

LIVE WEBINAR December 11, 2019 – 2:30 to 3:30pm EST | Councils Making Coin: Exploring Residents' Council Finances, Fundraising and Spending

Speakers: Melissa McVie, Education and Home Support Facilitator, David Kent, OARC Vice-President and Reid Walker, OARC Secretary



David Kent
Vice President, OARC

Melissa McVie
Education and Home Support
Facilitator, OARC

Reid Walker Secretary, OARC

One of the many exciting and protected powers of a Residents' Council is the freedom to generate and manage their own funds. This three-tiered webinar will focus on some of the fundamental aspects of Residents' Council finances and will dive into some of the creative ways that Councils have fundraised and spent/reinvested their money. As the popular saying goes, "you have to spend money to make money." Hear from

resident leaders/OARC Directors, David Kent and Reid Walker, as they share their own innovative ideas and experiences in these areas that have had a positive impact on quality of life at their respective long-term care homes.

Register here: <https://attendeegototraining.com/r/5187972349670510594>

Education and Information Survey - We'd Like to Hear from You

Calling all Residents and Residents' Council Supporters...[CLICK HERE](#) to take this 5 minutes survey and have your say about what information you need to lead and support an effective Residents' Council.

There are 2 ways to participate:

1. Complete the survey online here <https://www.surveymonkey.com/r/OARCED> **OR**
2. Complete a [paper copy](#) and mail, fax or email your survey to Ontario Association of Residents' Councils, 194 Eagle Street, Suite 3105, Newmarket, ON L3Y 1J6 FAX: 905-731-1755

Ontario Renews Education Fund for Long-Term Care

Ontario long-term care homes can apply online for tuition and backfill funding to support continuing education for personal support workers and other team members. The Ministry of Health and Ministry of Long-Term Care are once again working with the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) to offer Excellence in Resident-Centred Care training. Applications will be accepted starting November 25, 2019. [Learn more](#)

Communication at End-of-Life Education Fund Renewed by the Government of Ontario

Ontario long-term care homes can apply online for wage support and travel assistance to attend trainer-the-trainer workshops about communication at end-of-life. The Ministry of Health and Ministry of Long-Term Care are once again working with the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) and Algonquin College to offer this training. Applications will be accepted online until December 9, 2019. [Learn more](#)

Celebrating Residents' Councils: A Day in Georgetown



The Residents' Council team at the Bennett Health Care Centre were all smiles (L to R): Council Vice-President Paul, Council Assistant Sonia, and President Laura



The Residents' Council team at Extendicare Halton Hills poses with OARC's Education Facilitator, Melissa (L to R): President Brian, Council Assistant Carmela (standing), Vice-President Jean and Council member Joan.

OARC's Education and Home Support Facilitator, Melissa McVie visited two Residents' Council groups in Georgetown on November 14th. Discussions focussed on the scope and powers of a Residents' Council in long-term care and the importance of staying informed and engaged in home operations and quality improvement.

A big thank you to the residents and supportive teams at Extendicare Halton Hills and the Bennett Health Care Centre for hosting Melissa and for the work you do to support effective Councils in your homes!

York University Students Creating Education Sessions with Residents!

For the first time ever, OARC's *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program became the basis for a unique and powerful student placement. The program is designed to link a team member and resident together in the co-creation of education on the Residents' Bill of Rights. Three months ago, Spencer House, a long-term care home in Orillia, managed by Sienna Senior Living and home to 160 people, welcomed three York University nursing students who readily embarked on the creation of an education session for team members. Each student was partnered with a resident and together, through the course of several in person meetings, created and delivered their respective session, from the residents' perspective.



