

December 2023

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Holiday Greetings



From all of us at OARC, we extend a heartfelt **thank you** to every resident, Residents' Council supporter, and sector partner, for another memorable year of learning, sharing, and connection. Thank you for trusting and partnering with us to amplify resident voices, experiences, and key messages to influence positive culture change—at both the long-term care home and systems levels. Together, with residents, we are co-designing a roadmap to enhance and transform long-term care homes, as vibrant places to live, work and visit.

The release of our [2022-23 Annual Report](#), which was circulated jointly with our [Environmental Scan Report](#), allowed us to reflect on the impact of our work and integrate our key learnings, which in turn has reignited our fire and commitment to build upon this important foundation.

We conclude the year with gratitude in our hearts and optimism for what's to come. We can't wait to see what new opportunities and growth 2024 brings!

Wishing you joy and peace and the very best of the season from the OARC Team.

Celebrating the Holiday Season Safely: Memo and Fact Sheet from the Ministry of Long-Term Care (Released December 19, 2023).

Recognizing the importance of supporting holiday celebrations in long-term care homes, and doing so in the safest ways possible, Kelly McAslan, Assistant Deputy Minister, Long-Term Care Operations Division, circulated a [memo](#) and accompanying [Fact Sheet](#) for residents, families and caregivers.

OARC is encouraged by the release of this proactive, resident-centred communication, that prioritizes well-being and enjoyment, balanced with guidance to prevent and manage the spread of infections during this time of year.

(Excerpt from Fact Sheet) - Visiting and Holiday Celebrations

- Residents have a right to receive visitors – your family and friends are encouraged to visit you, but should avoid visiting when they are ill, even with mild symptoms.
- Visitors who cannot visit in-person can keep in touch with residents by phone or video chat.
- Visitors should follow infection prevention and control practices, such as washing hands and wearing a mask.
- Homes are being encouraged to support safe holiday celebrations. Please speak with staff in your home to find out what the home is doing to support residents in celebrating the holidays and special occasions.

Access the Supporting Documents below:

Assistant Deputy Minister Memo – [English](#) | [French](#)

Fall Booster Poster – [English](#) | [French](#)

Fact Sheet for Residents, Caregivers and Families: Celebrating the Holidays Safely in Long-Term Care Homes – [English](#) | [French](#)

Emergency Plan Attestation Form – [English](#) | [French](#)

OARC Office Update

The OARC office will be minimally staffed between December 21st and January 5th, we invite you to contact our team directory at 1-800-532-0201 to leave a message. We look forward to connecting with you at our earliest convenience. If your inquiry is of an urgent matter please refer to our “[Help with Urgent Concerns](#)” posting on our [website](#).

Recognizing Milestones - Years of Service with OARC

Devora Greenspon, former OARC Board Director, Co-Chair of the OARC REAL Group

10 Years of Service with OARC



Devora Greenspon has dedicated 10 years of tireless efforts and selfless work on behalf of residents living in long-term care homes. A familiar face to many, Devora is often recognized and celebrated for ‘telling it like it is’ and encouraging listeners and learners to truly listen and begin seeing and experiencing the world through the eyes of a resident.

“...you speak about Residents’ lived experience with an authoritative and authentic voice which cannot be ignored. A compelling presence at every conversation and stakeholder table. Our deepest gratitude and lasting affection.” ~ Mary Nestor, OARC Board Chair

Carolynn Snow, OARC Board Secretary - 5 Years of Service with OARC



Carolynn Snow has dedicated five years of effort, time and focus to furthering the interests of long-term care home residents. As a passionate and dynamic Resident Leader, Carolynn is not afraid to speak up and advocate for what she believes in.

