

September 2023

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September 16 to 22, 2024

5th Annual Residents' Council Week

Give Us Your Feedback for next year's celebrations

**Click to
complete 2
minute survey**

Residents' Council Week Highlights

The fourth annual Residents' Council Week was a huge success province-wide, and we have YOU to thank for embracing this week of recognition and infusing your own creativity to make it memorable!

OARC received close to 20 photo submissions for our [Three Pillars Photo Contest](#), where homes proudly showcased photos of their Residents' Council members with their Residents' Council Assistant and Home Administrator. Six winners were selected at random during our [Residents' Council Week Celebration Webinar](#). Thank you to everyone who took the time to share their beautiful images with us. We'll look forward to highlighting them in our communications all year round to keep the spirit of collaboration strong in our minds and actions!

Curious to learn more about the important contributions of each of the three essential pillars? Take a look at OARC's latest Fact Sheets below and consider sharing them with people who might be new to the Council in either a participatory or supportive role.

- [Residents' Council Members](#)
- [Residents' Council Assistants \(RCA\)](#)
- [Home Administrators/Executive Directors](#)



Pictured above L to R: Pillars from Maple Health Centre: Soo Wong (Administrator), Sheila H. (RC member) and Joslyn Fennell (RCA).

Congratulations to Altamont Community: Recipient of the Inaugural Sharron Cooke Annual Legacy Award for their *Circle Café Project*!



The Sharron Cooke Annual Legacy Award (SCALA) was created to honour the life and contributions of Sharron Cooke, Resident Leader and former OARC Board Chair, who was actively involved in supporting the work of OARC for over a decade. Sharron’s legacy lives on, through this special award, because it reminds us to celebrate long-term care homes that promote a culture of building trust, inspiring hope, and open, authentic communication and collaboration between residents and team members – the very things Sharron admired and advocated for so passionately.

On September 13th, Altamont Community was announced as the recipient of the inaugural [Sharron Cooke Legacy Award](#) for their Circle Café project, which stood out to our resident-led Adjudicating Committee for the following reasons:

- A dedicated café and meeting space was created based on direct feedback from residents, family and friends and team members.
- The submission demonstrated how a collaborative project process and the resulting café space supports relationship-building and nurtures connections in the home. There is an ongoing commitment to sustain and build upon the project.
- Resident testimonials spoke to the transformative impact that the café has had on their experience of their home.

OARC Resident Leader and award adjudicator, Dave Stanyon, shared, ***“Our winning home’s submission really stood out because it reminded us – the way Sharron Cooke always did – that it’s the simple things in life, like a cup of coffee with friends, a smile and a chat – that can really make your day.”***

Congratulations to the team at Altamont Community and special thanks to the five long-term care home teams that shared their inspiring program initiatives with us. The person-centred spirit of the Sharron Cooke Legacy Award is alive and well in the following homes – please keep doing all the amazing things you are doing!

Newmarket Health Centre – *Community Connections through Council Fundraising*

Sun Parlor Home – *Residents' Council Tuck Cart Program*

Lakeshore Lodge – *CareTO*

The John M. Parrott Centre – *Virtual Reality Program*

King Nursing Home – *BBQ Event*

Residents' Council Week Home Sharing

At **Wellington House** in Prescott, Residents' Council President Susan G. helped to transform the front lobby area of her home into a Residents' Council information and greeting area. Using an open house concept, everyone visiting the home was met with a warm reception upon arrival. Handouts and decorations were used to raise awareness and create interest in the Residents' Council in the home.



At **Cedarvale Lodge** in

Keswick, Residents' Council Leader Carolynn S. and fellow residents donned red ribbons all week as a conversation starter about their Residents' Council. This initiative proved to be a tremendous success, sparking lots of great discussion.

Spirits were high at **Peter D. Clark LTC Home** in Ottawa during Residents' Council Week. A celebratory pizza lunch was hosted for the Residents' Council and an eye-catching educational display board was set up to promote what the Council does. Information posters and signs created by residents were also placed throughout the building. Residents' Council President Karen E. poses proudly by the display.



Bradford Valley's memorable Residents' Council Week included an awards ceremony where each resident was presented with a personalized certificate of recognition.



OARC's Annual Report Update – *Have you received yours?*



By now, every Residents' Council group should have received a copy of [OARC's 2022-2023 Annual Report](#). This document was mailed to the attention of the Residents' Council President/Leadership Team in your long-term care home. Available in both [English](#) and [French](#), this report highlights some of OARC's accomplishments from the last fiscal year. We hope you enjoy this special read!

