

Seasons

OARC Ontario
Association
of Residents'
Councils

Celebrating the Seasons of Life | For Residents, By Residents

Fall/Winter 2023-24



RESIDENTS' COUNCIL INSPIRATION & INNOVATIONS:

MEANINGFUL ENGAGEMENT

PARTNERING FOR SUCCESS

INFLUENCING POSITIVE CHANGE

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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Story Submission

To share your story, please email Melissa McVie at mmcvie@ontarc.com with the following information:

- Your article (250-300-word maximum) including a summary of the event, project or program
- Submission title and authors
- Pictures to bring your story to life for our readers
- Quotes – we love hearing about resident reactions to your programs/initiatives

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Cover Page Photo:
Newmarket Health Centre celebrated the 3 pillars of their Residents’ Council during RC Week! Pictured from L to R: Michael, Joanne (RC Assistant), Karen, Erin (Acting Administrator) Dorothy and Ahsan.

Contest Making the Most of this Magazine

In this issue *Seasons*, we are launching a new kind of contest, to help you make the most of this copy of *Seasons* magazine. To enter, complete the checklist on the back page, take a picture or scan of the checklist, and send to Melissa McVie by email at mmcvie@ontarc.com *before* March 1, 2024.

Be sure to include your name and address. Winners will be selected by random draw for a gift card prize. Congratulations to our previous contest winners Joanne Easby (St. Catharines), Wayne Dugas (Powassan) and Harold Moffatt (Bowmanville) for finding the hidden pride flag in our Spring/Summer magazine.

Message from the OARC Board Chair

Welcome to the Fall/Winter 2023-24 edition of Seasons magazine!

You will find its pages full of interesting, inspiring, enlightening, and hopeful stories. Indeed, this is an edition which confirms that the spirit of residents and everyone who supports and empowers them, is strong. When OARC embarked on its journey, many years ago, of promoting, educating and spreading the word about culture change in long-term care (LTC) homes, it seemed a daunting task.

Where to start? The answer — one conversation at a time, one LTC home at a time, one event at a time. And, a strong, focused commitment.



**Mary Nestor, Chair,
OARC Board of Directors**

Through the efforts of Residents' Councils and Resident Leaders across the province, as well as the work of OARC and devoted leaders in LTC Homes — culture change is happening!

What does hope and progress look like? It is demonstrated in authentic resident engagement and contribution to initiatives and innovations in LTC Homes — initiatives you can read about in this edition, such as a program connecting residents with artists amid the pandemic, the development of legacy projects, a Resident Greeter Program, residents meaningfully engaged in Emergency Preparedness, a Residents' Council actively involved in updating a Home's Mission Statement, and of course, highlights from Residents' Council Week!

There are many more stories and examples of resident engagement, and quality improvements related to a renewed commitment to true person-centred care. We are seeing forward momentum and celebrating incremental progress in many areas. However — there is still more work to be done. We invite you to join Resident Leaders across the province and OARC as we continue on this journey.

In the pages of this edition you will also find a story about the first recipient of the annual Sharron Cooke Legacy Award, which is such a beautiful remembrance and tribute to our trailblazer, the late Sharron Cooke.

Enjoy this edition! Gain inspiration and find hope.

I wish you all the very best as we celebrate the Holiday Season and then welcome the New Year.

A handwritten signature in black ink, appearing to read 'M. Nestor', with a long, sweeping flourish extending from the end.

Team Member Spotlight

An Administrator's Journey to LTC

Shared by: Tammy McNally, Administrator
Rainy River Health Centre and Emo Health Centre

*Similar to residents, the leaders working in long-term care (LTC) homes have their own unique story and a personal journey that led them to work in LTC. **This is Tammy's story:***

I was born in Red Lake, Ontario, and moved to Rainy River as a child. I attended the Confederation College Registered Nursing program in Thunder Bay and believe it or not, when I graduated in 1985, there were very few permanent Registered Nursing jobs available. Following graduation, I returned home and began working at the Rainy River Hospital. During this time, I completed my Honors Bachelor of Science in Nursing through the first distant education program at Lakehead University. I then worked as a Case Manager for the Home Care Program for 10 years before returning to the hospital where I have been for the last 23 years.

