



RESIDENTS' SHAPING THE PLACE THEY CALL HOME

ANNUAL REPORT 2022-2023

LAND ACKNOWLEDGEMENT



This report was prepared by the Ontario Association of Residents' Councils (OARC) team living and working on the traditional territories of the Anishinaabe, Haudenosaunee, Huron, Wendat and the Neutral (Attawandaron) Peoples, and on territories covered by the Upper Canada Treaties, the Treaty Territory of the Mississauga's of the Credit First Nation, the Huron Tract and of the Williams Treaty Nations.

In 2021, when our organization formed a new, expanded Board of Directors and launched our province-wide advisory group, the Resident Experts, Advisors and Leaders (REAL), we made a commitment to embark on a journey of learning and reflection, to acknowledge the harms and mistakes of the past and to take steps towards meaningful understanding and reconciliation. Together, we crafted a land acknowledgement to reflect upon at the beginning of every meeting and webinar to affirm OARC's commitment.

OARC is proud to have an organizational culture that values and facilitates storytelling, amplifying resident voices, and sharing lived experiences, to educate, inform and to fulfil our mandate in the most impactful way possible. Partnering and learning from First Nations communities will be an integral part of our work as we seek to form, nurture and restore relationships that are based on respect, trust and friendship.

We are listening.

We are learning.

We are all connected.

And we are grateful to call Ontario home.

MESSAGE FROM DEE TRIPP, OARC EXECUTIVE DIRECTOR

The year's activities and accomplishments were captured by the theme of "Strengthening OARC's Ability to Ask, Listen, Tell and Do."

OARC is the only organization that represents and reflects the voice of Ontario's Long-Term Care (LTC) residents, and we do not waiver from our commitment to work directly with Resident Leaders. OARC was 'strengthened' via growing our team, receiving research grants (first time ever!), and restructuring to support two full portfolios: communications and education. We 'asked and listened' via a provincial wide environmental scan which yielded resident voice data to drive our ability to 'tell' and 'do'. Through lifting and leveraging residents' lived experience through their own words, our ability to deliver consultation, education, support, and coaching was strengthened. Thank you team; our REAL advisory group (Resident Expert Advisors and Leaders), our Board of Directors and our 7 OARC employees! Your commitment, expertise, professionalism and vulnerability is at the core of our ability to move the mountain of culture change that is before us.

With gratitude,



Dee Tripp with OARC REAL member Dave Stanyon

OARC TEAM



Dee Tripp
Executive Director



Melissa McVie
Director of
Communications



Stephanie Ventura
Director of
Education



Jennifer Langston
Operations &
Project Manager



Julie Garvey
Administration &
Finance Manager



Chloe Lee
Evaluation &
Quality Specialist



Melissa Matheson
Education & Home
Support Manager

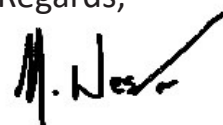
MESSAGE FROM MARY NESTOR, OARC BOARD CHAIR

The focus of the Board of Directors this past year has been on strengthening Board operations and continuing our commitment to service. Building on the foundation set down by the late Sharron Cooke, Past President and resident advocate, we continued our governance work in support of OARC being a strong, highly effective and sustainable organization.

