

OARC In Action

For Residents By Residents



Check Out the Latest Edition of Seasons Magazine

Coming to a mailbox near you! OARC's Fall/Winter edition of Seasons Magazine has been sent to the Residents' Council Leadership team in your LTC home. This expanded 20-page issue is chalk full of innovative program ideas and inspiring articles to share with residents, families and your whole team! Keen to sneak a peek early? [Click here](#) to review our digital format.

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

- Consider printing additional copies of this magazine to share with residents in your home
- Print, post and distribute copies of articles that might be of interest on Activity/Residents' Council Boards
- Share copies with Residents' Council leaders and home area representatives and encourage them to contribute stories to our next publication!
- 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
- Assist residents to enjoy the digital version of Seasons using a tablet device or resident computer, if available
- Consider using your copy of Seasons as a tool/conversation starter for a resident discussion group or Council meeting
- Post and share the Person-Centred Language posters enclosed with this issue (print more and access more information here: <https://clri-ltc.ca/resource/pl/>)



Share your stories with us for future editions – Melissa McVie, Education and Communications Manager mmcvie@ontarc.com 1-800-532-0201 x 260

The Importance of Residents' Council Assistants (RCAs) – A Letter to RCA's

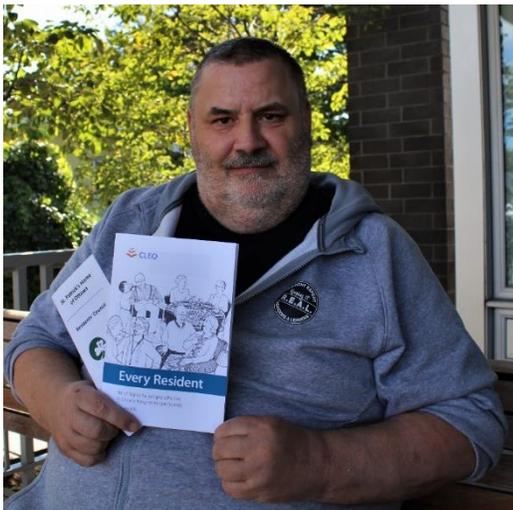
Submitted by Pierre Joly (pictured below), [REAL](#) leader for OARC and Residents' Council President at Extendicare York in Sudbury.



Residents' Council Assistants (RCAs') are an integral part of all Resident Councils, if it weren't for them every meeting would be a disaster due to a lack of organization. In today's day and age an RCA is more important than ever compared to years ago. For Residents' Councils you not only have to be a leader but a mediator, have a sympathetic ear, have the ability to challenge authority as well as have a sense humor to name a few. Over the last few years there's been an influx of younger residents who are able to voice their concerns and long-term care homes aren't familiar with residents being outspoken when it comes to their concerns being heard. We depend on RCAs to be our

voice just as others depend on me [Residents' Council President] to be their voice here at the home that I'm in. In closing, I would like to thank you for allowing me to give you a residents' point of view. You [RCA's] are all the glue that binds us all together.

OARC Engaging with Students and Stakeholders



On November 9th, OARC Resident Leader, Les Froats (Ottawa), and Education and Communications Manager, Melissa McVie, were special guests at a roundtable discussion with a group of six fourth-year nursing students from the University of Ottawa –Algonquin College Bachelor of Science in Nursing (BScN) Collaborative Program. The students were taking part in a 10-week placement with the Ontario CLRI at Bruyère designed to “expose them to health professionals in seniors care” and support students to “gain knowledge, skills and values in community

nursing related to long-term care.” Through his own personal sharing, Les was able to showcase his experience as a resident living in LTC over the last 3 years and speak to some of the successes in his home, as well as some perceived challenges currently faced by residents. Les left the students with some inspiring words of advice and encouragement to consider a career in LTC and wished them the best as they continue their education and placements. Learn more about this student placement opportunity here: <https://clri-ltc.ca/category/non-classifiee/bruyere/>

WEBINAR RESCHEDULED: February 1st, 2022 - 2 to 3 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://zoom.us/webinar/register/WN_WkqpdN6fSaaU6orgFNWMJg

Help OARC Create a Photo Library for 2022

Have you captured some outstanding photos of residents and their family/friends and LTC teams throughout the last year? OARC invites you to share any of your favourite seasonal photos for a chance to be featured in OARC Communications including our monthly newsletter, social media posts, tools/resources and Seasons magazine. We hope to curate a collection of stock photos starring YOU and your home to help us showcase all the amazing things happening in long-term care homes province-wide!

What makes up a great photo submission?

- High resolution
- Close-up images
- Small groupings of subjects
- And more...