I didn't particularly pursue a career in LTC, it is more like I evolved into the role. Working with people in the Home Care Program, and supporting them to stay in their home or transition to a new home in LTC, was a very rewarding experience. **When my current position became available, I felt that this was my calling to continue the work and further help the community.**

I am the Administrator at two small ELDCAP homes: Emo and Rainy River Health Centres. ELDCAP homes are LTC homes attached to a hospital. There are 15 homes like this in Ontario, many of which are located in Northern Ontario. Rainy River is home to 21 residents and Emo is home to 12. These two small homes are warm and inviting places, with a close community feel. **The best part of my role is getting to know the people we are caring for.**

The Resident's Councils in both homes are made up of all the residents. I am invited regularly to attend their meetings, where we can talk about issues, provide information and education, and build relationships. As an Administrator, I try to be very visible to the residents and visit down the hallway at least once a day, chatting with whomever I see. These personal interactions are a continual source of inspiration. The individuals we are caring for have had such rich lives with a multitude of experiences that we need to hear and celebrate. I have a passion for the residents and I am committed to ensuring that they are cared for and honoured in the best way possible. It is such a privilege to work in LTC!



Administrator Tammy stands proudly by a piece of stained glass at Rainy River Health Centre. The glass was a donation from the local United Church at the time the home was built—exemplifying the strong community

OARC Membership Update



Did you know that OARC's membership fees have not increased in over 30 years?

Membership dollars allow OARC to 'dream big' and do things that build upon and enhance our ability to fulfill our mandate.

After careful consideration and consultation, OARC's annual membership fees will be increasing at the start of our next membership year (beginning April 1st, 2024).

We are extremely grateful for our growing number of individual Residents' Councils and organizations who continue to demonstrate support for our work and help to further our impact through their annual OARC membership — Thank you!

New Membership Fees:

LTC Home Size (# of residents)	Current Membership Fees	*New* Membership Fees (beginning April 2024)
1-99	\$50	\$75
100 - 199	\$100	\$150
200+	\$150	\$225

Note: OARC's membership year follows the long-term care fiscal year - April 1st to March 31st.
Contact Jennifer Langston at jangston@ontarc.com or 1-800-532-0201 Ext 220 for any questions or support needs related to your Annual OARC Membership or Corporate Membership.

"Having OARC in our corner makes us feel validated and well-supported—and when issues arise, we feel empowered with solutions. They are an excellent resource to our Council!"

~Residents' Council Representative

A Restless Dissatisfaction with the Status Quo

By Dave Stanyon, Resident Leader, Kensington Gardens
and OARC Resident Advisory (REAL) group



REAL members Dave and Devora during a recent Equity, Diversity and Inclusion in Long-Term Care Advisory Committee Meeting.

Looking back over my life as I am wont to do now that I am in the ‘twilight’ of my life, I realize that this feeling I carry around with me has guided many aspects of it. From something as simple as trying different cuisines of the world, to advocating in my business career to always having something in test market... a wise philosopher (Heraclitus)

once observed that “the only thing constant is change,” which on the surface would appear to be a paradox, but it’s true.

Reflecting back on my early physics learnings, the second law of thermodynamics clearly states that entropy always increases with time or, in other words, the entire Universe and everything in it (including you) is slowly, but inevitably descending into chaos. But don’t be alarmed, for this is what is supposed to happen as simple states will always become more complicated! Just think of the dynamics within any relationship over time... like I said, complicated.

So this is why I embrace change. It’s inevitable, so why not enjoy the ride? And do you know what makes it really fun? When you can be part of the group that gets to decide exactly what that change should and/or will be.

I volunteer when and wherever I can. Not only is it fun, but it also occupies a lot of time which might otherwise be spent in less productive ways like contemplating my navel, it’s a great way to keep my brain active and occupied and besides... it’s interesting too!

In the same way that it takes a village to raise a child as the expression goes, so too are many, many hands required to make your home run like a well-oiled machine that provides you with not only the quality of life you are entitled to and deserve, but a place you are proud to call ‘home’.

Don’t like the menu? Join the Food Committee.

Dissatisfied with the way certain things are done around your home? Bring it up at the next Residents’ Council meeting... which is your right.

And who knows more about the so called ‘resident experience’ than you... a resident!

Volunteer! Your input will be both welcomed and appreciated.

