

OARC In Action

For Residents By Residents



Holiday Greetings from OARC

There's something about the end of a calendar year that spurs on reflection of what was, and anticipation of what will be in the coming new year. There is no escaping the impact that the pandemic has had on us the past year(s), and for the upcoming year. So, as I sit at my computer to write this holiday message, I really struggle with what to type. I write, I delete, and I try again.

What do I know for sure? I'm grateful for and inspired by the:

- Relationships I have with residents
- Impact and influence OARC has with government
- Passionate, skilled, focused commitment of EVERY OARC board member, team member and [REAL](#) group member
- OARC's vision that 'every LTC resident in Ontario shapes the place they call home'
- Contribution OARC makes to the steady work of culture change



Earlier this month, OARC participated in a full day symposium hosted by Pioneer Network, another culture change organization in the U.S.A. The final presenter, Dr. Bill Thomas, creator of the Eden Alternative, said something that has been resonating with me for days. He said, **"Culture changes at the speed of stories."** Story telling at the home level and systemic level is what OARC is all about and what absolutely inspires change of mind, heart and action. So that is my reflection and my hope...that OARC has done and, will continue to, lift and leverage the voice of residents to inspire goodness, rightness, and restoration within our society, government, and LTC communities. Thank you for trusting OARC to carry the voice of residents, told by residents, forward.

May each person who calls LTC home and each person who visits, works and supports LTC homes across Ontario know that OARC's commitment is steadfast. On behalf of your team at OARC, I wish you a happy holiday, and a renewed sense of hope, peace and love.

Warmest regards,
Dee Tripp
Executive Director, OARC

Spreading Christmas Cheer and Remembering Residents' Rights



Submitted by Connie Redmond, Supervisor, Activation/Coordinator, Volunteer Services at Riverview Gardens and OARC Board Member

Residents at Riverview Gardens in Chatham decided to make a themed Residents' Rights tree this year. Residents decorated the tree with the hand made ornaments that display a different Residents' Right. Residents enjoyed taking time to decorate the tree with some meaningful messages. The Residents' Rights tree beautifies our home's space and serves as a visual reminder to residents and team members about Resident Rights and quality of living. We plan to designate this tree as a Residents' Right tree every year and begin a new and meaningful annual tradition in our home.

Residents Share Holiday Messages

Holiday Greetings from Gale Ramsden, Resident Leader, The Perley and Rideau Veterans' Health Centre, Ottawa and OARC [REAL](#) Team Member



These last couple of years have been difficult for those of us living in LTC and unfortunately a lot of the restrictions will carry through yet another Christmas season. There is, however, a tremendous amount of work underway spearheaded by the Ministry of LTC, focusing on a culture change towards a resident centered philosophy and addressing many necessary improvements. Your OARC Resident Expert Advisors and Leaders ([REAL](#)) team has been

involved in many of these new initiatives to ensure the Residents' Rights and needs are part of the solution. 2022 will be an exciting and defining year for LTC and, on behalf of the OARC and the REAL team, I'd like to wish everyone a very Merry Christmas and a New Year filled with possibilities and positive change! ~ Gale Ramsden, Resident and REAL Team Member

Holiday Greetings from Art Thompson, Tullamore Care Community

Earlier this month, during an activity program, Resident Leader Art Thompson from Tullamore Care Community in Brampton (pictured below) asked fellow residents about Christmas and what it meant to them. Inspired by their responses, Art thoughtfully crafted a personal Christmas song on their behalf, using their words. This week, Art shared that he and a group of residents have started to sing the song to the tune of the holiday classic, Jingle Bells, and he has loved seeing the smiling faces of fellow residents. Thank you, Art, for sharing your uplifting song lyrics with us.



Residents' Christmas Carol

It is the time of year to have fun and lots of joy
For every man woman and child and every girl and boy
Singing songs of happiness, giving gifts and Christmas love
Coming together as a family with blessings from above
Not resting on our laurels here's what we have to say
Sending blessings to one another on this Christmas day
Spreading joy throughout the land joy throughout the year
We can cook up lots of love and fill it full of cheer
It means so much to everyone we play music dance and eat
It is the best time of the year for everyone to meet
It's all about the energy on such a beautiful day
With frosty the snowman coming out to play
Not resting on our laurels here's what we have to say
Sending blessings to one another on this Christmas day
Spreading joy throughout the land joy throughout the year
We can cook up lots of love and fill it full of cheer
Listening to the sleigh bells rushing through the snow
Not forgetting the rays of sunshine that brings us all aglow
The joy of Christmas giving with the spirit in the air
We the loving residents here in long term care
Not resting on our laurels here's what we have to say
Sending blessings to one another on this Christmas day
Spreading joy throughout the land joy throughout the year
We can cook up lots of love and fill it full of cheer

Holiday Poem by Virginia Parraga,
OARC REAL Team Member

JOY TO THE WORLD
AND TO EVERY EARTHLING LIVING OR
VISITING
ON THIS PLANET!
WE ARE THE “REAL” DEAL
FROM THE SUPER STAR OARC
WE WISH YOU A HAPPY HOLIDAY
FELICES NAVIDADE &
PROSPERO ANO NUEVO

Holiday Greeting from Leslie Froats,
OARC REAL Team Member

I would like to wish everyone a Merry
Christmas and a wonderful New Year! I
hope everyone’s wishes come true.



Get ready to review your Bylaws next month!

Have your Residents’ Council operations changed over the last year? Have you adapted your meeting format or leadership structure? The start of a new year is an excellent time to revisit your Residents’ Council Bylaws – or create a new guiding document to capture your consensus-decisions around Residents’ Council operations. Access the OARC Bylaw template and learn more here on our [website](#).

OARC WEBINAR RESCHEDULED: February 1st, 2022 - 2 to 3 pm EST:
Telephone Scams and Internet Trickery



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

OARC Resident Forums – Keeping You Connected Through the Holiday Season

OARC REAL members are committed to hosting Resident Forums through the remainder of the month, including Forums on December 23rd and 30th at 2pm during the OARC office closure. We hope to see you there!

OARC Resident Leaders have enjoyed facilitating these Resident Forums with peers since April 2020. If you haven't joined one yet, we hope you'll consider dropping in, in the coming weeks (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 23
- December 30

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

Phone and Fax remain the same: 1-800-532-0201 | 905-731-3710 | Fax 905-731-1755

The OARC office will be closed from December 20th until December 31st. We look forward to serving you in 2022!

Together We Care 2022 Virtual Conference: Call For Content Now Open!

The Ontario Long Term Care Association (OLTCA) in partnership with the Ontario Retirement Communities Association (ORCA) will host an online virtual experience for Together We Care (TWC), Monday, April 4 – Wednesday, April 6, 2022.

OLTCA and ORCA are expanding the “we” in “[Together We Care](#)” by inviting members and partners from across the seniors’ care continuum to submit an application for the TWC 2022 Convention. This is your opportunity to weigh in and speak out in 2022!

We are seeking current and compelling content from regional and global perspectives that will help inform the future of seniors’ care. Share your fresh ideas backed by case studies and key learnings on topic areas including, but not limited to, new models of care, novel technologies, emerging trends, training and education, innovative processes and/or practices, and ideas for the future that may have emerged because of the pandemic.

To learn more and apply, please [click here](#).

Call for Content applications close: Monday, December 20, 2021 @ 4:00 pm EST

Questions? Please contact Daniela Nogueira: daniela@bayleygroup.com.

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



Thank you to Jamie Ward, Resident Leader from ThorntonView LTC for sharing this festive photo with OARC!



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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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