



INSPIRING A BETTER TOMORROW

ANNUAL REPORT 2021 - 2022

OAR^oC

Ontario
Association
of Residents'
Councils

JOINT MESSAGE FROM OARC BOARD CHAIR AND EXECUTIVE DIRECTOR



Mary Nestor



Dee Tripp

The vision of Ontario Association of Residents' Councils (OARC) is that every long-term care (LTC) resident in Ontario shapes the place they call home.

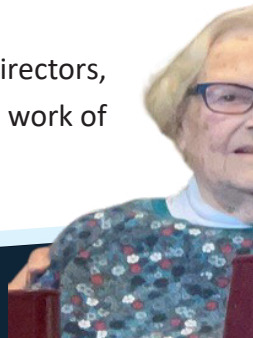
The impact of this statement, this aspiration, has never been more relevant. While the world has lived through the COVID-19 pandemic and is starting to move forward, the negative impact, trauma, and lasting consequences of this collective experience has disproportionately and negatively affected the LTC sector. The work of changing the culture of LTC, through, among other strategies, effective Residents' Councils, has been challenged as a result of the heavy focus on infection prevention and control, prolonged periods of isolation, the human resources crisis, social disengagement, communication breakdown, fear, panic, and the death of thousands of people living in LTC.

Residents' Council operations have been stifled by significant barriers to effectiveness these past two-and-a-half years. The form and function of Residents' Councils have been challenged like never before. The time is now to discover new ways and to re-envision existing ways that residents can shape the place they call home, including, but not limited to re-invigorated and active Residents' Councils. This is one of the ways to bring to life the true meaning of the principle of citizenship. An active, well-functioning Residents' Council, with each resident participating actively in the life of the LTC home, are among the most critical ways residents bring self-determination and citizenship to life.

Throughout this experience, OARC has focused our efforts and made investments into OARC's four strategic priorities: mobilizing Residents' Councils, investing in strategic partnerships, engaging in targeted stakeholder education and building organizational capacity and sustainability.

We have increased our advocacy efforts as well as the number of engagements in stakeholder groups, working in partnership to elevate both issues and opportunities directly to our government to inform policy and change practices. The OARC team and Resident Leaders have helped to highlight the need for enhanced communication from the top down, and the need to find a balance between virus management and the psychosocial well-being of residents. We continue to infuse every conversation and consultation with examples of resident voice and lived experience, reminding others that consideration for residents must be at the very core of all decisions, at every level.

These efforts have been supported and encouraged by the OARC Board of Directors, which provides governance oversight and strategic leadership to the critical work of the organization.



The years 2021 and 2022 to-date have been formative and productive for the Board. At the outset of its mandate in June 2021, the newly installed and expanded Board of Directors committed to striving for an even greater collective impact of OARC's vision and mandate. With deep admiration, appreciation and respect for each member of the previous Board of Directors, the new Board committed to building upon the four decades of ground-breaking and resident-focused work of the organization. The new Directors represent expertise and knowledge from fields across the LTC spectrum and beyond, including Resident Leaders.

In order to ensure that the voice of residents who live in Ontario's LTC homes, is not only heard but heeded, an advisory group of Resident Leaders was created, called the REAL Group — Resident Expert Advisors and Leaders. This group provides input and advice related to OARC's program activities, they co-develop and deliver presentations to target audiences and identify new opportunities to help OARC be more responsive and impactful. The contributions of REAL members, borne of experience and wisdom, is central to everything OARC does.

The Board supported a number of significant operational changes to enable a solid foundation upon which to further enhance the ability of OARC to fulfill our mandate, including, the expansion of the OARC team to allow it, among many priorities, to continue responding to the ever-growing educational and resource needs of Residents' Councils across the province; and identifying and pursuing research grant opportunities to ensure that OARC is always at the forefront of leading practices and evolving thinking.

New Board Committees were created with a wide membership, including Board Directors, OARC team members and external experts with subject matter knowledge. Each Committee supports and informs the operational work of the OARC team.

