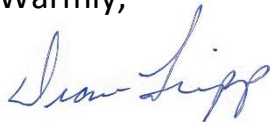


Season's Greetings

Dear Residents, Residents' Council Supporters, LTC Partners, Family and Friends,

Soon, many will pause and reflect on traditions, memories and loved ones that have helped make this time of year special. For some, this Holiday Season brings happiness, but for others, this time of year may be difficult. While restrictions associated with cold, flu and COVID-19 may impinge on your ability to fully embrace this season, our hope is that the weeks ahead will provide many opportunities for kindness, joy, comfort, laughter, and companionship... and a few treats along the way! OARC team members enter this time of year with reverence and thankfulness for all long-term care residents who rest firmly at the center of our mission and mandate. We are humbled and inspired by your example of courage, strength and wisdom, and we approach the New Year with invigorated passion to serve and support Residents' Councils and to elevate the voice of residents. OARC wishes you a happy Hanukkah, a pleasant Yuletide, a bright Winter Solstice, a Merry Christmas, a blessed Kwanzaa and all the very best of the Season.

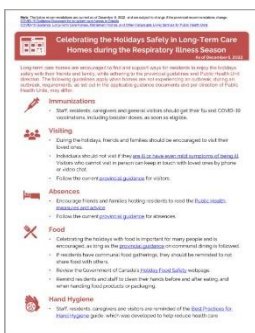
Warmly,



Dee Tripp,
Executive Director



Celebrating the Holidays Safely in Long-Term Care Homes during the Respiratory Illness Season – Guidance from our Ministry of Long-Term Care

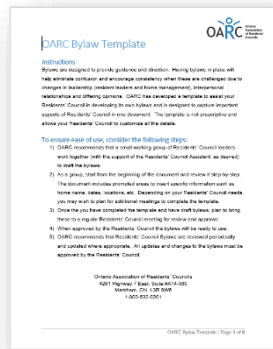


With the current trends of respiratory illness activity in Ontario and the holidays approaching, the Ministry of Long-Term Care has developed an updated holiday guide for long-term care homes. The guide is aimed at providing residents, loved ones, and long-term care home staff with health and safety guidelines related to upcoming holiday celebrations and festivities (food, décor, supplies, etc.), in alignment with current provincial guidance.

https://www.ontarc.com/documents/MOHLTC/20221206MLTC_CelebratingHolidaysSafely_v.7_Dec62022.pdf

REGISTER NOW FOR OARC's UPCOMING WEBINAR – February 1, 2023

Demystifying Residents' Council Bylaws: What they are and why they are important for every Council



The results of OARC's, province wide, Residents' Voices Survey revealed that many Residents' Council groups are operating without a set of bylaws, and in some cases, residents are unsure what bylaws are all about.

Through this free interactive webinar, the OARC team and Resident Advisory group members will provide an overview of bylaws (including [OARC's template](#)) to support your understanding about this foundational document – what it is, why it is important, and how to get started with creating your

own. The start of a new calendar year is a great time to create or update your Residents' Council bylaws, and OARC is here to help!

Contained in one comprehensive document, bylaws are designed to provide guidance and direction and they capture important aspects about your Residents' Council. Having bylaws in place can help eliminate confusion and encourage consistency for your Residents' Council meetings and operations, especially during periods of change or transition (in Resident Leaders, home leadership and RC supporting team members).

Date: Wednesday, February 1st from 2 to 3 pm

Register Here:

https://us06web.zoom.us/webinar/register/WN_SgMsFFx2TduSDfzphmzXvQ

OARC involved in Research – Successful Grant Application to Canadian Frailty Network

We are thrilled to share that OARC will be involved in research work led by Jennifer Bethell, PhD. Awarded through the Canadian Frailty Network and Perley Health, the Springboard Grants Program offers early career researchers the opportunity to build their skills and knowledge to address future, larger funding competitions. This grant is specifically designed to concentrate on research that will improve the lives of older adults living with frailty in long-term care homes. Dr. Bethell's research project is entitled: *Empowering Ontario's long-term care residents to shape the place they call home*. Learn more here: <https://www.cfn-nce.ca/news/canadian-frailty-network-perley-health-announce-award-for-outstanding-early-career-researcher/>

Stay Connected with Resident Forums: A Message from Gale Ramsden, Forum Facilitator



Every week on Thursdays from 2:00-3:00 pm residents from across the province are invited to come together to talk about what's going on at your home, discuss problems you might be having, or talk about successes. I'm speaking about the weekly [Resident Forum](#).