Note: *If your home received an English copy, but would like to receive a French report, please contact Melissa McVie, Director of Communications at mmcvie@ontarc.com.*

Celebrating 50 Years of Residents' Council at St. Joseph's Villa, Dundas

Submitted by Peter, Residents' Council President and Linda Dennis, Executive Assistant, St. Joseph's Villa Dundas



St. Joseph's Villa, in Dundas Ontario, celebrated 50 years of Residents' Council. OARC team members, Dee Tripp, Melissa Matheson and Stephanie Ventura presented a special certificate to Peter, Residents' Council President, and provided prizes and information for Residents' Council Week. Residents enjoyed a lively BBQ with their local Lions Club who graciously volunteered to cook over 500 burgers. It was a great day with entertainment and great food! *Pictured above is Peter, Residents' Council President, John Woods, Villa President, the OARC team and Mieke Ewen, Chief Operating Officer*

Catch OARC at the Resident Connect Café: This is Long Term Care Conference

Our friends at the Ontario Long-Term Care Association (OLTCA) are hosting their annual sector conference, [This is Long Term Care 2023](#) this fall, October 22–24. Be sure to catch OARC Resident Leaders Dave and Bernie at the *Resident Connect Café* and take advantage of their action packed [conference program](#)!



OARC Attends Magellan Centre Groundbreaking Ceremony



On Saturday, September 16th, OARC attended the groundbreaking ceremony for Toronto's **Magellan Centre**, Ontario's first-ever Portuguese cultural long-term care home. The Magellan Centre is scheduled to open in late 2025 and will be the future home to 256 long-term care residents, as well as provide space for 57 affordable rental homes for seniors. The event was well-attended, and the excitement and sense of pride amongst the honoured guests was reflected in their heartfelt speeches. Toronto Mayor Olivia Chow, City Councillor Alejandra Bravo, MP Charles Sousa and the President of Portugal, Marcelo Rebelo de Sousa, were among the special guests. The Magellan Centre has been in the works for several years, with the Magellan Community Charities' Board of Directors working together to navigate the waters of fundraising for the project, obtaining city and building permits, and securing the required long-term care licenses. Responsive Group Inc. will provide management services for the long-term care home, with special attention paid to ensure that Portuguese culture is reflected in daily life – from décor, to menu options, to recreation and social activities. OARC looks forward to working with the Magellan Centre and helping its future Residents' Council cultivate the same spirit of collaboration that was instrumental in making the dream of a first-ever Portuguese cultural long-term care home a reality. Congratulations!

AgeTech Live and Up Close – Virtual Tours facilitated by AGE-Well



Interested in learning more about the latest innovations in the area of technology and aging? Residents are invited to take part in AGE-WELL's AgeTech Innovation Week by signing up for a virtual tour on October 24th!

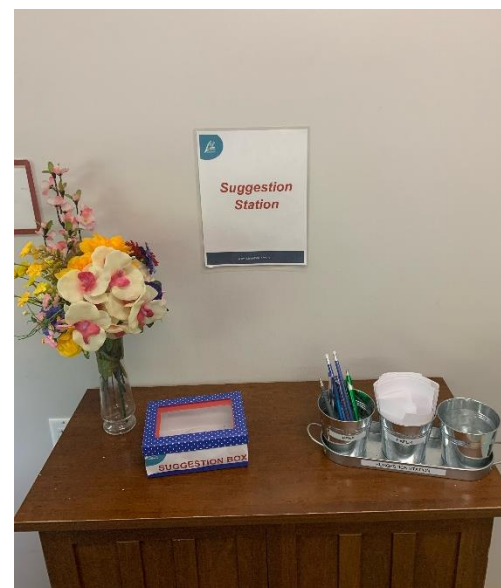
Using the Zoom platform, online tours will be offered between 2 pm and 4 pm EDT. Space is limited, so

please register soon to receive the necessary information and updates. If you are an individual looking to attend, register [here](#). If you represent an organization or community setting up an "AgeTech Watch Event" for groups of people, register [here](#). For questions, please contact us at agetechtour@agewell-nce.ca.