York University Student
Michelle Burns and Bruce



York University Student
Jack Hunt and Bunny



York University Student Shannon Fox,
Freda Poirier, RNAO and Helen

Dee Lender, Executive Director of OARC, was thrilled to attend all 3 sessions last week. Each session was unique because the varied personal stories, topics, approaches and delivery methods. All were powerful! The students shared with Dee that the placement experience was ‘the best’, was ‘awesome and inspiring’ and relevant to their learning. Each resident shared with Dee that they truly enjoyed building personal relationships with ‘their student’ and they didn’t want the experience to end. Dee witnessed the effects of this resident-centred education as she saw team members experience an emotional reaction to what they were hearing. Several team members attended more than one session and commented on how valuable the experience was to them.

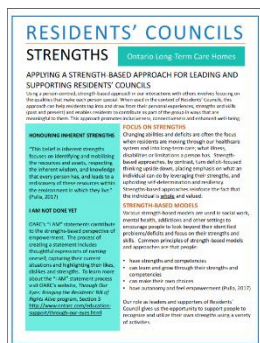
A very special thanks to RNAO (Registered Nurses Association of Ontario) regional coordinator Freda Poirier who advocated for this incredible learning opportunity in the home, and to the management team of Spencer House who embraced the project without reservation. Thanks also to the students themselves who demonstrated their commitment to building authentic relationships with each of the residents they worked with!

OARC welcomes this and other opportunities to support a richer educational experience for our ‘next generation’ of long-term care home team members!

Through Our Eyes: Bringing the Residents’ Bill of Rights Alive Webinar

If you missed the October 9th OARC live webinar “OARC’s Practical Tips to Start and Move Forward with the Through Our Eyes Program” live webinar you can access the recording. Click the link below and answer the registration questions to have immediate access to the session. <https://attendee.gototraining.com/r/7305940708331977218>

NEW OARC Fact Sheet: [Residents’ Councils and Strengths-Based Approaches](#)



OARC’s newest Fact Sheet emphasizes a strengths-based approach when leading and supporting Residents’ Councils in long-term care. This approach supports Residents’ Council to be more inclusive and focuses on what residents CAN do.

Using a person-centred, strength-based approach in our interactions with others involves focusing on the qualities that make each person special. Residents living in long-term care possess important skills and strengths that may help to bolster Residents’ Council operations.

A resident's social history, including former roles and occupations as well as current hobbies and interests, may assist to engage residents in ways that are meaningful to them. For example: some residents are comfortable speaking out loud, leading or addressing a crowd, while others prefer to observe, write or record information. Some residents are very social and outgoing, making them natural connectors, helping to bring residents together or spread the word about Council meetings and events. Some residents may have creative ideas for fundraising while others prefer to contribute "behind the scenes" and count the money after an event.

We've listed a few enabling practises below to help you apply the concepts from our [NEW Fact Sheet](#). Ask/encourage a resident to:

- Create a poster to help promote an upcoming Residents' Council meeting/fundraiser
- Assist you to create a draft RC brochure to present at a future RC meeting (see OARC template)
- Set up the RC meeting space with you
- Roll coins or count money with you after a fundraiser event
- Greet residents as they arrive at the RC meeting and/or hand out agendas
- Pull a resident right out of a hat, or pick a number between 1-27 that corresponds with a resident right during the meeting
- Read something aloud (opening/closing guidelines, Residents' Bill of Rights, treasury report etc.)
- Accompany you to post approved meeting minutes on RC information board or on each floor
- Oversee a bake sale table or silent auction, or assist with specific duties for a RC event/fundraiser (with or without support from RCA)
- Help prepare (and deliver) a welcome card or gift for a new resident (if no formalized welcoming committee is in place)
- Invite a new resident to attend their first Residents' Council meeting (or ask them to accompany you to do this)
- Consider taking on a RC leadership role, such as a home area/floor representative

Call for Seasons Submissions - Submission Deadline is January 24, 2020!