We gather on Zoom or on the phone and everyone is free to participate as actively and freely as you're comfortable with. Throughout December as we approach the holiday season, we will continue to meet each week and would love to have you join us. The Forum is a safe space for residents, run by residents; our sessions are not recorded and no notes are taken so we all feel comfortable speaking about things that are important to us.

Our weekly conversations help bring us together from a variety of homes in different cities from large urban homes to small rural ones but no matter where you are, you are welcome to join us. We would be thrilled if you would consider giving us a try.

You can connect, using the information below, any Thursday afternoon at 2:00pm. Hope to see you there!

Mark Your Calendars:

- December 22 at 2 pm
- December 29 at 2 pm
- January 5 at 2pm

Join us from a computer:

1. Click this link:

<https://us06web.zoom.us/j/84213430006?pwd=SFNCQyt2MkZ5ZG42U2NMR3lnbk9Mdz09>

2. Then enter the Meeting ID: 842 1343 0006

OR

Join us from a telephone:

1. Dial our toll-free phone-in option 1-888 475 4499
2. Enter our Meeting ID: 842 1343 0006
3. Enter our Passcode: 08055352

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 in your LTC home and should be arriving soon. This issue contains a collection of inspiring articles to share with residents, families and your whole team! Keen to sneak a peek early? [Click here](#) to view our digital format. Please note that Seasons has been translated into French for the first time and will be circulated to French-designated homes (digital link coming soon).

Our friends at the Ontario Centres for Learning, Research and Innovation (CLRI) in Long-Term Care and Behavioural Supports Ontario (BSO) have also included a copy of their Word Swap poster, which will be enclosed in the mailing of this issue. Be sure to check out their Person-Centred Language article on page 5!

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

- Bring it to your next Residents' Council meeting to discuss innovative ideas and opportunities shared by other long-term care residents and leaders.
- Consider printing additional copies of this magazine to share with residents in your home using our digital links.
- Print, post and distribute copies of articles that might be of interest on Activity/Residents' Council Boards in every part of your Home.
- 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 conversation starter for a resident discussion group or during a 1:1 visit!

To share your ideas or submit stories for future editions, please reach out to Melissa McVie, Director of Education and Communications by email: mmcvie@ontarc.com or by telephone: 1-800-532-0201 x 260 – Thank you!

Inspiring Long-Term Care Leadership: OARC Resident Leaders Consulted About their Move-In Experience

On November 22, members of OARC's Resident Advisory (REAL) group, Devora Greenspon, Gale Ramsden, and Steven Wenzowski, along with Stephanie Ventura and Melissa Matheson, were invited by Sadie Friesner, Executive Director of Humber Meadows Long-Term Care (LTC) Home to be part of a panel discussion with their new Board Members and Executive Leadership team.

[New Home Preparedness: Person-Centred Care Philosophy](#)

Humber Meadows LTC home is slated to start welcoming residents in 2023. The Leadership group, who will be supporting the operation of Humber Meadows LTC, are committed to embracing a person-centred care philosophy and promoting a home culture that recognizes that the LTC home is the home of the residents, with staff working in *their* home.

[Residents and Family Member Information Panel](#)

As part of the team's preparations for opening, Sadie put together an information panel to educate the group about best practices and to infuse this learning with lessons from the point of view of residents and family members. Residents and families were invited to reflect on their personal experiences moving into LTC or supporting a loved one with the move. Some of the questions that were asked included:

1. If you knew what you do now, what is the number one thing you would change about the admission process for LTC? (Can be from initial assessment or move-in to the home specifically)
2. What should the number one priority for Humber Meadows be when preparing to welcome 320 new residents?
3. What is the one quality all team members in LTC need to possess to ensure the best resident experience?

