

OARC In Action

For Residents By Residents



Live Webinar: Creating Inclusive Communities with Ontario CLRI's Diversity Calendar



Date: November 23rd, 1:30 to 2:30 pm EST

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>

Did you miss our Long-Term Care Food Foundations webinars?

Visit our [website](#) to view the webinar recordings [Empowering Residents through LTC Food Foundations](#) and [LTC Food Purchasing, Production and Menu-Planning: Deepen Your Knowledge and Increase Engagement](#)

December 1st, 1 to 2 pm EST: Telephone Scams and Internet Trickery



**TECH
COACHES**

Join Chris Bint, Chief Learning Officer from Tech Coaches, for a virtual, plain language information session about common technology-based scams and how to remain safe on the internet. Designed for residents living in long-term care homes, Chris will share tips on how to navigate email, internet and telephone scams to help participants feel more comfortable and confident. Tech Coaches aims to enrich the lives of adults with technology through literacy training and services that educate, inform, and enable. **Register here:**

<https://attendee.gotowebinar.com/register/5455564909734784267>

OARC is Expanding and Hiring an Education and Home Support Facilitator

OARC is excited to commence the search for a bilingual Education and Home Support Facilitator to join our team. This unique and dynamic role is well-suited for someone who brings energy and enthusiasm to their work, has Long-Term Care (LTC) home or Retirement Home sector experience and enjoys interfacing and collaborating with residents.

The Education and Home Support Facilitator is a critical member of the OARC team who is responsible for supporting OARC's education and outreach efforts with Residents' Council groups located in long-term care homes across the province. This team member will be interacting directly (virtual and in-person) with residents, LTC team members and other stakeholders to provide education and guidance on topics including but not limited to OARC tools and programs, Residents' Council operations, legislated scope and powers, and residents' rights, in addition to contributing to other education projects and presentations.

OARC will accept applications until Monday, November 15 at 5 pm. For more information, please visit the Charity Village posting here

<https://charityvillage.com/jobs/education-and-home-support-facilitator-in-ontario-ca/>

Residents' Council Home Sharing

National Truth and Reconciliation Day



Thank you to the Forbes family for educating us and helping us to move toward reconciliation

National Day for Truth and Reconciliation: Submitted by Queens Garden LTC, Hamilton

Chartwell Queens Garden in Hamilton marked Canada's first National Day for Truth and Reconciliation with a smudging and drumming ceremony. The journey of recognition began in the spring when the president of Queens Garden's Residents' Council, Steve, arranged an orange and black day to remember the 215 children discovered in unmarked graves in Kamloops BC.

Kim, a Personal Support Worker,

who is from Six Nations, was very touched about the spring recognition commenting

that she was "so proud to work here". Kim and her colleagues agreed to plan a demonstration and educational session, with Kim's family members (the Forbes), for our staff and residents.

Steve ordered some sage online and gave it to the Forbes family as a thank you gift. They were very touched and in return gave Steve a hawk feather. Feeling very honoured to have this opportunity the Forbes family were asked to come again and make it an annual event to which they agreed. Thank you to Sue Walsh, Program and Support Services Manager, Queens Garden LTC, Hamilton for this submission.

Burton Manor's Residents' Council and Team Members Fundraise for National Day for Truth and Reconciliation

Thank you to Rebecca Newton, Life Enrichment Manager, for submitting this picture of the orange ribbons your home prepared and sold. We hope the fundraiser was a success!



OARC Participates in Canadian Club Forum



Left: The Honourable Rod Phillips, Minister of Long-Term Care with the Canadian Club Forum Panelists. Right: The Honourable Rod Phillips with Murray Woodcock, OARC Board Member and OARC Executive Director, Dee Tripp (formerly Lender)

On Wednesday October 20th, OARC's Executive Director, Dee Tripp (formerly Lender), was honoured to participate in a [Canadian Club](#) event in Toronto where the Honourable Minister of Long-Term Care, Rod Phillips was a guest speaker.

Minister Phillips' presentation shared his vision for restoring long-term care. Main messages focused on staffing, care, accountability, enforcement and transparency. OARC remains enthusiastically committed to ongoing conversations with Minister

Phillips personally and with government more broadly as we work together in repairing public perception and creating long-term care homes that are healthy places to live and work.

