

Seasons

Celebrating the Seasons of Life | For Residents, By Residents

Fall/Winter 2022

Residents' Council Week Celebration Highlights

Keeping it REAL
OARC's Resident
Advisory Group is
Expanding

Residents Involved in
Medication Safety



Seasons

Published twice a year, *Seasons* contains news and information of interest to those living and working in Ontario long-term care homes.

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- PICTURES – we love sharing your pictures
- Submission title and authors
- 300-word (maximum) story summary of the event, project, program
- Your contact information

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Cover Page Photo

Resident Leader Rey Venenciano and team member Lori Steep were all smiles during Residents' Council Week Celebrations at Golden Manor in Timmins. Rey was awarded a trophy for being the Most Active Residents' Council member at his home!



Save the Date: Residents' Council Week 2023
September 11-17th, 2023

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Thank you for Participating in OARC's Residents' Voices Survey!

CONTEST: FIND THE HIDDEN SNOWFLAKE



If you are a resident living in an Ontario long-term care home and you find the hidden snowflake, please email:
mmcvie@ontarc.com before February 10, 2023. Be sure to include your name,

address, and the page number where you found it! Winner will be selected by random draw.

Congratulations to our previous contest winners Pauline Nicholls, Kyung Bin and Oliver Flight for finding the hidden tulip in our last issue.

Happy Hunting!

Greetings from OARC Board Chair



I welcome you to the Fall-Winter 2022, edition of Seasons magazine. You will note that for this current edition, I am writing the introductory message alone, without our dear friend and colleague, guiding light, trailblazer, and Past President of OARC, Sharron Cooke, who passed away at the end of August. I had always looked forward to our collaboration in creating these messages. Sharron reflected her voice and focused thoughts in the words we shared with you. We all dearly miss her.

Melissa McVie, OARC's Director of Education and Communications, captured our collective sentiments so well in saying that, "it feels very strange that this edition of Seasons does not include Sharron's name or contribution, but I know the tone of each issue is always an embodiment of her voice and spirit." As you read through the articles and features in this edition, you will sense themes emerging which speak of innovation, celebration and forward momentum. This is very purposeful.

As we look out our windows and see falling leaves replaced by snowflakes, and as we all begin the natural process of 'hunkering down' for the fall and winter seasons, this becomes a time of reflection and anticipation: a time to think back and reflect on what we have experienced and accomplished over the course of the past year; as well as a time to anticipate new challenges, look forward to new ideas and projects, and continue the momentum that has propelled us to where we are today.

Many long-term care homes and the people who help shape and enliven them (including and especially residents!), have been focused on getting back to familiar and cherished activities, but in new and adapted ways. We should take great encouragement in the fact that significant strides have been made in many areas, among them:

- **Getting Residents' Council meetings and other programs back on track.**
- **Pursuing new quality projects and innovations with resident input and involvement.**
- **Starting to celebrate and (cautiously) gather again — a great example being the numerous and successful activities of this past September's Residents' Council Week.**

Together, we are finding ways to recognize and validate challenges, honour our progress, set new goals and forge ahead.

At OARC, we have had an exciting and productive year, launching Board Committees, welcoming a new Board Director from Fort Frances, Ontario, and increasing the OARC Team's capacity with a new team member who specializes in research, quality and evaluation. We also launched a province-wide Residents' Voices Survey this past summer which has proven to be an invaluable source of critical information about the current state of Residents' Councils and resident engagement. The Survey results are highlighting needs, key challenges and opportunities, from the perspective of over 1,000 residents, LTC home team members and LTC leadership. We extend a sincere THANK YOU to every one of you who took the time and made the effort to complete the Survey. (Continued on next page).

Greetings from the Board Chair (continued)

Our Resident Advisory Group — Resident Experts Advisors and Leaders (REAL) — is currently in an exciting stage of expansion, as we seek new residents to join us to reflect the diverse lived experiences of people who call long-term care homes, home.

OARC's REAL group plays a critical role in informing the work and priorities of our organization, including our Board of Directors, and helps us amplify and elevate the voices and experiences of residents.

As you read this, I ask you, dear Reader: could this be you? If you see yourself in the role of a Resident Leader in your own home, or aspire to

become one — please get in touch with us and throw “your hat in the ring!”

Thank you for walking this journey with us.

I wish every resident continued strength and a sense of hope. I leave you with these words of encouragement: celebrate your achievements and keep the momentum going!

I wish you the very best of the coming months, the beautiful Holiday Season, and the New Year.



