

### Thursday, October 29, 2020 | 2 pm | OARC Live Webinar:



#### What went wrong in long-term care homes? Summary of Complaints to Patient Ombudsman from Residents, Caregivers, Staff - COVID-19

Invited Guest Speaker: Cathy Fooks, Ontario's [Patient Ombudsman](#)  
Ontario's Patient Ombudsman will share the stories heard during the initial wave of COVID-19 and recommendations to the healthcare system to improve resident, caregiver and staff experiences in the case of future outbreaks. Register here:

<https://attendee.gotowebinar.com/register/2082038926564698891>

#### Peer to Peer Connection with virtual OARC Resident Forums

November dates are now open for OARC's popular Resident Forums. Virtual peer-to-peer interactions are a way for residents to access a private and confidential outlet for sharing, learning and connecting with each other. OARC Forums are:

- Facilitated by OARC Board member/resident Barry Hickling from Windsor
- Held weekly and run 45-minutes in length
- Open to ALL long-term care residents
- Accessible by telephone, computer or tablet

Learn more and access registration here: <http://www.ontarc.com/covid-19/resident-forums.html>

Please share this peer connection opportunity with residents in your homes.

#### \*New Resource\* Residents' Councils: Considerations and Strategies for Long-Term Care Homes During Outbreaks – Questions and Answers

OARC is pleased to share a new companion document for our previously released Guidance Document <http://www.ontarc.com/tools/20201026RCOutbreakGuidanceQAA.pdf>



The Questions and Answers document was created to address some of the specific questions that have been posed by Resident Leaders and Residents' Council supporters in recent months. The ideas presented are suggestions from the OARC team with the hope that Residents' Councils are equipped and empowered to maintain meaningful connection and effective influence in their long-term care homes during outbreaks.

Do you have a question that we didn't cover? We'd love to hear from you! Contact Melissa McVie, Education and Home Support at [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com)

To learn more about how to support Residents' Councils during outbreaks view our recorded webinar, "Residents' Councils: Exploring the New Normal"

<https://attendee.gototraining.com/r/4575892926569729026>

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## Making the Most of Your Seasons Magazine

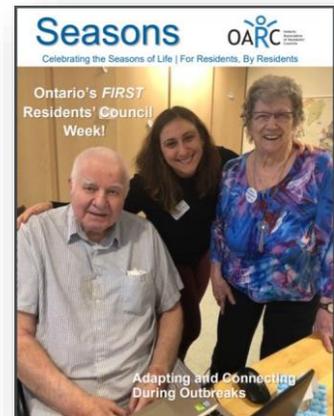
We are thrilled to share the newest edition of OARC's Seasons magazine, now live on our website:

[http://www.ontarc.com/assets\\_publications/Seasons/SeasonsFallWinter2020.pdf](http://www.ontarc.com/assets_publications/Seasons/SeasonsFallWinter2020.pdf)

Every long-term care home in Ontario will be receiving this special 20-page issue in hardcopy in the next several weeks (mailed to the attention of your Residents' Council President/Leader).

Here are a few tips to help you make the most of Seasons magazine:

- As our capacity to mail out large volumes of Seasons is limited, we encourage you **to consider printing additional copies of this magazine** to share with residents in your home
- Print and **post articles of interest** on your Residents' Council Boards
- **Share copies with Residents' Council leaders and home area representatives** for inspiration and to promote promising practises/connection opportunities with OARC
- Consider **distributing virtual copies** of Seasons to residents with email accounts/access. Seasons may also be of interest to team members, family and friends and other stakeholders on your distribution lists
- Consider using your copy of Seasons as a tool/conversation starter for a **resident discussion group or Council meeting**



**Future Subscription?** OARC is exploring the possibility of offering Seasons on a subscription-basis for our 2021-22 fiscal year to allow homes to purchase additional copies above and beyond what is currently distributed. If this is something that might appeal to your group, we'd love to hear from you, as this will help inform our next steps. Please email [jlangston@ontarc.com](mailto:jlangston@ontarc.com) to express your interest.