“When you share your thoughts, we listen. When you have an opinion, we listen; and when you describe a situation which requires action, we listen. We listen because you speak with authority and with a calmness that comes from knowledge and deep conviction. You measure your words and each word counts. Thank you, Carolynn for being such an inspiring example of Resident Leadership.” ~ Mary Nestor, OARC Board Chair

Register today - Upcoming OARC Webinar:

Setting up Your Residents’ Council for Success: Part 2

Wednesday, January 10, 2024 | 2 to 3 pm EST – [Register here](#)

Join OARC as we reintroduce our most popular tools and templates to support your Residents’ Council. Building upon the December webinar, “[Setting up Your Residents’ Council for Success](#)”, where we looked at OARC’s Provisional Agenda Template, this webinar will guide you through OARC’s Meeting Minutes Template, answer your questions, and share examples of how homes make the most of this tool.

Remembering Bernie Flanagan – OARC REAL Member and Friend



Earlier this week, OARC received the sad news of the passing of Resident Leader, Bernie Flanagan.

Bernie joined the OARC Resident Advisory (REAL) group in early 2023, and over the course of this year, he has left an indelible mark. Bernie’s thoughtful and compassionate perspective was undoubtedly shaped by his years of experience working as a PSW and a nurse in long-term care. He spoke with care and conviction, expressing empathy and reverence for team members and speaking up about ageism and person-centred practices.

Bernie was well-travelled, listing memorable trips across the globe (including visits to India, Europe and South America) as highlights from his younger years. He was an avid reader and liked to stay abreast of current issues by reading the daily newspaper.

Bernie is remembered fondly by the residents and team at his home, Cheltenham Community in Toronto. OARC would like to extend our gratitude to everyone at Bernie’s home, especially Michelle Fanlo, Director of Resident Programs and the Activation team, for helping to support Bernie’s active participation as a member of the REAL group.

FORUM HOLIDAY SCHEDULE | 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 FORUM: Cancelled for December. Join us in the New Year with our [regularly scheduled](#) RCA forums on the last Tuesday of every month at 1:30 PM EST. Participation is limited to team/staff members who assist long-term care home Residents’ Councils.

Notice: OARC Annual Membership Fee Increase Beginning April 1, 2024

Did you know that OARC's membership rates have not increased in over 30 years?

Membership dollars allow OARC to 'dream big' and do things that build upon and enhance our ability to fulfil our mandate.

After careful consideration and consultation, OARC's annual membership fees will be increasing at the start of our next membership year (which begins April 1st, 2024). We are extremely grateful to the Residents' Council groups and organizations that continue to demonstrate support for our work and help to further our impact through their annual OARC membership.

Investing in OARC is an investment in residents.

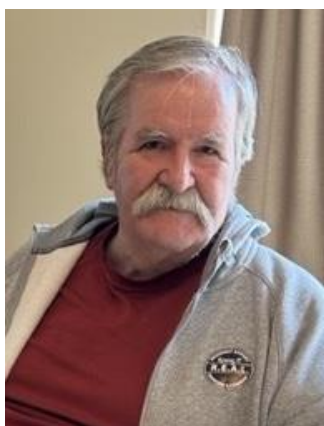
New Member Rates:

LTC Home Size (# of beds)	Current Membership Fees	*New* Membership Fees (beginning April 2024)
1-99	\$50	\$75
100 - 199	\$100	\$150
200+	\$150	\$225

Note: OARC's membership year follows the Long-Term Care fiscal year - April 1st to March 31st.

Contact Jennifer Langston at jangston@ontarc.com or 1-800-532-0201 Ext 220 for any questions or support needs for your [Annual OARC Membership](#) or [Corporate Membership](#).

Dave's Monthly Musing: 10,000 Hours



It is generally thought that to be really good at anything, it requires a minimum of ten thousand hours of practice which, measured by anybody's yardstick (remember yardsticks?), is a lot.

I'm 'old school' and still think in Imperial measures: miles, gallons and degrees Fahrenheit - not kilometres, litres and degrees Celsius. It's what I grew up with. Knowing that there's 5,280 feet in a mile is comforting.

You can thank the British government for imperial measures because in 1592 they decided a mile would be 8 furlongs ...and since a furlong is 660 feet...bingo, 5280 feet. *But Dave ...what's a furlong?* The furlong wasn't always just an arcane unit of measure that horseracing fans gabbed about; it once had significance as the length of the furrow a team of oxen could plow in a day. But I digress...