So many of our efforts are focused on enabling, encouraging and supporting much needed and permanent culture change in LTC. True to the spirit of the Past Chair of the Board, the late Sharron Cooke who passed away on August 28th of this year, the key to effective and lasting change is not to fight the old, but to build the new.

We all feel privileged and honoured to be able to contribute our collective efforts, expertise and deep commitment to continue the critical work of the OARC team and Board of Directors.

In memory of Sharron Cooke.



WHO WE ARE

We, the Ontario Association of Residents' Councils (OARC), are a not-for profit association, created in 1981, representing the voice of over 100,000 residents annually in long-term care (LTC) homes in Ontario.

Every LTC home, by law, must have a Residents' Council, a formalized forum for residents to come together to provide peer to peer support and present consensus decisions, opinions and requests to management to action improved quality of living for all residents.

We encourage, support and assist residents in:

- Forming and operating effective Councils
- Becoming active participants in the management of their homes and communities
- Sharing and consolidating ideas and promoting policies that improve quality of living
- Educating the community about issues they face

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.



The OARC Team L to R: Jennifer Langston, Operations & Project Manager; Chloe Lee, Evaluation & Quality Specialist; Stephanie Ventura, Education & Community Engagement Manager; Melissa Matheson, Education & Home Support Facilitator; Dee Tripp, Executive Director; Melissa McVie, Director of Education & Communications; Julie Garvey, Administration & Finance Manager

OARC BOARD OF DIRECTORS

In June 2021, a new Board of Directors was formed through the focused effort of the previous Board, working together with the OARC team.

The new Board brings together people with varied professional skillsets, areas of influence and competencies who give their time and talents to OARC. We are deeply grateful for their commitment to bringing the voice of LTC home residents forward to educate the community, enhance Residents' Councils' effectiveness, model positive culture change, and work with stakeholders to improve the quality of living in LTC homes.

Thank you to our Board of Directors!

With gratitude we recognize the Board of Directors who served during the 2021-2022 fiscal year calendar ending March 31, 2022.

From left to right:

Chair: Mary Nestor, MKN Consulting, Previously Senior Manager, Long-Term Care Homes Inspection Branch, Ministry of Health and Long-Term Care

Vice Chair: Dr. Fred Mather, Medical Director of Sunnyside Home, Past President of Ontario Long-Term Care Clinicians

Secretary: Dorothy Asselstine, Resident of Retirement Living, Former Long-Term Care Registered Nurse / Director of Care

Treasurer: John Scotland, CEO at Steeves & Rozema Group

Past President: Late Sharron Cooke, Co-President of Residents' Council, York Region Newmarket Health Centre, Former President of OARC for 8 years

Jill Knowlton, Former Vice Chair of OARC, Director of Long-Term Care Operations for Jarlette Health Services

Jennifer Bethell, Epidemiologist and Health Services Researcher, KITE-Toronto Rehab, University Health Network

Jennifer Blaik, Psychogeriatric Resource Consultant, The Regional Municipality of York

Joan Devine, Previously Director of Education at Pioneer Network

Connie Redmond, Executive Director of Chelsey Park Long-Term Care

Carolynn Snow, President of Residents' Council, Cedarvale Lodge Care Community

Murray Woodcock, President of Residents' Council, Extendicare Brampton



REAL MEMBER ENGAGEMENT

The Resident Expert Advisors and Leaders (REAL) group is OARC's Resident Advisory Group that was formed in summer of 2021. The REAL group is comprised of members who are residents living in Ontario long-term care homes.



With gratitude we recognize the REAL members during the 2021-2022 fiscal year calendar ending March 31, 2022.