What brings you joy and a sense of purpose as a resident in LTC?

By Art Thompson, Tullamore Community



Major changes came my way in March 2017, when I was rushed to the hospital in very poor condition and had an emergency operation on my right kidney. I was a frail 117 pounds and could barely walk and subsequently lost the use of my legs through diabetic neuropathy. After a three-month stay, I went to a recovery facility where I was told that I would NEVER walk again—so distressing and depressing! I wondered, “would this be the end for me?”

My next move was to a LTC home in Brampton, Ontario, where I still reside to this day. Through my own sheer will and determination and with the help from those that care, my legs have responded to physiotherapy and I’m able to walk up the street with a walker and occasionally short distances unassisted with a cane. A delight after feeling mentally and physically confined.

As a resident, I have experienced many ups and downs, especially with the demands of the pandemic including the isolations and other severe protocols. These restrictions along with observing others enabled me to use my poetic skills to write uplifting rhyming poems for both the residents and frontline workers who really appreciated these gestures as we all needed something lighthearted to encourage others through the “doom and gloom” period.

Through my poetry, I was contacted by a Toronto Reggae singer who enjoyed the verses and asked me if I had ever written any songs to which I replied, “not yet.” This venture really excited me, and I ended up meeting Kandice Kash, my singer and collaborator and her family, and even went to the recording studio. So far, we have recorded seven of my songs and are very close to completing the album for release. I might add that I had NEVER been in the music or writing industry until my life changed in LTC. I also met Josh Webber, a singer/musician from South Africa. Feeling inspired by a piece I wrote called “Save the Children,” he composed, sang and played acoustic guitar using my words, then he recorded it. Since then, we have released this single, which you can listen to using this link: <https://savethechildren.hearnow.com>.

The newfound energies within me have opened up so many other doors. We now have poetry classes once a month for residents to learn, participate and give words to their personal journeys or on any subject. Last year, this exercise resulted in the compilation of a Christmas song, using the residents’ own words, which we proudly rehearsed and recorded.

The support and friendship I share with Activity Aide, Fernanda Cunha, has been another bright light for me in LTC. She is a professional Latin American singer and we resonate on a few levels.

I am writing this story to help others know that living in **LTC is NOT the end of your life** and if “I” can shift my direction, then anyone can. Hopefully this message encourages others, despite their circumstances to continue going forward on this journey we call life.

Meet Our Minister of Long-Term Care



Question and Answer with Minister Stan Cho

In early September 2023, the Honourable Stan Cho was appointed as our new Minister of Long-Term Care. OARC was thrilled to host Minister Cho during our Residents' Council Week Celebration webinar on September 13th— the Minister's second week on the job! Minister Cho welcomed this opportunity with open arms, and since then, he has

committed to keeping lines of communication open to OARC and the residents and Councils whose voices and lived experiences we strive to reflect. In this article, OARC poses questions to Minister Cho to learn more about him personally, and his vision for the future of long-term care in Ontario.

Question: Minister Cho, can you tell us a little about yourself, your hobbies, and the important people in your life?

Answer: I was born in Rexdale, and when I was about 8 years old, our family moved to Willowdale, another neighbourhood in the city of Toronto. For school, I went to York Mills Collegiate and attended the University of Toronto, where I majored in Philosophy, played varsity rugby, and served on student government. Naturally, being Toronto born-and-raised, and an all-around sports fanatic, I'm an avid Blue Jays, Raptors, and Maple Leafs fan.

My family are the people most important to me. My dad immigrated to Toronto from South Korea without knowing the language or culture, but he understood something essential about this place: if you're not afraid to work hard, there are opportunities here for everyone. From selling earthworms for fish bait to working at the local convenience store, he toiled long hours to provide for our family. Eventually, he got his real estate license and opened his own small business. I'm extremely grateful to my parents, not just for the life they were able to give me and my two siblings, but for the values they instilled in us.

Both my parents are now seniors. One of my first calls as the Minister of Long-Term Care was to my parents, and my dad made a point to say that "I work for him now." And he's right. I do work for him, and all seniors across Ontario whose shoulders we stand on today.

Meet Our Minister of Long-Term Care

Seniors are the ones who dedicated their time, energy, and wisdom to building the foundation upon which our communities are built. It is our moral imperative to recognize and honour the contributions of our seniors by ensuring they age with respect and dignity.