Mary Nestor, *Chair, OARC Board of Directors*

Team Member Spotlight: For the Love of Nursing



Similar to residents, our team members each have their own unique story and their own personal “why” that has guided them to pursue a career in LTC.

Here is Janelle's story:

Inspired by cousins working in caring professions, Janelle completed 2 years of Practical Nursing education back home in the Philippines before relocating to Canada with her family in 2008. She completed her studies at George Brown College.

Like many students, Janelle hit a period of uncertainty part-way through her academic journey, after a clinical placement in a hospital left her feeling unsure. Thankfully, a new placement opportunity at a long-term care home alleviated any remaining fears, and reaffirmed her trajectory as a Registered Practical Nurse...and she's never looked back!

Janelle's passion at her Nursing placement led her to eventually secure part-time and later full-time employment at Silverthorn Care Community (formerly Specialty Care Mississauga Road), where she has worked for the last 11 years. Describing how different she felt working in long-term care (compared to the hospital), Janelle shared how ‘homey’ it is. She instantly felt like part of a family and wholeheartedly embraced her new role working with residents.

Janelle finds joy and satisfaction in helping others and knowing that she is making a difference in people's lives. She enjoys getting to know each person and learning what makes them unique. Working on a secure home area with people with dementia, Janelle speaks to the importance of person-centred care, teamwork and collaboration in order to provide the best quality of life for the residents. Positive feedback from residents and their families keep her heart full and happy, even when times get busy or difficult. **Thanks, Janelle, for all that you do!**

Seeing the Person First.

Take the Person-Centred Language Pledge Today!

To date, almost **11,000 people** have taken the **Person-Centred Language (PCL) Pledge** and have committed to changing the way they interact with and refer to people living with dementia and other complex mental health conditions.

Since its launch in 2017, the goal of the PCL Initiative has been to develop a set of commitment statements and associated products to **inspire language choices that are appropriate, respectful, life-affirming, and inclusive** when interacting with and referring to individuals who communicate via responsive behaviours/personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions, as well as their partners in care. PCL also highlights changes in terminology such as using 'home' as opposed to 'facility' or using 'clothing protector' and 'briefs/continence products' instead of bibs and diapers.

While the PCL Initiative is co-led by the Behavioural Supports Ontario (BSO) Provincial Coordinating Office at the North Bay Regional Health Centre and the Ontario Centres for Learning, Research & Innovations in Long-Term Care (CLRI) at the Schlegel-UW Research Institute for Aging (RIA), **it is kept alive by people like you.**

So, what are you waiting for? We invite you to take the pledge today and download your certificate at:
www.behaviouralsupportsontario.ca/pledge.

Already taken the pledge? Tell a friend, a team member, or fellow resident and share what inspired you to make the commitment.

Residents and Residents' Councils can play an important role in their LTC homes and can be ambassadors that model and embrace PCL. Support your community in changing the way we all speak about people living with dementia with our Word Swap poster inserted in this month's magazine.

Finally, stay in touch! Tell us how you've incorporated the PCL initiative in your life by e-mailing us at: provincialbso@nbrhc.on.ca.





OARC's Resident Advisory Group is Expanding!

Formed in the summer of 2021, the Resident Expert Advisors and Leaders (REAL) group is OARC's provincial advisory group, comprised of residents living in long-term care (LTC) homes across Ontario. Members of the REAL group bring individual strengths and experience to inform the work of OARC and help raise awareness about issues of importance to residents. REAL members come together once a month for meetings. Some help to facilitate OARC's weekly Resident Forums and participate on OARC's internal Board Committees.

Based on their self-identified interests, REAL members

are involved in consultations, presentations, research, as well as curriculum and resource development — bringing their invaluable perspectives and expertise as residents to inspire LTC culture change, improve resident quality of life and educate sector partners and broader public. Through this recruitment effort, we are looking to expand our current group to broaden our perspective and to reflect more diverse lived experiences of people living in LTC.

- Are you an engaged resident living in an Ontario long-term care home?
- Are you interested in lending your voice and experience to discussions at the community and provincial levels to educate others and inspire change?
- Would you welcome opportunities to provide advice and consultation to government, media, students or other stakeholder advisory groups?
- Do you bring a regional, cultural, lifestyle or health-informed perspective that you'd like to see reflected on our REAL group?

Everyone has a unique story to share and OARC celebrates and honours this through a person-centred approach. If you answered YES to any questions above, we want to hear from YOU! You don't need to be a Residents' Council expert or have any specific training to apply. To express your interest, visit www.ontarc.com/who-we-are/real.html or contact Melissa McVie from the OARC team at mmcvie@ontarc.com.