From L to R: REAL Co-Chair: **Devora Greenspon**, Extendicare Bayview, North York; REAL Co-Chair: **Jennifer Blaik**, OARC Board Director, Psychogeriatric Resource Consultant, The Regional Municipality of York (not pictured here, you will find her on the Board of Directors page); **Leslie Froats**, St. Patrick's Home of Ottawa; **Barry Hickling**, The Village of Aspen Lake, Windsor; **Pierre Joly**, Extendicare York, Sudbury; **Bob Neveu**, Villa St. Gabriel Villa, Chelmsford; **Virginia Parraga**, Kensington Gardens, Toronto; **Gale Ramsden**, Perley Health, Ottawa; **Steven Wenzowski**, Queens Garden Long-Term Care Residence, Hamilton; **Jim Gilhuly**, Sunnyside Home, Kitchener



Peer Support & Facilitation



Inspire Current & Prospective Long - Term Care Leaders



Media Interviews & Public Awareness



Advocacy - Elevating & Identifying Issues



OARC Education Tool Pilots & Feedback



Residents' Council Leadership & Sustainability



I AM OARC Program Champions (Through Our Eyes, Resident Council Week)



Communications & Storytelling



Intergenerational Engagement & Education



Government & Stakeholder Consultation

Thank you to OARC REAL Group members! Through this advisory group, members bring their own diverse lived experiences and perspectives to provide resident-driven guidance to OARC, the LTC home sector and the broader public on culture change and quality improvement in LTC homes.



“We are self-determining people who move into supportive environments with the expectation that we’ll continue to live fully and thrive. Integral to this reality is our ability to influence and shape the operations of our homes. We want to be part of the solution when it comes to “fixing LTC,” and while many positive strides have been made to this end, there is still much to be done.”

~ Devora Greenspon

AREAS WORTH BRAGGING ABOUT!

OARC is well-positioned to positively affect change in LTC. We continue to work in partnership with government and other sector stakeholders to bring the resident voice to the forefront to inform policy and practice.

403 Residents' Councils Connected with OARC Through Membership

OARC membership supports OARC's ability to extend their reach to do more.

403 members representing 54,191 residents.

47 Consultations/Partnerships/Media Interviews

OARC works in partnership with long-term care stakeholders, researchers, government and media. This year, the resident perspective was actively sought after and our Resident Leaders and team members were invited to participate on Ministry-and stakeholder-led Advisory Groups and Task Teams. We continue to infuse the resident voice at all provincial decision-making and sector-influencing tables.

June 9, 2021 photo taken of Devora Greenspon with reporter Talia Ricci for a CBC news interview.



"OARC has been a great partner in promoting awareness of the HSO LTC Standards Work to its resident members, including raising awareness of our National Survey, Consultation Workbook Program and also helping to recruit residents for our Resident Town Hall. HSO has valued the collaboration of OARC in ensuring Ontario Residents can meaningfully engage in the development of the new National LTC Standards."

~ Dr. Samir K. Sinha, MD, DPhil, FRCPC, AGSF Peter and Shelagh Godsoe Chair in Geriatrics, Sinai Health and the University Health Network

48 Resident Forums/ 447 Residents Participated in Forums

Forums provide an avenue for LTC residents from across Ontario to meet new friends, ask questions, share concerns and successes and to stay informed. OARC's new group of REAL members have been providing peer support and mentorship by taking turns acting as facilitators for our weekly Forums so you get a new 'style' each week! REAL group and Forums help OARC stay connected to topics of significance and the priorities of residents.



NEW 193 Students Engaged by Residents

Residents want to be part of the solution when it comes to addressing human resource shortages in our sector. This year, OARC Resident Leaders welcomed more opportunities to meet with students, share their lived experience, and promote careers in LTC. We were engaged with student groups in Toronto, Ottawa and Hamilton, and we look forward to expanding on these special connections in the months to come!



Academic Partnerships

For the first time, OARC hosted a Master's Practicum student, sparking a new relationship with the University of Toronto's Dalla Lama School of Public Health. With this strengthened capacity and expertise, we were able to begin the process of evaluating our *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* (TOE) program while inspiring a student to consider a career in the sector.

"As committed and active long-standing participants of BSO Advisories Committees and Panel, OARC members have imparted their insights and wisdom that can only be found in the lived experience."