The OARC Education Team invites you to share story submissions for our Spring/Summer 2020 edition of Seasons magazine. Tell us what makes your Residents' Council unique and what you're most proud of. For example:

- *How are the residents in your home involved in Committees or Quality Improvement initiatives?*
- *How do you encourage residents to participate as part of Council based on their own unique skills/abilities/interests?*
- *What does your Residents' Council leadership team look like and how do you work together? Share your examples of teamwork and collaboration!*
- *Has your Council had success using OARC tools or resources to enhance your Council meetings? Share your experience with us!*



To share your story email Melissa McVie at mmcvie@ontarc.com with the following information:

- 500-word (maximum) story summary of the event, project, program
- PICTURES – we love sharing your pictures alongside your stories
- Submission title and authors

OARC Speaks at Advocacy Centre for the Elderly (ACE) Annual General Meeting



Jane Meadus, Dee Lender, Suzan Fraser

Jane Meadus, lawyer with ACE invited Dee Lender, Executive Director of OARC to speak at their meeting, giving the 'client's account' of the work done through ACE during the Public Inquiry into the Safety and Security of Residents in the LTC Home System. Jane, along with Suzan Fraser, Council with Fraser Advocacy, represented OARC over the two year period of the Inquiry.

In Dee's remarks, she explained the emotional and psychological pain that residents expressed as a result of the crimes committed, and the reinforcement of the vulnerability residents live with each day. Dee stressed the importance of a shift in culture that is needed, one that places residents at the centre of all decisions and strengthens LTC homes' ability to provide care that is respectful and dignified. When people are objectified, in the absence of respect and dignity, the door opens for abuse and neglect.

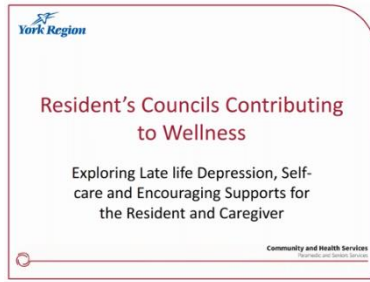
OARC remains indebted to the excellent, thoughtful and respectful work performed by Jane and Suzan in representing the voice of residents during the Inquiry process.

Happy Retirement Lorraine Purdon, Executive Director for Family Councils Ontario!

OARC joined the festivities on November 5 designed to celebrate Lorraine Purdon's contribution and leadership to Family Councils Ontario (FCO). Lorraine, Executive Director of FCO is stepping into her '3rd Act' following 11 years of service with FCO. Dee Lender, Executive Director of OARC, joined many long-term care stakeholders, partners, Board members, and family members to honour Lorraine and send her off with love and appreciation.

Lorraine has sat at the helm of the organization with an ever present calmness and strength, reminding colleagues, Ministry and the long-term care sector of the heartache that accompanies families when their 'special person' moves into long-term care. She and her team have supported Family Councils across Ontario through education and awareness opportunities. OARC has had the privilege of serving alongside of FCO over the years and wishes Lorraine the absolute best in this new chapter! Congratulations Lorraine, and congratulations to Samantha Peck, incoming Executive Director for FCO (currently Director, Communications and Education).

From OARC's Webinar Library: *Residents' Councils Contributing to Wellness: Exploring Late Life Depression, Self-care & Encouraging Supports for the Resident*



OARC's webinar, "Residents' Councils Contributing to Wellness: Exploring Late Life Depression, Self-care & Encouraging Supports for the Resident" provides information about late life depression; signs and symptoms, differences between grief and depression, diagnosis, and treatments. The role of Residents' Councils as champions of good mental health; how Councils can contribute to and bring awareness of mental health issues and how Residents' Councils, by their nature, can support good mental health is explored. To sign up and listen to the recorded webinar click here <https://attendee.gototraining.com/r/4288029773058316546>

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
- 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



Thank you to Java Group Programs for supporting OARC through our Confidence in Culture Change Gifting Program! Your generosity enables us to strengthen our ability to influence culture change in our LTC sector and beyond through education and awareness.

To find out more about our Confidence in Culture Change Gifting Program, please contact Dee Lender, Executive Director dlender@ontarc.com 1-800-532-0201 x 240

We encourage you to bring this information to the next Residents' Council meeting 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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