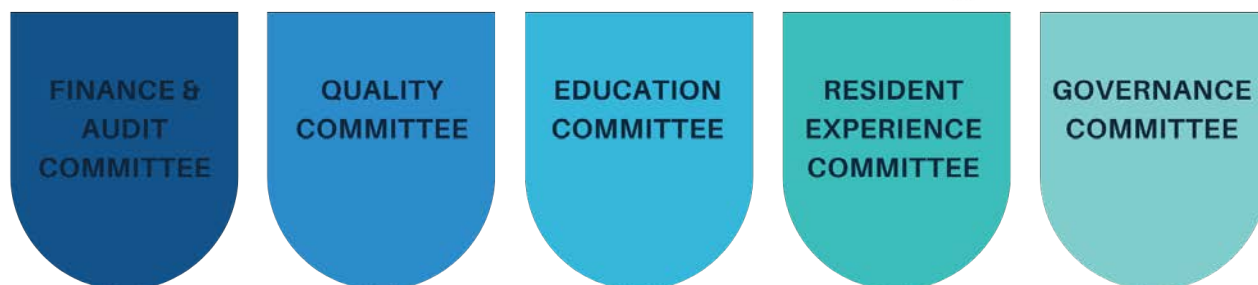
Based on the principle that the practical work of the Board occurs in fully functioning, effective committees, we finalized our full committee structure and welcomed external members with expertise in their respective fields to both our Quality and Education Committees. In keeping with our commitment to continuous quality improvement, we also conducted the first of what will become an annual Board Evaluation Survey, acting upon a number of key results to further strengthen Board functioning.

We look forward to the year ahead as OARC continues to fulfill its mandate for the benefit of all residents living in Ontario's LTC homes.

Best Regards,



BOARD COMMITTEES FORMED



OARC BOARD OF DIRECTORS

Chair: Mary Nestor, MKN Consulting, Former Senior Manager, LTC Homes Inspection Branch, Ministry of Health and LTC · **Vice Chair:** Dr. Fred Mather, Medical Director of Sunnyside Home, Past President of Ontario LTC Clinicians · **Secretary:** Dorothy Asselstine, Resident of Retirement Living, Former LTC RN/Director of Care · **Treasurer:** John Scotland, CEO at Steeves & Rozema · **Directors:** 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, Former Director of Education at Pioneer Network · Calvin Morrisseau, Former CEO of Fort Frances Tribal Area Health Services · Gale Ramsden, Resident Leader, Perley Health, REAL Co-Chair · Connie Redmond, Executive Director, Long-Term Care · Carolynn Snow, Resident Leader, Cedarvale Lodge Care Community · Murray Woodcock, Resident Leader, Extendicare Brampton

KEEPING IT REAL—Resident Advisory Group Update

OARC's REAL group members had a busy year of engagement and growth! One highlight included being part of webinar collaborations with our Ministry of Long-Term Care. REAL members have enjoyed participating as panelists and facilitating the "question and answer" portion of each webinar, ensuring that resident questions were prioritized. Our group also found it meaningful to be part of consultations with our government partners about pandemic response and regulatory changes. We had memorable interactions with college and university students, attended conferences and we proudly contributed to the development of e-learning modules with sector partners. We infused resident voice into LTC leadership and governance training programs and we ventured into a new medium, participating in 2 podcast interviews, enabling us to bring the LTC resident experience to a broader audience. Our group continues to expand and we welcomed 4 new members this spring.



REAL members: Leslie Froats and Devora Greenspon

OARC RESIDENT EXPERT ADVISORS AND LEADERS (REAL) GROUP

REAL Co-Chair: Devora Greenspon, Extendicare Bayview • **REAL Co-Chair: Gale Ramsden**, Perley Health, OARC Board Director • **Past REAL Co-Chair: Jennifer Blaik**, Psychogeriatric Resource Consultant, OARC Board Director • **Carol Burke***, Southbridge LTC Home • **Bernie Flanagan***, Cheltenham Care Community • **Leslie Froats**, St. Patrick's Home of Ottawa Inc. • **Gloria Macbeth***, Chartwell Brant Centre LTC • **Bob Neveu**, Villa St. Gabriel Villa • **Dave Stanyon***, Kensington Gardens • **Steven Wenzowski**, Queens Garden LTC Residence • **Jim Gilhuly**, Sunnyside Home

***New Members Recruited this year**



IMPACT

AREAS WORTH BRAGGING ABOUT

OARC is a leader in the culture change movement. OARC helps to change public discourse and mindset about life in LTC.