We ask that everyone captured in your photos have signed photo consent on file with your LTC home and that the photo files are named using the following format:

homename_city_imagedescription

OARC Resident Forums – Keeping You Connected Through the Holiday Season

Are you a resident or do you support residents living in long-term care (LTC) that might enjoy the experience of engaging with other residents from homes across the province? [OARC Resident Forums](#) are 45-minute informal, discussion sessions, and a great place to meet new friends, share ideas, vent and problem solve, and infuse some levity and fun into each week.

OARC Resident Leaders have enjoyed facilitating these Resident Forums with peers since April 2020. We know the holidays can be a challenging time for everyone, especially as we continue to navigate some of the changes brought about by COVID-19. If you haven't joined one yet, we hope you'll consider dropping in next month (by phone or computer). OARC hosts Resident Forums [every Thursday at 2pm](#) using the Zoom meeting platform (same login every week). We invite ALL interested residents to mark their calendars and join us for our December Forums!

- December 2* Special Food-Focused Forum
- December 9
- December 16
- December 23
- December 30

***NOTE: Our December 2nd Forum, hosted by resident leader Gale Ramsden from Ottawa, will be focused on the topic of FOOD!** In September and October, OARC was pleased to host educational [webinars](#) for residents with LTC food and nutrition experts. This 2-part webinar series covered some foundational information about LTC food services – everything from the legislation each home must follow to some tips for increasing resident engagement. At this time, we'd like to devote a Resident Forum to focus our discussion on some of the things that are working WELL. For example, has your home implemented any quality initiatives aimed at enhancing food presentation, food taste and quality, your meal service experience or dining room ambiance?

We know there are many residents who are happy with their meal experience and we hope to hear from YOU! What has your home done to support this? Help OARC to highlight promising practises to inspire other LTC home teams in the new year. We hope that you will consider joining us LIVE on December 2nd at 2pm to share your ideas and successes. You may also share with us by contacting Melissa McVie, Education and Communications manager at mmcvie@ontarc.com in advance of the Forum. **No registration required. Please note that Forum participation is for residents only.**

To join the Resident Forum Meeting from a computer or tablet:

<https://zoom.us/j/9884879139?pwd=RjdaNmwxTzVLMmk2Wlp1QkVaQ1MxUT09>

Clicking the link should automatically launch you into the Forum waiting room, however, if you are prompted to enter any additional information, you can enter the following:

1. Meeting ID: 988 487 9139
2. Passcode: Resident

To join the Resident Forum Meeting from a telephone:

1. Dial our toll-free phone-in option 1-888 475 4499
2. Enter our Meeting ID: 988 487 9139
3. Enter our Passcode: 93606329

OARC Moves to Virtual Office

OARC has officially moved to a “virtual office”. OARC’s offices, which were housed in a long-term care home, have not been accessible since March 2020. Our team members quickly adapted to working from their home offices and we soon realised that one central physical office was not necessary to accomplish our work. Our team members live in different areas of the province and will continue to support Residents’ Councils by serving our clients and stakeholders through virtual and physical meetings where appropriate.

Our New Mailing Address is: 4261 Highway 7 East, Suite #A14-360, Markham, ON L3R 9W6

You may continue to reach us directly by:

Telephone 1-800-532-0201 | Email info@ontarc.com | Fax 905-731-1755

OARC Presents at Recreation Professionals Ontario (RPO) Lunch and Learn

On November 17, OARC Resident Leader Pierre Joly (Sudbury) and Melissa were invited guests with [Recreation Professionals Ontario](#) (RPO). During this intimate lunch-time session with members, Pierre and Melissa were able to impart some ways that recreation professionals can support Residents’ Councils. Melissa introduced the role of Residents’ Council Assistant (RCA) – a supportive position which is frequently held by a team member working in the Recreation Department of the long-term care home. Highlighting the significance of this role, Pierre shared: “In today’s day and age, an RCA is more important than ever compared to years ago... We depend on RCA’s to be our voice...you are the glue that binds us all together!” A sincere thank you to the RPO team for extending this special opportunity to connect with your membership!

