



For Residents  
By Residents

**2019–2020  
Annual  
Report**

Ontario 



Ontario  
Association  
of Residents'  
Councils



Residents' Council Leaders, Cathy and Barry  
from The Village of Aspen Lake, Windsor

## The Ontario Association of Residents' Councils (OARC)

### Who We Are

OARC, funded by the Ministry of Long-Term Care, empowers residents to understand their rights, share their lived experience, operate effective Residents' Councils, and shape the places they call home.

Every long-term care home in Ontario must have a Residents' Council; a venue for residents to build relationships with each other, represent people who cannot speak for themselves, and consolidate ideas to advise management in ways to improve quality of living.

The OARC Board of Directors and team members are committed to supporting and educating others about residents rights and the roles and responsibilities of Residents' Councils.

### OARC's Mission:

We empower Ontario long-term care residents to understand their rights, share their lived experience, and inspire a better tomorrow. We do this by working together with our partners to educate stakeholders, build a collective voice, and create positive culture change.

# Impact of COVID-19

## **OARC's Vision: Every long-term care resident in Ontario shapes the place they call home**

Dear long-term care residents, team members and stakeholders,

You are receiving OARC's Annual Report at a time in your life and work that is like no other. The challenges COVID-19 brought to long-term care have been significant and painful. I felt compelled to acknowledge the climate within which this Annual Report was written, and now received. A report such as this does not stand alone. It's a reflection of what came before and gives hope for continued positive impact in the future.

I want to recognize your courage and thank you for your commitment, both of which have shone brightly through the darkness of the past few months. We are at the dawn of systemic change in long-term care, change that is birthed out of tragedy and sustained by collective commitment to do the right thing for the 78,000 people who call long-term care...home.

So, as you pause to read this Annual Report, my sincere hope is that you are left feeling encouraged, joyful and supported. Your OARC team is honoured to live out our mandate in ways expressed in these pages, and feels privileged to stand with you into the future.

Best wishes for health and happiness,



Dee Lender  
Executive Director  
OARC

**For Residents, By Residents**  
**Inspiring a Better Tomorrow**

# From the President & Executive Director

## Reality Check

A phrase that embraces OARC's 2019-2020 year is "reality check." This is evident in three poignant ways:

- 1) The real impact of our education team cannot be understated. We reached new heights with in-person home support, tool and resource development and in establishing collaborative relationships, all of which led to positive impact. See pages 8, 9, 10 and 11 for details.
- 2) Vigorous participation in the Gillese Inquiry, which shone a bright light on systemic vulnerabilities yielding over 90 recommendations that, when implemented, will serve to increase residents' health and safety.
- 3) OARC began to operate and inspire change through our new Vision statement; "Every long-term care resident in Ontario shapes the place they call home." The reality of resident acuity and need for Residents' Councils to operate differently caused a pivot in how OARC provides support and education. While we recognized that Residents' Councils are vital and must be supported, a Council is just ONE way that the resident voice is heard. Many residents cannot participate in a traditional Council meeting, and yet their voice, their opinion and preference must be heard so that they have the opportunity to shape their home. So, our work took on a new, all-encompassing view that embraced Residents' Council education and support in addition to seizing every opportunity to represent the broad landscape of resident voice across Ontario.



2019-2020 was an exciting year, one of realizing that OARC's value is found in supporting the full voice of residents. We look forward to delving into this further so that as change occurs, residents are equipped with what they need to be heard.

Thank you for the honour of supporting long-term care residents.

Respectfully,

Sharron Cooke,  
President

Dee Lender,  
Executive Director



# OARC Board and Team Members

## OARC Board Members:

Residents living in long-term care and in a leadership role of their Residents' Council



**Sharron Cooke**  
**President**  
York Region  
Newmarket  
Health Centre



**David Kent**  
**Vice President**  
The Village of  
Erin Meadows,  
Mississauga



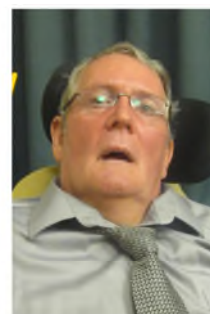
**Devora Greenspon**  
**Treasurer**  
Extendicare  
Bayview,  
Willowdale