Residents' Council Support



48 Visits to LTC Homes across ON

Top Education Presentations:

1. Role of Residents' Councils in LTC: Legislation & Residents Bill of Rights
2. Back to Basics: RC 101
3. Shared Leadership Model



919 Education & Home Support

connections via phone calls, emails, and virtual

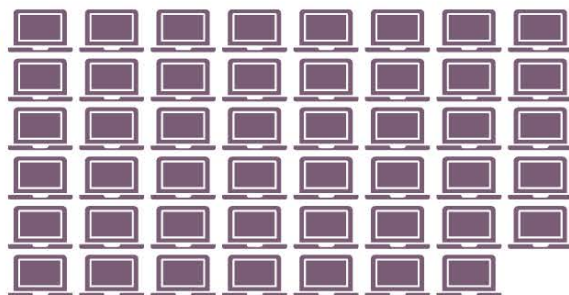
Top 5 Case Management Trends:

1. Governance & Operations
2. Support/Education
3. Residents' Rights
4. OARC tools & information
5. Legislation

60 Tailored Presentations with Residents' Councils (RC)

Networking

381 Residents Attended Resident Forums



100 LTC Home Team Members Attended Residents' Council Assistant Forums

*Launched the RCA forums in mid 2022

Webinars

5,236 Participants Attended OARC Webinars



Top Viewed OARC Videos:

1. Residents in Ontario LTC Homes Share the Residents' Bill of Rights
2. 27 The Line
3. An Overview of the Fixing Long-Term Care Act, 2021 A Webinar for Residents, Families & Caregivers

14,980 views from all archived webinars

Website & Social Media

20,300
Website Viewers

670
LinkedIn Followers

953
X (Twitter) Followers

14,980
YouTube Views

Membership

422 LTC Residents' Councils are members of OARC



*there are 622 LTC residents' Councils in Ontario

OARC supported and provided education to over **5,000** residents and over **2,900** RC Assistants (Managers), Administrators/Senior Management, Stakeholders with information about Residents' Councils (RC) and the issues that affect them.

Government & Stakeholder Consultations/Engagements



51 Government Consultation Meetings

1,900 Participants in Information and Education Sessions w/ Stakeholders

Outcomes of Government Consultation meetings:

1. MLTC working with OARC to create and present webinars for resident audiences
2. Evidence of OARC's language in MLTC slides and memos to sector
3. OARC contributed extensively on topics including: air conditioning, regulations, medication management, Resident Support Aide role

Topics of Stakeholder Consultation meetings:

1. Residents' Councils in long-term care homes
2. Residents' Bill of Rights and Residents' Council legislation
3. Introduction to OARC
4. OARC tools, templates and resources
5. Residents' Councils with a culture change focus (person-centred care)

3,066 Attended Ministry Webinars hosted by OARC for Residents

2,188 residents, 878 team members and stakeholders

**New this year

75% Increased Government Consultations compared to pre-pandemic

29% Increased Government Consultations compared to last year

OARC's Consultation with Government included:

1. Ontario Ministry of Long-Term Care bi-monthly Key Stakeholder Meetings with Minister Calandra's Director of Stakeholder Relations
2. Response and Recovery Advisory Committee (RRAC)/ Ministry of Long-Term Care Technical Advisory Table (MLTC TAT)
3. Strategic Long-Term Care Advisory Table (SLAT)
4. Ontario Health LTC Planning Table and Resident-Centred Working Group
5. Ontario Health Grief and Bereavement Working Group

OARC Receives Grant Funding

Research Project, "Facilitating Change so that LTC Residents Shape the Place They Call Home" Made Possible By 2 Successful Grant Applications

OARC is currently engaged in a 2-year research project funded by the Canadian Frailty Network and Perley Health (Springboard Grant Program), and the Canadian Institute of Health Research (Patient-Oriented Research grant).

This three-part co-designed project aims to integrate resident values, experiences and perspectives in the development of a toolkit that LTC home teams can use to meaningfully engage residents in home operations and organizational decision-making.

Stay tuned!

WHAT OTHERS ARE SAYING...