OARC's Devora Greenspon Speaks at OLTC's KnowledgeBREAK



On November 17th, OARC [REAL](#) Co-Chair, Devora Greenspon contributed to a KnowledgeBREAK webinar for members of the Ontario Long-Term Care Association (OLTCA), titled “Implementing Person-Centred Language into Practice in your LTC Home.” The session featured team members from Behavioural Supports Ontario (BSO) and the Ontario Centres for Learning, Research and Innovation (CLRI) in Long-Term Care who helped to develop the PCL tools and resources with support from an expert panel. During this webinar, Devora was able to bring the resident perspective to the conversation, highlighting the significance behind the words we use and the impact they have on residents. To learn more about PCL and related initiatives, we invite you to visit:

<https://clri-ltc.ca/resource/pcl/>

Connecting with Residents' Councils

Melissa McVie was pleased to be invited as a guest to attend a virtual Residents' Council meeting at Shepherd Lodge on November 9th. 16 residents and supportive team members were in attendance and keen to learn about moving forward with Residents' Council using a Shared Leadership team approach. The approach includes Resident Leaders representing every floor of the home to ensure that a wider range of resident voices and experiences were captured at monthly meetings. Residents' Council representatives on every floor will build capacity and leadership skills for more residents, compared to the traditional Executive structure. The group is excited to transition to this new expanded leadership model next month and start the New Year strong! Thank you to Resident Leader, Donna G, and Residents' Council Assistant, Alma L., for this special opportunity to meet and share with you!

Envisioning the Future – More to do in 2022 Virtual Symposium - Dec 8th

Pioneer Network's virtual symposium “Envisioning the Future – More to do in 2022 is designed to share the lessons learned in 2021 to shape the future – one that is grounded on the principles of person-centeredness. OARC's REAL Co-Chair, Devora Greenspon and Executive Director, Dee Tripp, will join a distinguished panel of speakers for the first session of the day “Resident Voice: From Token Input to Powerful Driver”



To learn more and register for the symposium click here <https://www.pioneernetwork.net/envisioning-the-future/>

November is Osteoporosis Month

OARC and the Ontario Osteoporosis Strategy for Long-Term Care teamed up to help strengthen and advance residents' awareness and knowledge of osteoporosis and fracture prevention in long-term care homes. "Keeping it Together" is a Resident Conversation Sheet about osteoporosis. Designed to help residents be informed and involved in minimizing risk. Thereby helping to promote good bone health among LTC residents, with a view to improving the quality of life for all residents. [Click here](#) to download the Conversation Sheet.

New Resource for LTC Residents and Team Members



Planning Version (12 Months)

For educators, recreation managers and teams to use for planning purposes.



Large Format Version (12 Months)

To post on bulletin boards for residents and teams. Scroll down to download individual monthly versions.

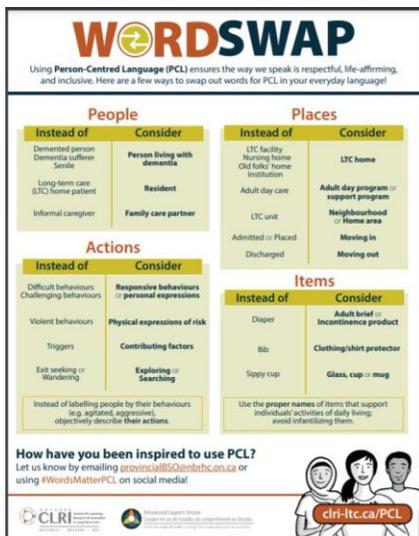
Our friends at the Ontario Centres for Learning Research and Innovation (CLRI) have just launched 2 new versions of their new PRINTABLE Diversity Calendar.

Learn more here: <https://clri-ltc.ca/resource/diversitycalendar-print/>

Ontario CLRI Allied for Inclusivity Forum – Registration now open!

The Ontario CLRI invites residents and their supportive long-term care (LTC) partners to attend an interactive virtual, half-day forum: [Allied for Inclusivity in LTC: A Forum to Build Connections](#). This event is open to participants at no charge and will bring together people from across Ontario representing LTC leadership, interprofessional teams, and researchers working in the area of equity, diversity, and inclusion and ageing in the LTC context. **Residents and Residents' Council members play a role in supporting inclusive home environments.** Participation in the forum sessions is a great way to increase your awareness and deepen your understanding in this area and bring some ideas and inspiration back to your own home. The forum will be held on February 9, 2022, from 8 am - 12:30pm: [Register Here](#) *In an effort to maintain an intimate and interactive sharing environment, a limited number of registration spaces will be available (first come, first served).*

The Word Swap Poster



The Behavioural Supports Ontario Provincial Coordinating Office (BSO PCO) and Ontario Centres for Learning, Research and Innovation in long-term care (CLRI) at the Research Institute on Aging (RIA) are pleased to release their latest product to support the ongoing implementation of Person-Centred Language (PCL): The Word Swap Poster. This one-page poster invites readers to consider swapping out common words in favour of PCL in everyday conversations. The poster is available in French and English and contains a total of 15 examples under four categories: people, places, actions, and items. Download the poster here: [English](#) & [French](#).

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 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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and do not necessarily reflect those of the province.*