

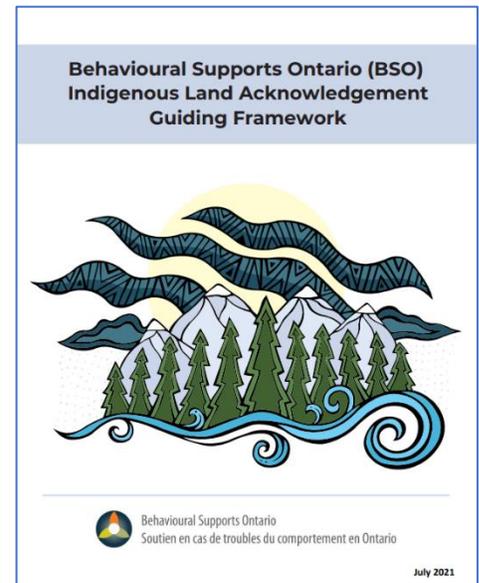
# OARC In Action

## For Residents By Residents



## Residents Supporting Reconciliation: An Opportunity to Listen and Learn

On this Thursday, September 30<sup>th</sup>, Canadians across the country will observe the first '[National Day for Truth and Reconciliation](#)'. This annual event will honour the lost children and Survivors of residential schools, as well as their families, and communities. In thinking about this upcoming event, many long-term care residents across Ontario have asked how they can learn more about Indigenous peoples, their histories, and cultural practices. Residents have also asked about what they can do in their home to raise awareness and support the calls to action in the '[Truth and Reconciliation Commission of Canada](#)'.



Residents may consider incorporating land acknowledgements into Residents' Council and other meetings taking place in the LTC home. The '[Behavioural Supports Ontario Indigenous Land Acknowledgement Guiding Framework](#)' (July 2021) provides guidance on how to incorporate land acknowledgements into education events and meetings, as well as explanations about why they are important, when to provide them, and who can provide them.

Listed below are a few other acts of reconciliation, including some from this list of '[150 Acts of Reconciliation](#)', that you may consider doing in your LTC Home:

1. Watch this 7 minute [video](#) about land acknowledgements and encourage other residents and LTC team members to do the same.
2. Learn a greeting in a local Indigenous language. This [language tool](#) can help get you started.
3. Reconsider the words that you use in your everyday language. Avoid referring to a group of friends as a 'tribe'; don't describe a meeting as a 'pow-wow'; don't call a non-Indigenous leader 'Chief'.

4. If your LTC Home has a library, borrow and read books from Indigenous authors. If there aren't any available, ask if some can be purchased from local Indigenous authors.
5. If you're reading this on paper, ask your Residents' Council leaders or someone else in your LTC home if some of the resources mentioned in this article can be printed for you.

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## Upcoming OARC Webinars:

### October 13, 2021 – 2 to 3 pm EST: LTC Food Purchasing, Production and Menu-Planning: Deepen Your Knowledge and Increase Engagement

Food services and nutrition are two significant topics that rise to the top when it comes to areas affecting quality of life for residents living in long-term care homes across Ontario. Many Residents' Councils devote much of their agendas to discussions around food service and quality – many even have their own separate Food Committees to enhance the conversation around food and nutrition. In this webinar, we'll learn about how menus are planned, how food is prepared and how food supplier contracts work. Register here for the October 13<sup>th</sup> session:

<https://attendee.gotowebinar.com/register/6936558692002482445>

**Did you miss the September 15<sup>th</sup> webinar? Empowering Residents through LTC Food Foundations** can be viewed on our YouTube channel here <https://youtu.be/CPTkLvsmIrs>

### November 23, 2021 - 1:30 to 2:30 pm EST: Creating Inclusive Communities with Ontario CLRI's Diversity Calendar

Join us as we officially launch the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI)'s Diversity and Inclusion Printable Calendars! These printable resources accompany the [web-based calendar](#) which highlights dates with special meaning for the diverse populations that live, work in and visit LTC homes. The calendar includes religious and spiritual days of significance, cultural celebrations, awareness and health promotion dates. Join this webinar hosted jointly with Ontario Association of Residents' Councils and the Ontario CLRI as we share how these two new printable formats can support your home's inclusivity journey! This webinar will offer practical tips for how you and your team can integrate the calendar into the rhythm and life of your LTC home. Register here <https://attendee.gotowebinar.com/register/7772367850411847948>

### HOLD THE DATE: December 1, 2021 – 2 to 3 pm EST: Tech Talk: Raising Awareness about Cybersecurity

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## OARC Resident Forums: A Place To Meet Your Peers