Question: What do you see as your greatest opportunity as Minister of Long-Term Care?

Answer: The Premier tasked me with one primary job: to improve long-term care for Ontario's seniors. So, that's exactly what I spend most of my days doing.

Whether it's meeting with frontline employees to better understand how we can best support their efforts, talking with residents to identify their needs and desires, or working with my Cabinet colleagues to push forward legislature that will get more homes and spaces for residents built, increase staffing, improve quality of care, and enhance accountability, I am laser-focused on fixing a sector that was neglected for far too long.

My greatest opportunity as Minister of Long-Term Care is to build a long-term care sector that future generations of Ontarians can be proud of, all while building up our current capacity and increasing staffing and improving quality of care in the present. The right investments now will set us up for success for decades to come. That's why we're investing \$6.4 billion to build 58,000 much-needed new and upgraded long-term care spaces for residents. This is the largest building program of its kind in Canada— ever.

Question: Did you know your grandparents? Have they or any other older adults helped to shape your view of the society we have now?

Answer: Yes. However, sadly, both of my grandparents passed away several years ago. I was very close with my grandmother. She was very religious and her biggest fear in life was that she loved me more than Jesus. She passed away on my 21st birthday. She would speak to me in Korean, which sometimes made it difficult to communicate, but she would share stories from her childhood that would always leave me in awe. I don't have the struggles she had— I didn't grow up in wartime. But despite her struggles, she was always positive, she never complained. I remember her fondly to this day. She shapes everything that I do in my daily life.

Question: Do you have a message that you'd like to share with residents reading this magazine?

Answer: Our seniors took care of us, now it's time we took care of them. Residents across this province deserve to live— and thrive— in a safe, healthy, enjoyable environment. Our government pledged to fix long-term care, and that's exactly what we're doing. We won't stop until we get it done for our seniors.

Thank you, Minister Cho— OARC looks forward to working with you!

Supporting a Strong Huron Lodge Together

Shared by: Andrew Francescone, Social Worker, on behalf of the Huron Lodge Residents' Council

In early 2023, the Residents' Council at Huron Lodge in Windsor, Ontario, set goals to ensure that our home continues to be a welcoming place for residents and families. To accomplish this, our Council agreed that they needed to have ongoing and positive collaboration with their home Administrator. As this relationship became stronger, so too did the presence of the Council within our home.

For the first initiative of the year, the Residents' Council reviewed their home's mission and vision statement. Our Administrator asked for feedback to develop a new statement, reflective of the residents' views and perspectives. Suggestions were made to include more person-centered language and to emphasize the importance of creating a home that is meaningful for all. Incorporating this feedback, the new statement begins: **"Huron Lodge is first and foremost the home of our Residents as they represent the core of our vision for the future."**

Following completion of the mission and vision statement, the Council made the suggestion to display their work front and center in the home. The excerpt noted above is now permanently displayed on the wall, serving as a reminder to those that enter, that this is a welcoming home that provides exceptional care. One Council member shared, **"it can be scary moving into long-term care. We are trying to help with that by reminding people that this is a home."**

The Huron Lodge Residents' Council hopes to inspire other Councils and Administrators to work together to accomplish their goals. **Continued on page 11 (top right).**



“It makes it better when everyone is working towards the same goal,” one Residents’ Council member shared. *“The vision statement should reflect what residents want and feel.”*



Resident Greeter Program at Norview Lodge

Shared by: Jamie Chapman, Registered Social Worker, Norview Lodge

When individuals are touring or about to move into a long-term care (LTC) home, there are many questions that someone may have. **What better person to ask about living in a LTC home than a resident who lives there?**

The Resident Greeter Program at Norview Lodge in Simcoe, Ontario, involves the inclusion of a current resident as part of our home’s tour and move-in (admission) process. This program gives the residents of Norview Lodge the opportunity to support their peers and connect with people who are new to the home and experiencing LTC for the first time. Resident Greeters provide invaluable insights and feedback about life as a resident at Norview Lodge and they are able to answer any questions that new residents or their loved ones may have.