**Reid Walker**  
**Secretary**  
Chartwell  
Brant Centre,  
Burlington



**Denise Burke**  
**Director**  
Pioneer  
Manor,  
Sudbury



**Lloyd Foster**  
**Director**  
St. Patrick's  
Home of  
Ottawa



**Virginia Parraga**  
**Director**  
Kensington  
Gardens,  
Toronto



**Carolynn Snow**  
**Director**  
Cedarvale Lodge  
Care Community,  
Keswick



**Jamie Ward**  
**Director**  
ThorntonView  
Long Term Care,  
Oshawa



**Maurice Bourdon**  
**Delegate Member**  
St. Joseph's Villa  
Sudbury



**Murray Woodcock**  
**Delegate Member**  
Extendicare  
Brampton



**Barry Hickling**  
**Delegate Member**  
The Village of  
Aspen Lake,  
Windsor

## OARC Team Members



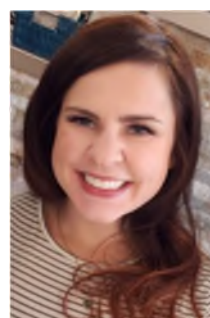
**Dee Lender**  
Executive  
Director



**Josie-Lee Gibson**  
Director of Education &  
Community  
Engagement



**Jennifer Langston**  
Client Relations &  
Support Manager



**Melissa McVie**  
Education & Home  
Support Facilitator



**Julie Garvey**  
Administration &  
Finance Manager

# Our Financials

## To the Members of Ontario Association of Residents' Councils:

We have audited the financial statements of Ontario Association of Residents' Councils, which comprise the statement of financial position as at March 31, 2020, and the statements of changes in net assets, revenues and expenditures and cash flow for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of Ontario Association of Residents' Councils as at March 31, 2020, and its results of operations and its cash flow for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

	2020 \$
<b>Revenues</b>	
MOHLTC funding	501,000
Members' dues	36,100
Other revenue and income	14,974
	552,074
<b>Expenditures</b>	
Salaries, benefits, and staff development	410,200
Communications and office operations	56,844
Occupancy	16,367
Education and Support expenses	33,738
Board and Governance	40,025
Professional fees	7,300
MLTC Payable	-
	564,474
<b>Excess of expenditures over revenues</b>	<b>-12,400</b>

*Rashin and Associates* Chartered professional Accountants, Toronto, Ontario, June 23, 2020



**Thank you to Java Group Programs and the Centres for Learning, Research & Innovation in Long-Term Care for supporting OARC's Culture Change products and education programs.**



# Our Members Make a Difference



OARC's Melissa McVie with Pioneer Ridge Residents' Council in Thunder Bay



Residents' Council Leader, Wayne from Muskoka Landing in Huntsville

## Your Support Matters

Annual membership dollars help us to reach residents province-wide for education and support as well as supporting special projects and resident-centred initiatives.

“Our session with OARC helped us reconnect with the purpose of our Council, speaking up about what matters to us, and the value of working alongside management to give input and solutions. We've got some new tools in our toolbox now to make our current Council the best yet! ~ Resident”

## Thank You

**Special thank you to our  
Corporate Home Memberships:**

**EXTENDICARE®**  
... helping people live better



**S&R Nursing  
Homes Ltd.**  
Steeves & Rozema Group



**APANS**  
Health Services

Quality Long Term Care in Ontario.



# Our Education

**Devora Greenspon**

Chair and Resident Member

**Reid Walker**

Resident Member

**Jamie Ward**

Resident Member

**Dorothy Asselstine**

Member, Resident Lived Experience  
Consultant

**Anna Hardy**

Residents' Council Assistant Member

**David Wainwright**

Residents' Council Assistant Member

**Lorianne Ledwez**

Administrator Member

**Jan Shkilnyk**

Administrator Member

**Josie-Lee Gibson**

Director of Education and Community  
Engagement, OARC

## Education/Publications Committee

OARC launched its first external Board Committee with residents, Resident Council Assistants and Administrators. Members contribute valuable professional and lived experience to OARC, identifying emerging needs and trends in long-term care and enabling us to better support Residents' Councils and their home teams through education and publications.