One of my favourite classic jokes is the tourist in New York City who asks, "How do I get to Carnegie Hall?" and the cab driver responds, "Practice, baby. Practice!"

10,000 hours translates to ‘only’ 417 days! That’s just over a year. *What does this mean?* It means that, unless you’re the new kid on the block (and we all were at some point), then you’re now an ‘expert’ at being a Resident! You’ve lived the ‘Resident Experience’, so if anybody has any questions about what it’s like, or what needs to be changed... speak up! Offer your opinion.

You have the right to have a say in how you are ‘treated’!

Shared by: David Stanyon, Resident Leader, Kensington Gardens & OARC REAL member

Ministry of Long-Term Care Updates

Consultation on Proposed Amendments to Ontario Regulation 246/22

The Ontario government is proposing amendments to [Ontario Regulation 246/22](#) under the [Fixing Long-Term Care Act, 2021](#) that align the qualification requirements for personal support worker with the Ministry of Health's registration pathways for the Health and Supportive Care Providers Oversight Authority. The posting will be available for feedback on the provincial [Regulatory Registry](#) from December 1, 2023, to January 15, 2024. Memo from Assistant Deputy Minister, Long-Term Care Policy Division, Sean Court available [here](#).

December 11, 2023 — Long-Term Care Staffing Programs and Supports

The Ministry of Long-Term Care recently hosted an information session to share details about new investments to [help people launch careers as personal support workers](#) in long-term care and home care as well as an overview of all available staffing programs. A recording of the information session is available with French Subtitles.

- [Recording of Information Session](#)
- [Slides](#): Long-term care staffing programs and supports
- [Contact Information](#): Long-term care: staffing supply and support programs

Auditor General: 2023 Value for Money Audit

Earlier this month, the Office of the Auditor General of Ontario released their *2023 Value for Money Audit*, which focuses on long-term care homes’ ability to provide residents with both a high quality of care and a high quality of life.

Highlights of the key findings of this report are summarized in the following document:

[Long-Term Care Homes: Delivery of Resident-Centred Care- Audit at a Glance](#)

News from the Ontario Centers for Learning, Research and Innovation (CLRI) 2024 Diversity Calendar: Create an inclusive home, 365 days a year!

CLRI is excited to announce the much-anticipated launch of their 2024 Diversity Calendar! This thoughtfully curated calendar celebrates the rich tapestry of cultures, traditions, and experiences that make our world a vibrant and diverse place. The calendar provides a go-to place to keep track of dates and provides links to learn more about religious and cultural celebrations, awareness days, and health promotion days. This popular resource is available in both [print](#) and [digital](#) formats and serves as a powerful reminder of the importance of inclusivity and equity throughout the year.

Mandatory Reporting and Whistle-blowing eLearning for LTC

The Ontario CLRI at the RIA has launched an engaging new eLearning course on mandatory reporting and whistleblowing. Aligned with the *Fixing Long-Term Care Act (FLTCA)*, this course equips team members, volunteers, and essential caregivers with knowledge and skills relating to raising concerns in situations of resident abuse. Team members will learn what whistleblowing is, when whistleblowing is required, and what protection the *FLTCA* provides for whistleblowers. [Click here to access the course.](#)

Talking About Tough Issues: New eLearning Course available from the PSW Fund

The Personal Support Worker Education Fund ([PSW Fund](#)) has a new addition to its course offerings: *Talking About Tough Issues*, a 3-hour micro-eLearning course that provides LTC home team members at all levels with tools and techniques to face challenging conversations in their day-to-day work. This course is part of the [Leadership Express Micro-eLearning Series](#) developed and delivered by [CHA Learning](#), the learning division of HealthCareCAN and Canada's only national, fully online learning provider serving all of healthcare. [Click here to access the course.](#)

Nominations open for the fifth annual Nursing Now Ontario Awards

The fifth annual Nursing Now Ontario Awards (NNOA) is accepting nominations to recognize three Ontario-based nurses – one nurse practitioner, one registered nurse and one registered practical nurse – who have demonstrated high professional standards, superior evidence-based care and compassionate clinical practice.

