ideas, Contests and Events](#)
- [Poster – Celebrate Teamwork](#)
- [Poster – Ask A Resident](#)
- [Poster – Customizable Templates](#)
- [Table Tent Sign – Customizable Template](#)
- Activity Sheet – [Word Search](#) and [Answer Key](#)
- Activity Sheet – [Trivia Questions and Answers](#)
- Activity Sheet – [Colouring Pages](#)

OARC Residents' Council Week Schedule of Events:

- Mon, Sept 14: Residents' Council Week Kick Off Bulletin – Video (coming soon)
- Mon, Sept 14 | 2 pm: Resident Forum ([register here](#))
- Tues, Sept 15 | 10:30 am: Resident Forum ([register here](#))
- Wed, Sept 16 | 2 pm: Residents' Councils: Exploring a New Normal Webinar ([register here](#))
- Thurs, Sept 17 | 2 pm: Resident Forum ([register here](#))
- Fri, Sept 18 to Sun, Sept 20 | Home Celebrations and Contest Entry

Share Your Celebrations and Win

Contest 1: Share Your Residents' Council Week Activities on Social Media. Share your pictures and stories and tag us Ontario Association of Residents' Councils (OARC) LinkedIn or @OARCnews Twitter between September 14-20 using hashtag #RCWeek for a chance to win a gift card for your Residents' Council.

Contest 2: Share Your Residents' Council Week Activities and Stories with the OARC Team by email or regular mail by September 30. We invite you to share some of your highlights from Residents' Councils Week. All submissions received by email or regular mail by September 30 will be eligible to win 1 of 3 gift card prizes, and a small feature in OARC's fall/winter Seasons magazine. 250-300 words with pictures.

Contact Melissa McVie mmcvie@ontarc.com x 260

Residents' Councils: Exploring a New Normal

Wednesday, September 16th, 2020 | 2 pm | **Live Webinar** (during Residents' Council Week)



On March 16th, in alignment with government directives, OARC recommended that Residents' Council meetings be postponed as a safety precaution during the onset and management of COVID-19. Since then, long-term homes have been finding new and innovative ways to communicate while keeping residents safe.

As we move forward, we must find ways to re-establish Residents' Council and reincorporate the voice of residents in home operations and decision-making. Residents' Council meetings and activities are important to living well in LTC.

While the current climate presents enhanced challenges including the need to respect physical distancing and restrict group sizes, technology and infrastructure limitations, and strained resources, including staff supports, these changes are opening up opportunities to be creative and adapt. Join us as we share feedback, promising practices and examples of how to move forward with Residents' Councils.

Register here: <https://attendee.gototraining.com/r/2015836230705633025>

Stay Connected with OARC's Long-Term Care Resident Forums

Facilitated by Barry Hickling, OARC Board member and resident leader from the Village of Aspen Lake in Windsor, Resident Forums continue to be offered on a weekly basis. Forums are not a replacement for formal counselling or therapy, but they can help residents to work through feelings of loneliness and isolation by providing reassurance and validation from resident peers.

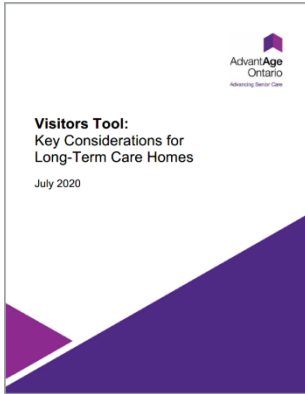
Residents can participate in the Forums by phone by dialing a toll-free number, through a meeting platform on a computer or through an app on either a smart phone* or tablet device* (*download of GoToTraining required). We understand from previous Forums that some residents may require additional support during the sessions to participate in a meaningful way (unmuting lines, speaking into phone receiver, moving closer to computer screen or microphone, encouragement to speak up and share etc.). Our hope/intention with the Resident Forums is to hear directly from residents as much as possible. **Register here:** <https://attendee.gototraining.com/rt/4948757107395787522>

***Note:** Ongoing participation in the Forums is encouraged, however, we ask that residents come back to join us on a monthly basis, rather than weekly, to allow other residents the chance to participate.*

Did you miss a recent OARC webinar? Visit www.ontarc.com to view recorded education

Webinar	Guest Speaker(s)	Date
Therapeutic Professionals Supporting the Psychosocial Health of Residents in Long-Term Care Homes	Katherine Plested, President-elect of the Therapeutic Recreation Ontario and Therapeutic Recreation Specialist at Mount Hope Long-Term Care Home	July 16, 2020
Supporting Residents with Cognitive Changes During COVID-19	Dr. Allen Power, Schlegel Chair in Aging and Dementia Innovation at the Schlegel—University of Waterloo Research Institute for Aging	June 25, 2020
Ontario Long-Term Care Inspection Program During COVID-19	Brian Pollard, Assistant Deputy Minister, Long-Term Care Operations Division, Ministry of Long-Term Care and Stacey Colameco, Director, Long-Term Care Inspections Branch, Ministry of Long-Term Care	June 10, 2020

Residents' Emotional Wellbeing Working Group



AdvantAge Ontario, with the support of OARC and other LTC stakeholders, have worked together to consider and develop promising practices that could address the psychosocial and emotional wellness of residents living in LTC homes during the pandemic. The Residents' Emotional Wellbeing Working Group has created a document, titled "Visitors Tool: Key Considerations for Long-Term Care Homes", which is now available. The tool leads homes through a thoughtful process in reviewing principles relevant to providing access to "essential family caregivers". In reviewing responses to questions posed, there may be a natural support to the development of policies and procedures, as well as communication documents needed to guide a meaningful visiting program. To download a copy of the tool [click here](#) and

for more information contact Lynette Katsivo, Director, Public Policy, AdvantAge Ontario, 905-851-8821 x 233 lkatsivo@advantageontario.ca

Dear Residents, what do you want to tell people about life in long-term care during the COVID-19 pandemic?