We asked our current Resident Advisors:

**What do you do you enjoy most about
being a part of OARC's REAL group?**



Jim Gilhuly, Kitchener

"I enjoy the opportunity to interact with the members of the group-fellow residents from around the province, OARC team members and Board representatives."

Gale Ramsden, Ottawa

"I enjoy being able to be part of research teams and working groups focused on influencing necessary and positive change in long-term care. Government has recognized change is required and is poised to act. Being a REAL member gives me the opportunity to act as a resident specialist providing insight into what is broken in LTC as well as providing the voice of the resident and lived experience and expectations. Jointly, by involving residents in the redesign, we can reshape what LTC will be in the future."



Steven Wenzowski, Hamilton

"I think being a REAL member is to realize I am not alone in challenges and problems. It is not restricted to my home but rather provincially."



I am a person with unique strengths, skills, interests and lived experience.

I am a resident living in an Ontario long-term care home.

I have a voice and I am an advocate in my home.

I am solutions-oriented and I am not afraid to challenge the status quo.

I celebrate successes, look for opportunities and contribute to quality improvements to make LTC better for all residents.

I am not done yet... I am still here and I am whole.

**I am an OARC REAL
group member.**

Reflecting On Residents' Council Week

Residents' Council Week (known as RC Week for short) is a time to be creative, celebrate successes and to raise awareness about the invaluable contributions that residents make in shaping the places they call home. This year marked our third RC Week in Ontario, and we can confidently say that this annual tradition just keeps getting better and better. Many long-term care (LTC) homes took to social media to share their innovative programming, and the team at the Ontario Association of Residents' Councils was left feeling truly inspired. This section profiles a handful of homes to get you thinking about your plans for 2023!

Special Travelling Information Board:

LaPointe-Fisher Nursing Home

Determined to create a home-wide buzz about RC Week and to make it accessible for everyone, the residents and team members at LaPointe-Fisher Nursing Home in Guelph transformed a rolling cart into a special travelling Resident Information Board featuring the Residents' Bill of Rights, activity sheets and photos of Residents' Council Leaders. The group also proudly showed off their OARC Membership Certificate and personalized their own Resident Recognition Awards to hand out!



The Residents' Council members at LaPointe-Fisher Nursing Home feel that they have a strong voice in their Home. They are proud to live there and commend all team members and management for honouring and upholding their residents' rights. The Council reviews a right at each meeting to ensure that residents also know them and stay well-informed.

Shared by: Carol Begg, Activation Manager

Save the Date: Residents' Council Week 2023

September 11th -17th

Mission Possible:

Victoria Village Inc.

When RC Week kicked off at Victoria Village Inc. in Barrie, so did a special “Mission Possible” challenge that brought together residents and team members to get more familiar with the Residents’ Bill of Rights! Each day, new secret envelopes containing clues were hidden in the home. Residents also starred in daily social media teaser posts to help drum up interest!



Rolling Out the Red Carpet At Pine Meadow Nursing Home

It was all glitz and glam at Pine Meadow Nursing Home in Northbrook, and their week of Residents’ Council festivities concluded with a special awards ceremony. Each resident was awarded a certificate highlighting their individual qualities and contributions—no two awards were alike! Residents welcomed the chance to toast the occasion after receiving a glass of wine. It was a very memorable day and residents were proud to have won something.

Shared by: Sarah Thompson, Program Manager



Learning, Reflecting and Celebrating: Residents' Councils Exhibition Event at Dundas Manor

At Dundas Manor in Winchester, it was all hands on deck to host and participate in a special home-wide Residents' Council-themed exhibition event. Residents, team members, families and volunteers enjoyed a morning of learning about the key role residents play in LTC home operations, how their input is sought and acted on, and how everyone works together to make their home the best it can be. Decorative information boards, recognition awards and tasty treats set this event apart!



Celebrating Residents' Councils



QUEEN'S GARDEN, HAMILTON



GRANDVIEW LODGE, DUNVILLE



CENTRE D'ACCUEIL ROGER-SÉGUIN,
CLARENCE CREEK



YEE HONG CENTRE, MARKHAM



VALLEY MANOR, BARRY'S BAY

COUNCIL DISPLAYS THAT BLEW US AWAY

Meaningful Murals Heighten Resident Wellbeing at peopleCare Delhi

Shared by: Kristen Leal, Director of Programs

The new Sensory-Scapes murals at Delhi LTC incorporate images that hold deep roots within Norfolk County, such as its rich farming history. These images provide residents with the opportunity to reminisce and feel connected to their community.

By choosing images that reflect our local area and those who spent time living and working here, our aim is to support our residents in feeling a sense of belonging. Our residents are important members of their community, and our goal is to make sure they feel their history is being respected and passed on to future generations.