Murray Woodcock, one of OARC's Directors and resident leader of his long-term care home's Residents' Council was also in attendance, upon the invitation of Rebecca Scott Rawn, Senior Director of Stakeholder Relations and Advocacy for Extendicare. While Minister Phillips had met both Dee and Murray via ZOOM, earlier this year, a face-to-face conversation was very uplifting.

OARC Presentation the Highlight in University of Toronto Graduate Course

Dee Tripp (formerly Lender), Executive Director of OARC and Devora Greenspon, REAL Resident Leader Co-Chair, joined Dr. Samir Sinha in an expert panel for a graduate course on Canada's healthcare system and policy at the University of Toronto (UofT) on September 30, 2021.

The course, led by UofT faculty Sara Allin and Dr. Frances Morton-Chang, introduces students, in Health Administration and Health Informatics at the Institute of Health Policy, Management and Evaluation, UofT, to the key issues and trends in Canada's health system and health policy. With over 100 students, this course covers a range of major health policy issues and challenges and equips them with a policy analysis toolkit in order to critically analyse these issues.

The focus of the September 30th session was long-term care reform, and the expert panel engaged with the students in dialogue about the impacts of COVID-19 on the long-term care sector, and on residents in long-term care homes. They also drew attention to priorities for reform, as well as some promising practices in the design of long-term care such as the "green house project".

The students unanimously agreed that the expert panel was the highlight of the session, and they provided quotes in an anonymous survey that point in particularly to the powerful and impactful contributions by Devora Greenspon.

"Having Devora speak made for an excellent speaking panel. To have the perspective of lived experience is invaluable."

"Listening firsthand to individuals' narratives regarding their experiences with the healthcare system in Ontario is always so valuable as it provides real insights into the most priority areas, governments, communities, health agencies and other officials must continue their efforts to ensure quality care."

"This was super helpful because often we hear from the perspective of decision-makers and never the population themselves, so this was truly, truly impactful and powerful."

Residents Inspiring Future Long-Term Care Home Leaders



Melissa McVie and Devora Greenspon were pleased to present live with 47 engaged LTC professionals enrolled in the AdvantAge Ontario [Administrator Leadership Program](#) on October 21st. In this 30-minute session, Devora highlighted the role that current and future Administrators play when it comes to setting the tone of

collaboration and open communication between residents and home leadership. A home culture that celebrates resident voice and seeks out resident advice and recommendations, is a home all residents hope for. We wish this group of LTC leaders the best in their career endeavours! And remember...always ASK A RESIDENT!

Melissa and Devora also proudly contributed to the curriculum of the [Leadership in Senior Living Program](#). This national program was co-developed by the Schlegel-UW Research Institute for Aging (RIA) and Conestoga College. It is 100-hours, offered fully online over a 7-month period. Enrollment is open for new, existing or emerging leaders in senior care (home care, community programs, retirement living, long-term care).

The Reflection Room®: Creating Space for Grief, Bereavement, Community and Healing in Long-Term Care Homes

November 3rd, 2021 | 10 AM - 11 AM ET 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 long-term care 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.

Please join the SE Research Centre, FCO, and OARC at the official Reflection Room® Launch Event to learn more about how this resource can make a meaningful difference in long-term care communities. Learning more about:

- How and why the Reflection Room® was developed by the SE Research Centre
- The role of the Reflection Room® as part of the province's Grief and Bereavement plan, given the context of the COVID-19 pandemic
- Testimonials from LTC home leaders in Central region who have been involved in the early roll-out of this project, as they share their experience of hosting a Reflection Room® and the impact it has had on their community thus far
- How residents, family and friend caregivers, and staff can get involved in coordinating a Reflection Room® installation in a LTC home.

We look forward to seeing you! If you have any inquiries about the Reflection Room® or this launch event, please contact the Project Manager, Shikha Patel at shikhapatel@sehc.com

Registration:

https://us06web.zoom.us/webinar/register/WN_iMLTsDvfRrabK5R_TegO5Q A recording will also be posted after the event, for those who may not be able to join live.

Health Standards Organization (HSO) Hears from Residents as They Develop Their New National Long-Term Care Services Standard

On October 7th, 2021, the Health Standards Organization (HSO) hosted a Town Hall where they gathered feedback from long-term care residents, including two OARC resident leaders, Steven W. and Gale R. to inform their new National Long-Term Care Services Standard. Individuals or groups wanting to provide their own feedback can complete a Consultation Workbook until December 1st, 2021:

<https://longtermcarestandards.ca/engage>

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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in Long-Term Care

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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 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

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