The folks at the Prevention of Error-based Transfers (PoET) would like to know and have introduced C.A.R.E. (COVID-19 And Residents' Experiences). Recognizing that the pandemic has made it difficult to hear from residents, the organizers of C.A.R.E. have created a public page on their website, www.poetproject.ca, for residents to post their messages so that others (anyone in the world) can read them. PoET has indicated that they will not post any residents' names, long-term care home's name or any other identifying information. Statements can be sent by email to the Project Lead Jill Oliver, Ethicist and PoET Project Lead at William Osler Health System jill.oliver@williamoslerhs.ca or contact Jill by telephone at 647-278-0965. Click here <http://www.poetproject.ca/care/> to learn more about C.A.R.E. and read some of the responses already posted on the site.

Call for Seasons Magazine Submissions

OARC understands that this is a very busy time for long-term care home teams and roles and priorities have shifted. Over the last 4+ months while Residents' Council meetings have been on hold, homes across the province have taken innovative approaches to adapting recreation programs and supporting resident engagement. Many homes have started to reconvene Council meetings in new and different ways, in some cases, utilizing technology and virtual modes of communication.

OARC is accepting submissions for our fall/winter edition of Seasons magazine. With Ontario's FIRST Residents' Councils week just around the corner (September 14-20), we'd love to hear what makes your Council special and how you've maintained connection during the pandemic. To share your story email Melissa McVie at mmcvie@ontarc.com with the following information:

- Article submissions to be 250-300 words
- 1-2 photos to accompany your story
- Submission title and authors

LONG-TERM CARE HOMES SHARE INSPIRATION AND BRIGHT IDEAS

Roaming Party Cart BIG Hit with Residents at Carveth Care Centre in Gananque



Recreation staff (left to right) Krystyna Sikora, Kelsey Shortall and Shannon Buell offer wine to residents at Carveth Care Centre on July 7 via a Roaming Party Cart. Resident Irene Curtis (far right) particularly enjoyed the Let's WINE about COVID Roaming Party Cart which helped recognize and celebrate her 97th birthday.

Carveth Care Centre in Gananque is keeping residents and staff entertained during the COVID-19 pandemic with a Roaming Party Cart every Tuesday afternoon. The cart was a BIG hit at the

home on July 7 with wine tasting. The cart has a new theme every week such as pirates, farming, safari, fishing and Canada Day. Staff even dress for the occasion to the delight of residents. Pictures of the residents enjoying themselves are shared on the home's Facebook page; keeping families connected virtually. The feedback from the community has been overwhelmingly positive. Happy Birthday Ms. Curtis!

Bring the Beach to Bendale Acres!



Pictured are team members and residents enjoying a day at the beach inside their home at of Bendale Acres. Resident Wendy (centre picture) enjoys the festivities while Ruth (bottom right) dances to the music.

The team at Bendale Acres has been diligently preventing and mitigating COVID-19 and, so far, has been successful in keeping the virus away from residents. Throughout the pandemic spirits remained high

thanks to the amazing staff who were committed to keeping residents COVID-19 free and equally determined that they continue to have meaningful moments, fun experiences and lots of laughs.

With the weather getting warmer and summer in full swing, the leadership team challenged all home areas to Bring the Beach Inside. Bendale Acres staff did not disappoint! Departments came together to create indoor beaches for the residents to enjoy. Many of the decorations such as the tiki huts, boats and palm trees were hand made by staff. There was sand, music and even a pool! Residents and staff wore their best beach wear, sunglasses and beach hats while they enjoyed mock-tails and fresh fruit. Residents' Council members were involved in the judging.

Physical distancing and masking rules still apply at the beach and the teams did an outstanding job ensuring all the indoor beaches included pandemic protocols. Even the baby dolls playing in the sand were wearing masks and cut out flip flops on the floor ensured everyone maintained physical distancing during the fun.

Bendale Acres is one of 10 City of Toronto, directly operated, long-term care homes and provides individualized care to each of its 302 residents within a safe and friendly environment. Guided by the CARE values – Compassion | Accountability | Respect | Excellence, Bendale Acres is committed to improving quality of life and support for healthy aging.

Resources and Research

- National Institute on Ageing. (2020). [Finding the Right Balance: An Evidence-Informed Guidance Document to Support the Re-Opening of Canadian Long-Term Care Homes to Family Caregivers and Visitors during the COVID-19 Pandemic](#). Toronto, ON: National Institute on Ageing Guidance Document.

OARC Representing Residents' Councils

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
- Health Quality Ontario: Resource Development Advisory Group; Long-Term Care Practice Report Advisory Committee; Transitions from Hospital to Home Advisory Group



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 & 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.



Tel 905-731-3710 | Toll-free 1-800-532-0201 | Fax 905-731-1755

www.ontarc.com | info@ontarc.com

©2016 OARC | 194 Eagle Street, Suite 3105, Newmarket, ON L3Y 1J6



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.*