Home Sharing from Marshall Gowland Manor

*Submitted by the Residents' Council and Kim Bond,
Marshall Gowland Manor*

The Residents' Council at Marshall Gowland Manor love to offer suggestions and participate in quality improvement initiatives. They thought that we should have a Suggestion Box at Reception, as they felt some people might not be comfortable speaking up to share their thoughts or ideas during meetings. We implemented this, and then the Council thought that we should put one in all 4 of our Neighbourhoods to improve accessibility for residents who live upstairs. We have completed this now and have included a photo of an example in one of our neighbourhoods. Our Residents' Council Chair takes responsibility to collecting the suggestions and providing them with the Staff Assistant for follow up by our Leadership team.



OARC Wants To Know!

What creative approaches does your home's Residents' Council use to collect feedback and ideas from residents between Council meetings? The OARC team would love to hear from you and share your ideas more broadly. Send your ideas to Melissa McVie, Director of Communications at mmcvie@ontarc.com

Dave's Monthly Musings – Reflecting About Kindness

Submitted by Dave Stanyon, [OARC REAL Member](#), Resident, Kensington Gardens

Kindness can mean different things to different people: The meaning is in how YOU choose to show it. Be it through empathy, acceptance, kind gestures, thoughtfulness, the possibilities are entirely up to you. Kindness might look like being helpful or showing empathy. It may mean doing nice things without expecting nice things in return.

Kindness is more than being nice: Being kind is doing intentional, voluntary acts of kindness. Not only when it's easy to be kind, but when it's hard to be.

Kind is love; love is kind: Think about what love entails and what it means to love someone. Got it? Well, that's kindness. It's being selfless, caring, compassionate, and unconditionally kind. Like love, it takes practice to understand and feel it. We share love with others through kind acts such as a smile, a nice word, an unexpected deed, or a planned surprise. When we offer these acts to others, we make people feel good; we pass along hope; we promote peace; we show the power of kindness.

Kindness is grace: We are humans, and therefore, we make mistakes. We can be kind in our response to ourselves and others when those mistakes occur. This means thinking before speaking, forgiving before seeking revenge, and thinking about long-term relationships instead of short-term pride. If we could all remember that none of us are perfect, we would be a lot kinder to each other. Offer grace, be kind.

Make 'random acts of kindness' part of your daily routine. Kindness doesn't cost a thing ... but it's the richest gift you can give.

Walk With Me Conference – Call for Submissions extended to October 2

Do you have an innovative and creative idea to help reimagine senior living? This is your opportunity to share! Submit your mini-workshop, panel, knowledge exchange or creative expression/performance session for [#WalkWithMe2024](#) by September 19. Walk with Me (WWM) is a national conference aimed at changing the culture of aging in Canada. For more information visit the-ria.ca/walkwithme



Resident Engagement Opportunities: Survey and Partners in Care e-learning Adaptation

The Ontario CLRI at Bruyere and the Ontario Caregiver Organization (OCO) are coming together to support care partner/caregiver inclusion in LTC homes across the province, and they are seeking resident participation to shape and inform their work. There are 2 opportunities for resident engagement outlined below:

1. **Complete a short anonymous survey.** This survey looks to garner feedback from those with LTC experience on relevant considerations related to care partner/caregiver inclusion. The surveys take approximately 10-15 minutes to complete. Access the Resident survey [here](#).
2. **Participate in the Content and Design Working Group.** Interested residents will be invited to participate in a series of virtual content development and design sessions to inform the creation of a computer-based e-learning education series for caregivers in a long-term care home setting. The commitment involved for this Working Group would be from September to February (approximately 6-8 hours in total) and residents will be compensated for their time.

For questions regarding potential involvement in this project, please contact Rachel Lithopoulos, Project Coordinator at RLithopoulos@bruyere.org

Canadian Standards Association Mental Health Standards

The Canadian Standards Association (CSA) is developing a new National Standard of Canada (NSC), Mental Health and Well-Being in Long-term Care and Assisted living Settings (CSA Z2004). The public review for this standard is now open, until November 17th, 2023.

English: <https://publicreview.csa.ca/Home/Details/5066>

French: <https://publicreview.csa.ca/Home/Details/5072>

Forums to Stay Connected: Residents and Residents' Council Assistants

Looking for a way to connect and learn from other residents or team members that support Residents' Councils? Join us any time your schedule permits.

RESIDENT FORUMS: Weekly, Thursday at 2 pm EST – Find more details [here](#).

Participation is limited to residents living in long-term care homes.

RESIDENTS' COUNCIL ASSISTANT FORUMS: Monthly, last Tuesday of the month at 1:30 pm EST – register [here](#). Participation is limited to team/staff members who assist long-term care home Residents' Councils.

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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