**NEW FALL SCHEDULE:** 2 pm every Thursday starting in September

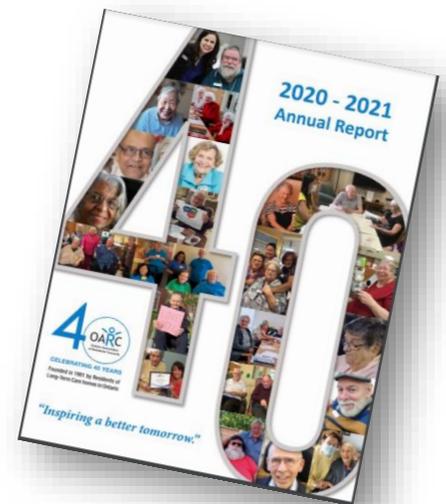
- New meeting link info:  
<https://zoom.us/j/9884879139?pwd=RidaNmwxTzVLMmk2Wlp1QkVaQ1MxUT09>
- Join by computer: Meeting ID: 988 487 9139 | Passcode: Resident
- OR join by telephone: 1-888 475 4499 | Meeting ID: 988 487 9139 | Passcode: 93606329
- Click here for more details <https://www.ontarc.com/resident-forums.html>

*We are extremely grateful for all team members/staff assistants that help residents get connected to join us each week and for sharing this connection opportunity within your homes. Thank you*

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### OARC Annual Report 2020-21

We are proud to release our 2020-21 Annual Report. This is a particularly special edition of our report because it commemorates OARC's 40 years of representing Residents' Councils and resident voices in Ontario. The report provides an overview of OARC's efforts and impacts during the past fiscal year. It demonstrates how OARC has found new ways to innovate and connect with, validate and share the voices of residents and their supportive partners. Every LTC received a copy and the digital version can be [accessed here](#).



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### Communicating with Residents

Communicating with residents is an important responsibility that is ongoing, not time limited. As such, the language in [OARC's Communication Template](#) was recently revised so that the tool could be used more broadly outside of the current COVID-19 pandemic during other outbreaks and beyond. The Communications template can also be customized to provide updates about other operational changes that might affect residents, for example:

- Scheduled power outages or water shut off
- Emergency code testing (observed fire drill with Fire Marshall present, Code Green – whole home evacuation – explain when it will happen if possible and provide explanation why etc.)

These updates are especially important to communicate while residents continue to be cohorted and Residents' Council meetings continue to run in adapted virtual or small group formats.

## OARC Resident Leaders Present at Mohawk College



On September 27th, resident Leaders Devora Greenspon (Toronto) and Les Froats (Ottawa) along with OARC's Melissa McVie (Education and Communications Manager) had the special opportunity to connect 'virtually' with 42 first year students from the Recreation Therapy Program at Mohawk College. The focus of this particular course was person-centred care, which aligned seamlessly with

OARC's signature program, [Through Our Eyes \(TOE\): Bringing the Residents' Bill of Rights Alive](#). Students were introduced to the program and learned more about their potential role in supporting its implementation and sustainability as current and future LTC employees. A sincere thank you to course Instructor, Danielle Arbour and Mohawk students for the warm welcome and for your commitment to becoming future TOE champions through your LTC placements and work opportunities!

## Reflection Room® Launch Event – November 3<sup>rd</sup>, 2021 – 10 to 11 am EST

Co-hosted by the [SE Research Centre](#), [Family Councils of Ontario](#) and [Ontario Association of Residents Councils](#)

The Reflection Room® is an immersive, evidence-based art installation which is being offered at no cost to long-term care (LTC) home communities, with the goal of supporting residents, caregivers, and staff in processing grief and loss experienced throughout the pandemic.

Several LTC homes have been involved in an early roll-out of this initiative, all sharing encouraging feedback about this space's impact on their community members. The SE Research Centre, FCO, and OARC are excited to invite you to attend our virtual launch event to learn more about why and how you can bring this opportunity to your LTC home.



### Learning objectives:

- Learn how and why the Reflection Room® was developed
- Recognize the role of the Reflection Room® as part of the province's Grief and Bereavement plan

- Hear testimonials from LTC home leaders in Central region as they share their experience of hosting a Reflection Room® and the impact on their community
- Learn about how residents, family and friend caregivers, and staff can get involved in coordinating a Reflection Room® installation in a LTC home

Registration coming soon at <https://thereflectionroom.ca/launch-event/> A recording will also be posted after the event, for those who may not be able to join live.

If you have any inquiries about the Reflection Room® or this launch event, please contact Project Manager, Shikha Patel at [shikhapatel@sehc.com](mailto:shikhapatel@sehc.com).

## Residents' Council Week

Thank you to all Long-Term Care Homes who Participated in the Residents' Council Week Video Challenge!!!

Thank you to all the resident and team members who participated in Residents' Council Week celebrations! We were so pleased with the response to the Residents' Bill of Right Video Challenge. All video entries are available on our YouTube channel and website to help educate and inspire other homes to learn and perhaps create their own video. Please join me in congratulating the draw prize winners of the challenge:

[Elgin Manor](#), St. Thomas receives an iPad and Apple Gift Card



Golden Manor, Timmins receives a Google Home



Stayner Care Centre, Stayner receives a Google Home



Additional Draw Prize Winners will receive a \$50.00 gift certificate to Tim Hortons:

[Blue Water Rest Home](#), Zurich  
[Burnbrae Gardens Long Term Care](#), Campbellford  
[Carefree Lodge](#), Willowdale  
[Centre d'accueil Champlain](#), Vanier  
[Heron Terrace](#), Windsor  
[Humber Valley Terrace](#), Rexdale  
[Mount Hope Centre for Long Term Care](#), London  
[St. Peter's at Chedoke](#), Hamilton  
[Vera Davis Centre](#), Bolton  
[Villa Minto](#), Cochrane  
[Village Green](#), Selby

Honorable Mentions:

[Cooksville Care Centre](#), Mississauga  
[Creedan Valley Care Community](#), Creemore  
[Grove Park Home](#), Barrie  
[Kilean Lodge](#), Grimsby  
[Newmarket Health Centre](#), Newmarket  
[Norwood Nursing Home](#), Toronto  
PeopleCare Communities – [Golden Years Nursing Home](#), Cambridge  
[Valley Manor](#), Barry's Bay  
[Victoria Manor](#), Lindsay  
[Villa Leonardo Gambin](#), Woodbridge  
[West Lake Terrace Long Term Care](#), Picton

Congratulations to the residents and team members for celebrating the Residents' Bill of Rights and participating in the Residents' Council Week Video Challenge!

SAVE THE DATE for Residents' Council Week 2022 - September 12<sup>th</sup> to the 18<sup>th</sup>, 2022

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**SAVE THE DATE: February 9, 2022 (8 am to 12 pm) for CLRI's Allied for Inclusivity in LTC: A Virtual Forum to Build Connections**

COVID-19 has shone a bright light on the systemic injustices, inequity and significant disparities experienced by individuals marginalized by society. CLRI's Forum aims to build collaborative conversations towards inclusive, equitable and affirming care, services and work environments in LTC communities. Click here to learn more <https://clri-ltc.ca/events/allied-for-inclusivity/>

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## Institute for Safe Medication Practices (ISMP) Canada: Strengthening Medication Safety in LTC

The Institute for Safe Medication Practices (ISMP) Canada is a team of medication safety experts who are working with the Ministry of Long-Term Care in Ontario on a project called [Strengthening Medication Safety in LTC](#). Part of the project is about working with all staff on improving safety with medications but there is also a focus on residents and their families.



Strengthening  
Med Safety in  
Long-Term Care

Residents and families have an important role to play in medication safety. This is an important perspective for any improvement plan and residents would like to play a more active role in this work. Devora, a resident in a long-term care home in Ontario says, *“I would like to be on the committee that decides how they are going to reduce errors so that I can add the resident's voice.”* **When we add the resident's voice to the process, the plan becomes centred around the people who live in the home and receive medications daily.**

To support residents and families, ISMP has developed a [handout](#) and a [video](#) for you to view, that will help you understand what your role is and why it is important in improving the safety of your medication management. Please take the time to look at the handout and video and if you have any suggestions about how we can continue to support you, email ISMP at [LTC@ismpcanada.ca](mailto:LTC@ismpcanada.ca). Speak to your Residents' Council members or a staff member if you have ideas to improve medication safety in your home. We can all work together to strengthen medication management in LTC!

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### [OLTCA's This is Long Term Care Virtual Conference: Disruptive Impact & Transformative Change – October 26<sup>th</sup> & 27<sup>th</sup>](#)

This conference will highlight emerging research and innovation and bring together long-term care thought leaders, partners and stakeholders to share their unique learning from the impact of COVID-19. The conference offers 35+ breakout sessions that include stories of challenge, resilience, innovation and inspirational planning for a new era of long-term care. Dee Lender, Executive Director, of OARC joins a panel of long-term care experts at the plenary session, “Unforgettable Ian: A Long Term Care Story” on October 27<sup>th</sup> at 11am. [Click here](#) to access the full program and [click here](#) to access registration.

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## Canadian Standards Association (CSA) Surveys: We Need your Input!

Work on developing a National Standard, known as CSA Z8004, Operation and Infection Prevention and Control of Long-Term Care homes is underway. The CSA group has prepared surveys for residents and family members to fill out, that will inform their technical committee as well, as they continue to craft the standard. To complete one or both surveys, click the links below and submit by **September 30, 2021**. Both surveys are less than 20 questions in length and ask for your views on design and operations as avenues in supporting your wellbeing (mental, emotional, physical, and spiritual health). Both surveys contain similar questions, however, one is weighted more heavily on diversity, equity and inclusion. I hope you will take some time, individually and/or supported by a trusted family member or friend, to fill out the surveys. Your experience and opinion matters.

### CSA Group Long-Term Care Home Standard Operations, Infection Prevention and Control and Design Surveys

#### 1. Residents, Families and Caregivers Survey

- On-line Survey Link [English](#) or [French](#)
- Word Version Survey Link\* [English](#) or [French](#)

#### 2. Equity, Diversity and Inclusion

- On-line Survey Link [English](#) or [French](#)
- Word Version Survey Link\* [English](#) or [French](#)

\*Word version surveys (paper surveys) can be printed, completed and sent to:

**Cassandra Gullia**, MSc., PMP  
Project Manager, Health and Well-being  
178 Rexdale Blvd  
Toronto, ON, M9W 1R3

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## 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](mailto: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

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