Our current Resident Greeter, Marion Cober, states that she finds the program to be successful and that her involvement has been a great experience for her thus far. Marion notes that **she feels a sense of purpose** when she is able to volunteer her time talking to others about her perspective as a Resident in her LTC home.



The Resident Greeter Program has received such positive feedback and is a welcomed addition to Norview Lodge!

Centenarian's Delight at Hidden Acres Camp Retreat

Shared by: Kristen Leal, Director of Resident Programs, peopleCare Delhi Long-Term Care Home



Hidden Acres Mennonite Camp, located in Perth County, between Kitchener-Waterloo and Stratford, Ontario, has long been known for its serene natural surroundings and tranquil atmosphere, offering a sanctuary for people of all ages to connect with nature and rejuvenate their spirits. This summer, the camp had the distinct honour of hosting a very special guest named Albert, who at the grand age of 100, embarked on an overnight camping experience.

For Albert, this retreat was more than a vacation—it was a celebration of a life well-lived. Through this unique experience, Albert was able to spend a weekend basking in beautiful natural surroundings, and it provided him with a special opportunity to connect with fellow seniors who shared the same zest for life.

Albert reflected, “I didn’t think overnight camping was something I would do at 100 years old, but I’m glad I came. Nothing like sitting outside and taking in the scenery.”

Residents were encouraged to participate in activities tailored to their individual preferences, whether it was soothing strokes of a paintbrush during an art activity, taking part in leisurely nature strolls, or the simple pleasure of heartfelt conversations by the glow of the campfire. It was clear that every aspect of this trip was lovingly centered around residents, ensuring their experience was nothing short of extraordinary.

Albert’s story is a reminder that age is no barrier when it comes to embracing life’s adventures and the enduring joy of shared experiences. The trip was made possible thanks to the unwavering dedication and tireless efforts of the long-term care team members who embarked on this adventure alongside our residents. From the depths of our hearts, we extend our heartfelt gratitude to you, the incredible members of our home staff.

Until next summer!

Unmasked Connections: Residents and Artists

Shared by: Jenny McMaster, Artistic Director and Tara Wiebe, Summer Intern, Radical Connections



Radical Connections is a not-for profit that aims to facilitate connections between artists and people living in long-term care (LTC) and other healthcare settings. During the pandemic, when isolation was at an all-time high, social visits were restricted, and connections between residents and their caregivers were obstructed because of masks. This inspired the idea of hosting one-on-one virtual sessions between residents and artists. In partnership with Bruyère in Ottawa, Radical Connections created a pilot project called “Unmasked Connections” where residents were given a directory of artists and an opportunity to choose the ones that suited them best. Poets and actors were the most popular choice. The residents then answered some questions about themselves so their chosen artists could plan a personalized experience. These sessions were incredibly successful, and many residents asked for more beyond their first interaction.

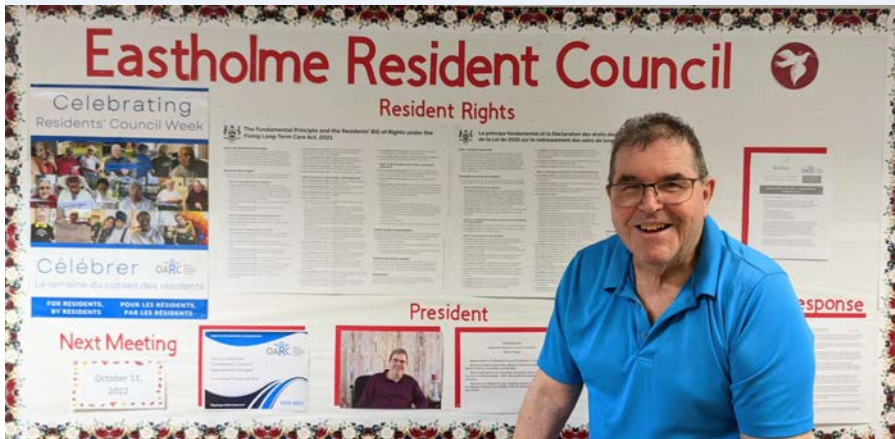
Barby Clement was one such resident. A lifelong artist, Barby started writing poetry at eight years old and has many musical gifts including the ability to sing, play the piano and compose music. Since moving to LTC, Barby hasn’t had many opportunities to create and share her art. She chose to connect with the poet, playwright and singer Eleanor Crowder, and they clicked right away, upon learning how they were similar multidisciplinary artists with many common interests. Meeting Eleanor has inspired Barby to revisit her emotional past and her dream of writing a Broadway musical. She says that since she met Eleanor, she now goes to sleep hearing new songs for her composition and an inner voice, asking her to “get on with it.”