"Thank you for your note, and for all of the assistance that you and your fabulous colleagues provided in preparation for and delivery of the information session. We were really pleased to have the chance to engage directly with residents and remain committed to continuing to facilitate opportunities to engage with residents."

- Ministry of Long-Term Care
Webinar Collaborator/Facilitator

"I never knew that this was all involved, thank you for explaining it to me as I did not know what I was getting myself into. But you have made it easier to understand."

- Resident Leader

"Residents expressed that when they move to their new building they were excited to implement some of the ideas that were shared in how they can get involved with committees in the home. I think it's so helpful to have a 3rd party with an objective lens come in and talk to them, especially about these different topics."

- Residents' Council Assistant

"Thank you so much for joining our class yesterday. Our students expressed that they are excited about working with seniors in LTC!"

- College Instructor

"Thank you so very much for your comprehensive information on OARC resources and the role of the Residents' Council. Please know that our meeting and your information have given me much confidence."

- Resident Leader

"Webinar provided many actionable suggestions that we could implement in our home."

- Resident Leader



CELEBRATING RESIDENTS' COUNCIL WEEK!



Residents' Councils across the province celebrated the 3rd annual Residents' Council Week in September 2022. To help homes set up each Council for a successful week of recognition, OARC mailed out special edition Residents' Council Week promotional boxes filled with themed placemats, balloons, posters and activity ideas.

For a new spin on our Residents' Council Week contest, we invited Councils to submit pictures of their Residents' Council Information Boards and to tell us what they liked about their board and how they thought it could be improved. Out of over 20 contest submissions, three winners were selected and awarded gift certificates to put towards the purchase of a new, custom Residents' Council board. Congratulations to Rainycrest Long-Term Care Home in Fort Frances, Village Green in Selby, and Manitouwadge Health Long-Term Care Home!



VILLAGE GREEN



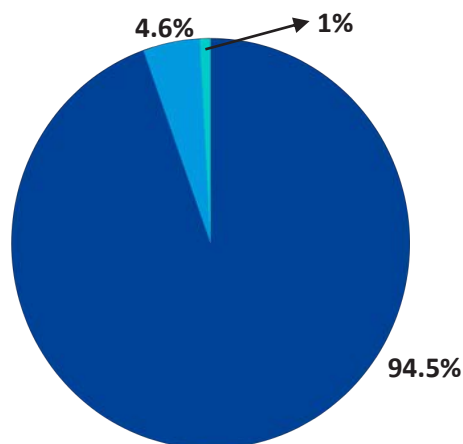
MANITOUWADGE HEALTH LTC HOME



OARC FINANCIAL REPORT

OARC is supported annually through our provincial government, the Ministry of Long-Term Care. In addition to this source of support, OARC receives financial resources through membership dues, sponsorships and other sources. Our audited statement is always available to share, and we are more than happy to answer any questions.

REVENUE

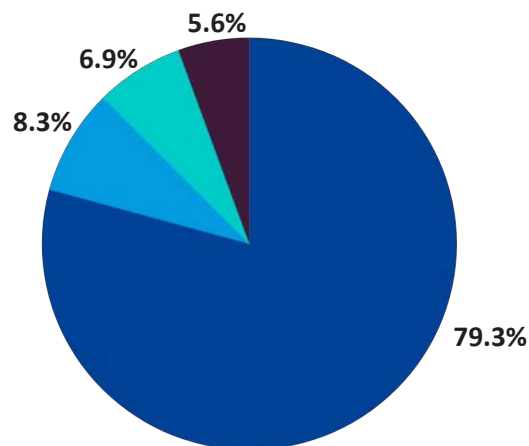


Ontario Ministry of Long-Term Care
\$771,100

Membership Dues \$37,600

Confidence in Culture Change
Sponsorship \$7,100

EXPENSES



Personnel \$664,564

Administration \$69,394

Tools, Resources, & Communications
\$57,942

Professional Fees \$46,591

CONFIDENCE IN CULTURE CHANGE SUPPORTER PROGRAM

OARC's Confidence in Culture Change Supporter program enables LTC sector partners and others to demonstrate support for our vision and invest in our work in the form of a monetary contribution. Support from this program helps OARC by extending our reach and enabling us to do *more*. These funds allow us to travel further, reach more Residents' Councils and engage in special projects. They also provide opportunities for OARC's Resident Leaders to attend conferences, workshops and collaborative meetings.