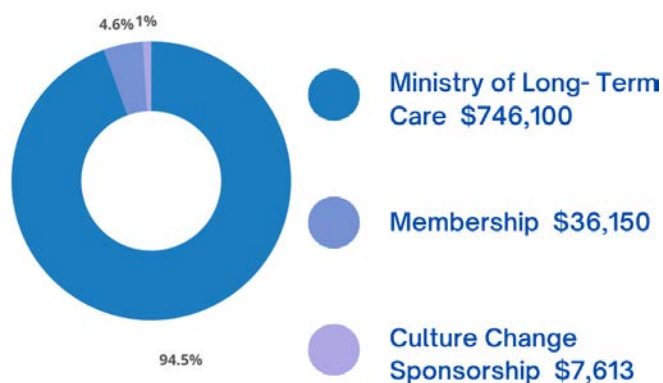
~ Behavioural Supports Ontario Provincial Coordinating Office

OARC FINANCIAL REPORT

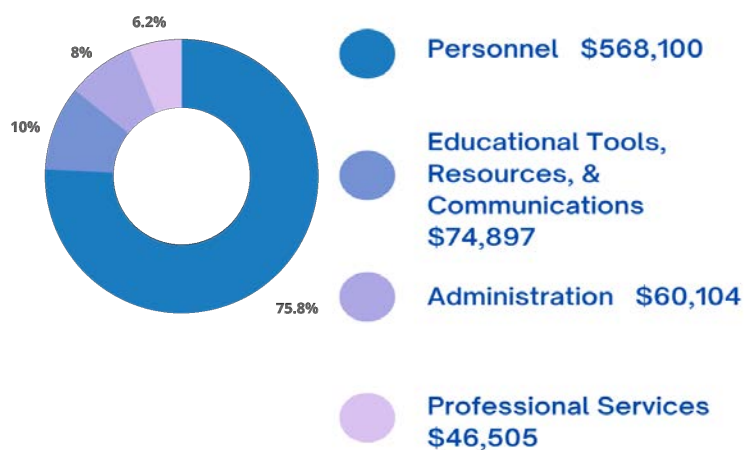
OARC is funded through annual provincial government funding, membership fees, sponsorships and other revenue. Our provincial government, through the Ministry of Long-Term Care, supports us with continued annual funds. In the 2021-2022 fiscal year, the MLTC awarded OARC with a significant increase in our annual funding, which enhanced OARC's capacity to support residents and Residents' Councils in Ontario's long-term care homes.

This section gives an overview of where our funding is generated and how it serves in our delivery of education, support, tools and resources to residents and Residents' Councils across the province.

REVENUE



EXPENSES



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



YOUR MEMBERSHIP HELPS US MAKE A DIFFERENCE

OARC's members have strengthened our ability to elevate, educate and share home-level lived experiences from individual Residents' Councils with our Ministry of Long-Term Care and other sector partners committed to enhancing those realities.

To see our full membership listing, please visit www.ontarc.com/membership

Thank you for your support!



"Being part of OARC allows our group to stay connected with other long-term-care homes and stay abreast of issues that have an impact on our quality of life...it's empowering."

~ Residents' Council Leader



OARC extends a special thank you to our Corporate Members:

EXTENDICARE®
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Quality Long Term Care in Ontario.

Toronto

SOUTHBIDGE
CARE HOMES



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

In Loving Memory

Sharron Cooke

1948-2022


Sharron has been a member of OARC for over 13 years, and President of the Board of Directors for the eight years prior to June 2021. We all owe her an immense debt of gratitude for the many years of her strong leadership at OARC, and her tenacious advocacy on behalf of all residents living in long-term care homes.




“You can have all kinds of nice things in your home but the atmosphere and interaction with residents shows more person-centred care than material items. A friendly smile, conversation, involvement of volunteers, team members etc. make a good home. That is all any resident will ask for; the company of a friend to talk and listen to...life is simple really.”


~ Sharron Cooke



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