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## Residents' Council Week Home-Sharing Contest Winners - Congratulations!

Ontario's first Residents' Council Week (RCW) was officially launched the week of September 14th-20th, and the OARC Board and team were proud to see how residents and their long-term care (LTC) home teams across the province pulled out all the stops to make this week memorable—even in the midst of a pandemic! We were thrilled to receive your emailed submissions and dedicated social media posts.

**Congratulations to our contest winners who were selected by random draw.**

- Avalon Care Centre, Orangeville: Prize selected - \$50 Tim Horton's gift card
- Extendicare York, Sudbury: Prize selected - \$50 Tim Horton's gift card
- Queensway Long-Term Care and Retirement Residence, Hensall: Prize selected - \$50 Independent Grocer or Foodland gift card for a pick your own dessert celebration!
- Riverview Gardens, Chatham: Prize selected - \$50 Tim Horton's gift card
- St. Joseph's Continuing Care Centre, Cornwall: Prize selected - \$50 Walmart gift card

Get inspired by other Councils with our Residents' Council Week feature spread in OARC's Season's magazine: [http://www.ontarc.com/assets\\_publications/Seasons/SeasonsFallWinter2020.pdf](http://www.ontarc.com/assets_publications/Seasons/SeasonsFallWinter2020.pdf)

## Honourable Mentions...

Thank you to other homes and organizations for promoting RCW and for your thoughtful submissions from across the Province:

- Burton Manor, Brampton
- Chartwell Brant, Burlington
- Copernicus Lodge, Toronto
- Delhi LTC, Delhi
- Dundurn Place Care Centre, Hamilton
- Elgin Manor, St. Thomas
- Extendicare Maple View, Sault Ste. Marie
- Golden Years LTC, Cambridge
- Henley Place, London
- Lanark Heights, Kitchener
- Newmarket Health Centre, Newmarket
- Schlegel – The Village of Arbour Trails (Retirement), The Village of Aspen Lake, The Village of Taunton Mills
- St. Joseph's Health Centre, Guelph

**Mark your calendar for the next Residents' Council Week September 13<sup>th</sup> to the 19<sup>th</sup>, 2021.**

## OARC Connecting with Students



OARC's Josie-Lee Gibson (Director of Education) and Melissa McVie (Education and Home Support) were thrilled to receive an invitation to meet 'virtually' with 42 students from the Recreation Therapy Program in the School of Health, Mohawk College on October 7<sup>th</sup>.

This engaged group showed specific interest in learning more about OARC's signature program, "[Through Our Eyes: Bringing the Residents' Bill of Rights Alive](#)". Our time together was spent diving into the purpose and origins of the program and showcasing a range of implementation stories and promising practises. Students were guided through an interactive exercise that put them "in the shoes" of a resident experiencing a move to long-term care, "24-hours in a Suitcase" and they learned about the impact of "I AM Statements" with residents [Worksheet RBR001 - "I am" Statements](#)

A sincere thank you to Tracy Hopkins, Faculty Member/ Practicum Co-ordinator and Mohawk students for the warm welcome! We look forward to hearing how you help champion the TOE program through your LTC placements and future work opportunities.

## Ontario's Long-Term Care COVID-19 Commission

The Commissioners of [Ontario's Long-Term Care COVID-19 Commission](#) have a mandate to investigate how and why COVID-19 spread in long-term care homes, what was done to prevent the spread, and the impact of key elements of the existing system on the spread. It has the power to consider any further areas where the government should take action to help prevent the future spread of disease in long-term care homes. The Commission has been asked by the government to submit a final report by next April 30, 2021.

OARC is dedicated to sharing residents' voices directly with the Commission. As residents in long-term care homes, OARC's Board shared their lived experience of this pandemic in long-term care homes with the Commissioners on September 26, 2020 – [transcript available here](#)

The Commission released their [First Interim Recommendation](#). Recommendations include increasing staffing, strengthening healthcare sector relationships and collaboration and improving infection prevention and control (IPAC) measures.

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



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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](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.



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