Norfolk County is known as the “Heart of Tobacco Country” in the Ontario tobacco belt. Mary, a resident at Delhi LTC, owned a local tobacco farm for many years. She’s very proud of her family’s heritage and the farm she ran alongside her husband and children. To Mary, this mural feels like a salute not only to her and all other local farmers, but to Norfolk County as a whole.

“Growing tobacco wasn’t just a way to support your family financially, it became a lifestyle,” says Mary. “In addition to the fun of planting, growing and harvesting tobacco, there were lifelong friendships formed through the tobacco shareholder association, summer BBQs and the end-of-season harvest festival.”

Harvest Fest is a long-standing local tradition celebrating Norfolk’s hardworking farmers and beautiful crop, and a wonderful opportunity to bring the entire community together. We’re thrilled to have collaborated with Sensory-Scapes to bring images into our home that evoke familiar scenes from our community in a meaningful way!



Resident Therapy Dog: An Essential Care Provider at Maple View Lodge

Shared by: Coralee Boileau, Registered Nurse

In 2019, Maple View Lodge, a long-term care residence in rural Athens, Ontario, was accepted by the Registered Nurses Association of Ontario (RNAO) to start a three-year process of becoming a Best Practice Spotlight Organization (BPSO). We can proudly say that we achieved BPSO designation this year.

Throughout the pandemic, our dedicated staff have worked diligently to improve care and quality of life for our residents.

Focusing on RNAO's Person and Family-Centered Care Best Practice Guideline as well as others, we have successfully

implemented and sustained many evidence-based best practices at our 60-bed home.

Our team strives to provide exceptional resident and family-centered palliative care. An important and enthusiastic member of our palliative care team is our home's resident Labradoodle dog, Maple. Pet therapy is known to improve the lives of residents in a variety of ways, including decreasing blood pressure and elevating endorphins, which in turn may improve a resident's mood.

Maple has been a resident therapy dog since her puppyhood. She has a calming effect on everyone she encounters, greeting pandemic-stressed staff and lying with residents during periods of illness and in their final days. Maple is also an active member of the Recreation team, participating in 'Movie Night with Maple'. Maple is also engaged in many one-on-one resident visits in each of the resident Home Areas. One resident, Margaret Weiss says of Maple, "She is very cuddly and friendly, loves to get right up on my bed and she has ears like silk."



Maple's visits spark moments of remembrance and recognition, and prompt feelings of love for animals inherent in many residents living with dementia. From morning to night Maple is an essential staff member and plays a special part in our Maple View Lodge family, bringing joy to our staff and residents, and improving the quality of life and lifting the spirits of everyone she meets.

Granite Ridge Residents take a Dream Vacation

Shared by: Kayla Sparling, Director of Resident Programs

Imagine: it's newly spring at Granite Ridge Care Community in Stittsville and our monthly Residents' Council meeting begins. It is a small group today, we've just finished an outbreak and things aren't quite back to normal yet. As we go through the meeting minutes template, we come to the 'Outings' section. For a moment, we celebrate the ability to leave the Care Community again and start brainstorming ideas for future outings. Someone shares that the summer is fast approaching and the reminiscing starts: trips with family to the cottage, spending time by the water, getting outside, soaking up the sun and breathing in the fresh air. And then a thought... "Why can't these memories be re-created?"

Immediately after the Residents' Council meeting ended, we started researching locations that offered accessible accommodations and spaces by the water. There was a lot to consider but nothing was going to stand in our way of making this trip a reality!