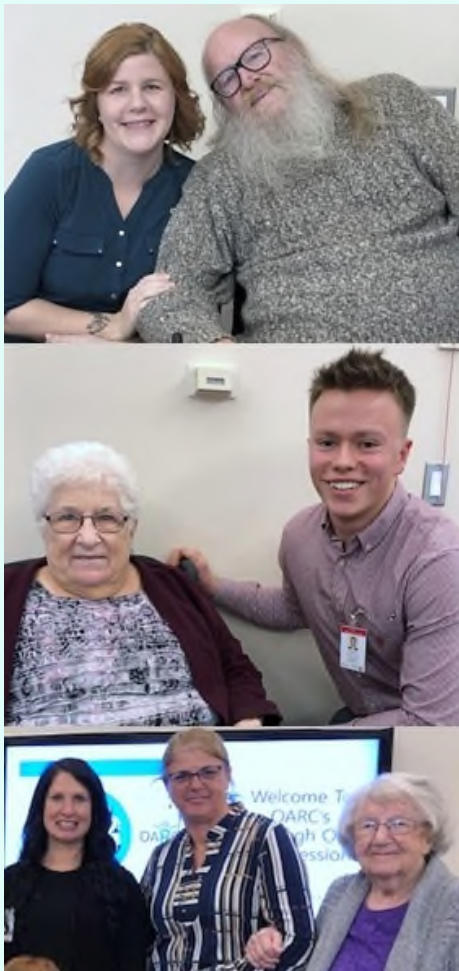


## New Resources: Fact Sheets

In an effort to simplify Residents' Council operations, OARC released a series of educational "Fact Sheets" covering popular topics such as Council Finances, Meeting Membership, and the Shared Leadership model. OARC Fact Sheets are designed to help answer common questions and make information more concise and accessible in a condensed 1-page (double-sided) format.



# Sustainability and Growth



York University Students Michelle Burns, Jack Hunt, Shannon Fox with residents Bruce, Bunny and Helen and Freda Poirier, RNAO

## Through Our Eyes (TOE)

OARC's signature program continues to demonstrate versatility and sustainability in long-term care homes across Ontario. TOE has captured the attention of sector leaders, spurring on Corporate/Organizational endorsement and adoption of the program. Teams have implemented TOE utilizing meaningful student placement opportunities partnering directly with residents (pictured above).



## OARC Website Refresh

To better serve our audience, OARC introduced a refreshed website ([www.ontarc.com](http://www.ontarc.com)) with a new look and feel and more user-friendly features including text enlargement and easy-to-navigate drop-down menu tabs.

[www.ontarc.com](http://www.ontarc.com)

# Our Impact



## **51 Residents' Councils Visited**

OARC in-person visits provide valuable education and ideas for Residents' Councils and their supporters. Engaging and mobilizing Residents' Councils.



## **725 Residents' Council Leaders @ Live Webinars**

OARC provides monthly webinars for Residents' Councils and their supporters. Archived webinars managed to attract 2,086 views.



## **900 + Residents' Council Supporters Educated**

OARC's free, timely education is attended by long-term care home Administrators, Assistants and other Team Members, further supporting residents.



## **152 Residents' Council Intake Calls/Emails**

OARC's serves over 600 long-term care homes across Ontario. The Education Team provides support to Councils needing more immediate information.



## **15 Newsletters/Magazines for Long-Term Care Homes**

OARC publishes monthly newsletters and a bi-annual magazine with OARC activities and information for Residents' Councils and their supporters.



## **405 Residents' Councils are Members**

OARC membership allows the Board and Team Members to extend their reach to do more. 405 members representing 55,210 residents.

# Stakeholder Engagement

## OARC Working With Stakeholders

OARC Board of Directors meeting held in October 2019.

OARC Board and Team Members welcomed Hon. Merrilee Fullerton, Minister of Long-Term Care as a guest to discuss the 'Human Resources Crisis in Long-Term Care'.



## 19 Stakeholder Consultations/Partnerships

OARC works in partnership with long-term care stakeholders and community partners. OARC Board and team members engaged in 12 presentations with stakeholder groups.



Dee Lender with Jane Meadus and Suzan Fraser, legal representation for OARC during the Inquiry

## OARC contributes to Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System

OARC, through legal representation, was involved from the beginning as a standing participant in the Inquiry.

Our resident-centred position remained clear from the beginning. The long-term care system requires additional financial resourcing to enable more team members (staff) to provide direct care and oversight, and a dramatic systemic shift in culture is necessary.





**For Residents, By Residents**  
**Inspiring a Better Tomorrow**



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