The Registered Nurses' Association of Ontario (RNAO) and the Registered Practical Nurses Association of Ontario (WeRPN) are proud to jointly present this year's NNOA to celebrate the extraordinary contributions of nurses across the province. Nominations are open until Friday, Feb. 16, 2024 and can be submitted via the [online form](#). The awards will be presented to the three recipients at a virtual ceremony during National Nursing Week on Friday, May 10, 2024. **For more information refer to the [media advisory](#) or contact Madison Scaini 1-800-268-7199 x 274 | mscaini@rnao.ca**

Call for Abstracts: OLTC & ORCA's 2024 Together We Care Convention

The Ontario Long Term Care Association (OLTCA) in partnership with the Ontario Retirement Communities Association (ORCA) invite long-term care member homes, retirement communities, thought-leaders, researchers, innovators, stakeholders, and Business/Commercial Partners to submit abstracts for the 2024 Together We Care Convention and Trade Show. OLTCA is seeking compelling insights on innovations, knowledge exchange, and practical solutions that empower quality care. **The [Call for Content](#) deadline: Monday, January 8, 2024 @ 4:00pm ET. To learn more and apply, [click here](#).** *OLTCA and ORCA's 2024 [Together We Care Convention](#) is taking place April 8-10, 2024, at the Toronto Congress Centre.*

Fracture Prevention for Residents in Long-Term Care:

Fractures can be prevented! To learn about the risk factors for breaking bones and how care teams can help to assess your risk, our friends at the Geras Centre for Aging Research, in collaboration with the Ontario Osteoporosis Strategy for Long-Term Care, have prepared an article for our resident audience which can be accessed [here](#).

If you have questions about osteoporosis or want to know your Fracture Risk Scale score to learn if you are at risk for breaking bones, consider speaking with a member of your care team, such as your doctor or nurse. Additional information about bone health is available at the Geras Centre for Aging Research website:

<https://www.gerascentre.ca/bone-health/> or [Osteoporosis Canada:](https://osteoporosis.ca/)

<https://osteoporosis.ca/>



Resident Engagement Opportunity: PREVENT Trial LTC Resident Advisory Committee

If you are a resident with experience living with osteoporosis or have experienced a fall or fracture, we invite you to consider participating in a new LTC Resident Advisory Committee, commencing in January, to discuss this important topic.

Your perspective and experiences as a resident are invaluable and will be used to inform and shape the direction of this project.

Curious to learn more or express your interest? Access the Committee's [terms of reference here](#) or contact Lauren Kane, Research Coordinator at kanela@hhsc.ca.

9-8-8 Suicide Crisis Helpline

People across Canada can call and text 9-8-8, a new three-digit service, for help when they need it most. The service offers trauma-informed and culturally affirming support to anyone who is thinking of suicide, or who is worried about someone they know.

While the focus of 9-8-8 is on suicide prevention, no one who reaches out to the service will be turned away. Whoever you are, wherever you are located in Canada, by calling or texting 9-8-8 you can connect with a trained responder who's ready to listen without judgement.

In the face of increased demand for crisis services, 9-8-8 provides:

- A number that's easy to remember in a crisis situation.
- Support in English and in French, by phone and text.
- Quick access to support from trained responders, available 24/7/365.
- High quality, evidence-based, equitable suicide prevention and crisis support for everyone in Canada.

For more information about 9-8-8: Suicide Crisis Helpline, visit <https://988.ca>.



Thank you to [Java Group Programs](#), [Extendicare](#), [Schlegel Villages Inc.](#) and [Sienna Senior Living](#) for supporting OARC's Culture Change products and education programs. To find out more about how you can support OARC, please contact Dee Tripp, Executive Director dtripp@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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OARC is funded by the Ministry of Long-Term Care, membership dues and sponsorships.

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