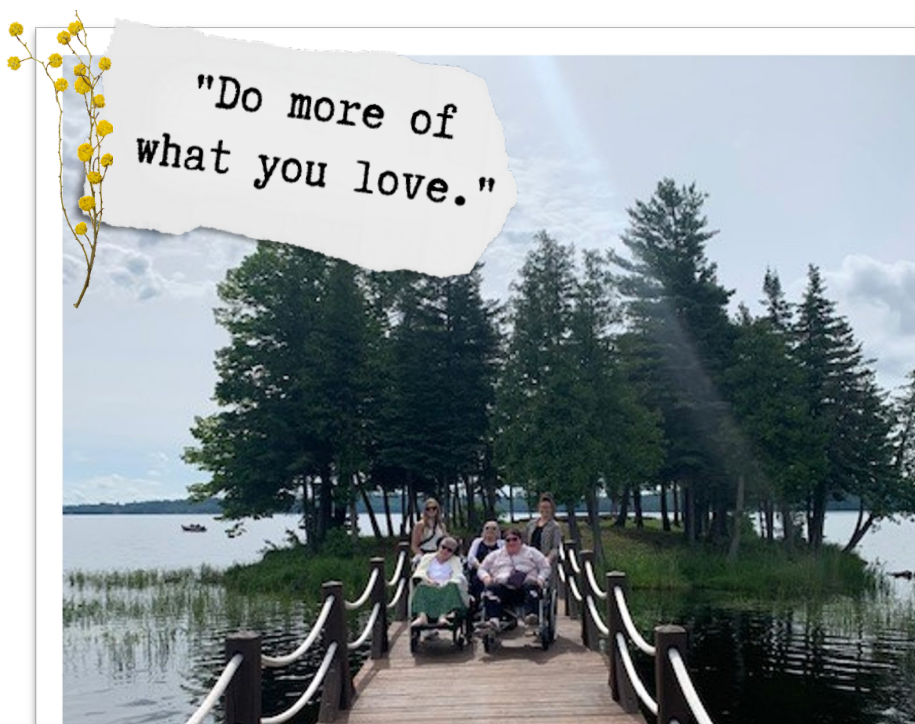
On June 29th, 2022 the Therapeutic Recreation Team, Kyarah, Paige, and Kayla, accompanied five residents on a delightful getaway to Calabogie Peaks Resort— located about an hour away from our long-term care home. We played games, sat by the water, had a bonfire, enjoyed gooey S'mores treats, danced with sparklers, and made many magical memories.

When we returned, Diana, a resident who participated on this special outing shared, "I want to stress how wonderful it was to be surrounded by such positive energy. Kayla, Kyarah, and Paige

operated like a well-oiled machine and there was nothing that they couldn't handle with a smile. I enjoyed great food, a good sleep, seeing a new place, and making new friends."

Helen, another resident remarked, "thank you so much for organizing and making this trip so special. This was above and beyond my expectations and left me totally exhausted and wonderfully happy."

That day we proved that any dream could become a reality!



peopleCare Hilltop Manor Medication Safety

After being selected as one of ten provincial Safety Champions by the Institute for Safe Medication Practices (ISMP) Canada, the team at Hilltop Manor Long-Term Care made a commitment to prioritize medication safety as a home-wide initiative.

The aim of the Home's project was to increase resident and family understanding and knowledge of medication safety, and to strengthen the partnership between all members of the circle of care.

With project goals in mind, in late spring 2022, the team began by inviting a resident and family member to join the Medication Safety Committee. Brenda Mercer, head of Hilltop's Residents' Council, and family caregiver Val Scherer, enthusiastically stepped up to the call for interested participants.

With the team's support, the duo took the lead on conducting in-person surveys of fellow residents, families and other designated caregivers on medication practices in the Home. Their high-touch approach complemented the use of online surveying to reach even more family caregivers and substitute decision-makers (SDM's).

Resident Brenda feels the survey was a great opportunity for residents to share their thoughts on a variety of issues that matter to them. "It is important for residents to receive effective communication on the medications



they're taking," she says. "We also appreciate having a say in areas of our care besides our prescriptions."

Survey questions included:

- *How involved are residents in decisions about their medications?*
- *How aware are residents about their medications?*
- *How do residents communicate their concerns to the clinical staff?*

The team has developed an action plan and tools to address some of the issues that arose and plans to repeat the survey in six months. Outcomes that will help measure the project's success include percentage of resident engagement with an increased knowledge and satisfaction with the Home's medication practices, and percentage of family involvement in the follow-up survey.

Reflecting on the experience, Val shared, "I want residents to feel empowered and have a voice for any questions or concerns. Everything we're doing will benefit residents today and in the future."

Thanks for the inspiration, Hilltop Manor!

Thank you for taking part in our Residents' Voices Survey!

OARC would like to thank everyone (all 1,000 of you!) who took the time to complete our Residents' Voices survey this summer!

We sincerely appreciate your time and commitment to strengthening Residents' Councils and supporting the work of OARC, and have already started to put your invaluable feedback into action as we plan for 2023!



From those who responded to our survey, we learned:

86% Residents' Councils meet on a **monthly** basis.

33% of Residents' Councils have adopted a **Shared Leadership Team Model**.

Dementia education (including communication strategies) is the **most desired topic for future learning**.

Residents prefer to receive information through **in-person education** sessions over webinars and written information.

The average rating of the **importance of Residents' Councils** among residents was 4/5.

44% want more education on the **Residents' Bill of Rights**.

Stay tuned as we share more about our survey findings and what this means for residents and Residents' Council supporters in our next issue of Seasons!