[Advice from Residents:](#)

"When moving in don't rush to give me all the information on the first day. And share information that is important to me not just having to satisfy your requirements first. For example, where is the dining room, who is my regular staff person, is there a regular staff rotation? Can I have a drink in the evening like say 9pm at night? Can I rearrange the furniture in my room? What are some things that the home supplies? What do I need to supply for myself? Creating a welcome basket with all of the information residents would like to know during their first few days there and include items the home supplies." ~ Resident

“Remember this is a scary process for the person. We are moving into this home not to be punished but to have a better life, to have help.” ~ Resident

“Use a gentle approach with the person.” ~ Resident

“When you are in my room make me feel like I am the only one, not in a row of a train of people you need to get to immediately.” ~ Resident

“My address changed, and the level of care I need has changed, but that is all that has changed. My desires and who I am did not change.” ~ Resident

Team Member Qualities

Residents also identified some qualities they felt that team members should possess. Top among them were care, respect, empathy, and a desire to work there. Other qualities emphasized were the following:

- Communication skills – Don’t assume what the problem is, listen to what I am saying, and respond to what I am saying. Be careful of your tone of voice. It’s not always what you say, but how you say it. I don’t want you bringing your stress into my room or complain about other residents or staff to me. Please don’t yell to one another down the hall all day or speak to one another in your own language.
- Resilience – Team members should be able to deal with high stress each day and learn how to come back renewed and happy for the next shift no matter what has happened or is going on.
- Triage Thinking - In your ability to answer and respond to residents needs.

Thank you to Humber Meadows LTC home’s Board of Directors and Executive leadership team for inviting OARC’s Resident Leaders to be part of the Humber Meadows Board education day. It was an honour for us to meet your team, and to facilitate the sharing of the residents’ experiences to enhance the welcome/move-in process for everyone involved!

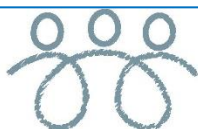
ASK A RESIDENT

Don’t forget to include residents as part of your home’s Welcome/Move-In Experience efforts. Inviting residents to be involved will help you to hear firsthand how your process might be enhanced – from the perspective of someone who’s been through it. This is invaluable feedback!

OARC's Resident Advisory Group – Search for Resident Leaders continues!

We love getting to know Resident Leaders from across the province!

OARC is still accepting applicants to join our Resident Advisory Group. To learn more about this opportunity and getting involved, check out [pages 6-7](#) in our Fall/Winter Seasons magazine!



SONNET
study

Social Connection in Long-term Care Home Residents (SONNET) Study

Principal Investigators:

Jennifer Bethell (UHN) & Andrew Sommerlad (UCL)

www.sonnetstudy.com



Do you live, visit or care for someone in a long-term care home?



Social connection is essential in long-term care homes, but it's not clear how it should be measured. Our team is interested in learning the best ways to measure **social connection** in people living in **long-term care homes**.



We are looking for:

- ✓ People living in long-term care homes
- ✓ Family caregivers of people living in long-term care homes
- ✓ Team members and staff working in long-term care homes
- ✓ Other professionals (e.g., doctors, nurses) whose work includes long-term care home settings



Key Questions:

1. How does a person's social life change after they move to a long-term care home?
2. What are the important aspects of social connection in long-term care homes?
3. What can long-term care homes do to help residents' social lives?

As a participant, you will take part in a **30-60 minute interview** or **focus group** in-person or virtually, based on your preference. A member of the research team will ask you some questions about social connection in long-term care homes. After the session, you will receive a gift card. Participation is voluntary. Declining participation will not effect your care or employment status at UHN (if applicable).

If you are interested in participating or want more information about the study, please contact **the study co-ordinator:**

Ellen Snowball

Email: ellen.snowball@uhn.ca

Tel: 647-649-7321

Please note that the security of e-mail messages is **not guaranteed**. Do not use e-mail to discuss information you think is sensitive.

OARC Office Update

The OARC office will be minimally staffed between December 26th and January 2nd, 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.



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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 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.



Tel 905-731-3710 | Toll-free 1-800-532-0201 | Fax 905-731-1755

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*The views expressed in this publication are the views of OARC
and do not necessarily reflect those of the province.*