Thank you to Java Group Programs and the Ontario Centres for Learning, Research and Innovation in Long-Term Care for supporting our program in 2022-2023.

www.ontarc.com/membership/confidence-in-culture-change-supporter-program.html

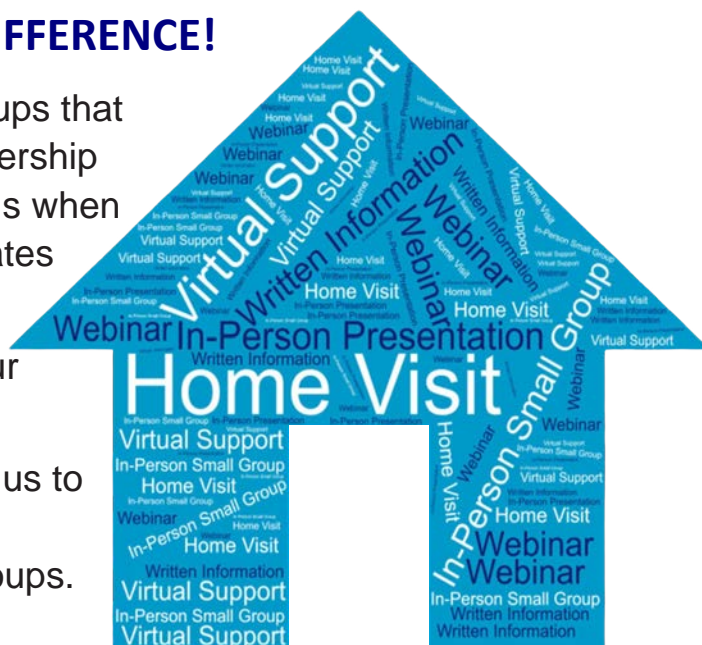


YOUR MEMBERSHIP HELPS US MAKE A DIFFERENCE!

A sincere thank you to the Residents' Council groups that supported our organization through annual membership during the 2022-2023 year. It means so much to us when we visit homes and see your membership certificates displayed proudly!

Membership dollars strengthen our ability to do our work.

Thank you for seeing our value and for entrusting us to reflect the resident voice and share your lived experiences with government and stakeholder groups.



Together, we are inspiring a better tomorrow and bringing about real culture change in LTC.

"You were just outstanding— so thoughtful & articulate. Such a wonderful voice for residents living in long-term care. You are truly inspiring a better tomorrow."

-LTC Sector Conference Delegate

OARC extends a special thank you to our Corporate Members for the 2022—2023 fiscal year:



S&R Nursing Homes Ltd.
Steeves & Rozema Group



APANS
Health Services

Quality Long Term Care in Ontario.



GET TO KNOW THE ONTARIO ASSOCIATION OF RESIDENTS COUNCILS (OARC)


Formed over four decades ago by residents living in Ontario long-term care homes, OARC is a non-profit association with a mandate to support residents and their Residents' Councils. OARC lifts, leverages and amplifies resident voices and lived experience at the government and systems levels *and* at the individual long-term care home levels, ensuring that the people who call long-term care home help to influence policy and home operations. OARC is uniquely positioned to fulfil this mandate because everything we do is done alongside residents.


Through OARC's mandate, we encourage, support and assist residents in:


- Forming, operating and sustaining effective Residents' Councils
- Becoming participants in their long-term care home operations and communities
- Sharing and consolidating ideas and promoting policies that improve quality of living
- Educating the community about life in long-term care, including the issues they face


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