Barby says that Radical Connections’ work gives residents a **“new way to enjoy the world.”** Last February, she participated in a virtual panel called *Creativity in Hidden Places* where she and Eleanor performed and discussed what they gained from Unmasked Connections. The two artists continue to keep in touch and continue to inspire each other with their artistic creations. You can see the special bond between Barby and Eleanor in the following video recording:

https://www.youtube.com/watch?v=T_FdxB5WsKo

Residents' Council Engaged in Emergency Preparedness and Continuous Quality Improvement

Shared by: Barb Caicco, Director of Recreation, Volunteers and Therapy, Eastholme



“How are we going to help with emergency preparedness and continuous quality improvement in our home?”

“What do we have to do with this and why do we have to talk about it?”

These are the some of the questions that came from the residents at Eastholme in Powassan, Ontario, when the subject of Residents' Council involvement in these areas was first presented. Determined to make this experience meaningful (and not simply a box-ticking exercise), our residents and team put their heads together to come up with a way to accomplish this.

On a monthly basis, the topics of emergency preparedness and continuous quality improvement (CQI) have become a part of the Residents' Council meeting agenda and discussion. Residents are asked for their input and suggestions to help improve how Eastholme manages both programs in their home. Residents are also actively involved as participants in mock emergency scenarios, which has helped residents to be more informed about the various emergency codes that might occur in the home. So far, these have included Code Orange, where we practiced evacuating the home in the case of a future emergency, and Code Yellow, where a resident volunteered to be a 'missing resident' while the team engaged in a home-wide search. Through their direct involvement, residents have come to appreciate how important it is to communicate and work together to have a smooth code drill, and to ensure everyone's safety during an actual emergency.

The addition of CQI discussions has been very well-received by the Residents' Council. Residents have the opportunity to make suggestions to improve their home and quality of living on an ongoing basis. A few of the quality areas and topics of concern have included: palliative care, exterior window upgrades and construction updates, staff orientation improvements, chairs in the dining room (too loud when pushing in and out!) and replacement of window blinds. We are proud to say that each area raised by residents has been addressed and resolved!

To enhance the reciprocal information sharing between residents and home management, the Council has given permission to their Assistant to raise resident questions and concerns during

management meetings. The information and outcomes of this sharing is then reported back at the next Council meeting and correspondence is added to the meeting minutes. Council leaders have shared: **“we, as residents, love that our management team has included us in these discussions, and we continue to support the betterment of our lives living here at Eastholme!”**

Resident Legacy Stories Project

Shared by: Bonnie Pacuta, Social Worker, Chateau Park Long-Term Care, UniversalCare

Everyone naturally builds their own legacy throughout their lifespan, but as we age, the experiences and memories we have collected can become some of our happiest moments to reminisce upon. As a Best Practice Spotlight Organization host, UniversalCare supported and encouraged five homes to implement the Person- and Family-Centred Care Best Practice Guideline from the Registered Nurses Association of Ontario (RNAO) using a collaborative project that included the creation of personal booklets detailing residents' lives, called Legacy Stories. Our goal when developing the Legacy Project booklets was to

identify questions and topics to give each resident an opportunity to recollect key memories and experiences that have helped to make each resident who they are today, painting a picture of their personalities, core values, and amplifying the voices of residents.

Each home identified residents who participated in designing, organizing and decorating the Legacy Stories scrapbook pages and conversation prompts, such as childhood, travel history, hobbies, etc. Residents enjoyed working alongside program staff in each home to develop their individualized Legacy Story with photos and scrapbook materials.



Ruth from Hardy Terrace stated, **“It gave me and my husband a chance to reflect on some wonderful family memories. I like that it helps the staff here get to know us a little better too.”**

The Legacy project emphasizes the importance of collaboration and partnership between residents, families, and staff to capture lasting memories— both in life, and as a lasting legacy!

Improving the Admission (Move-In) Experience Using a Resident-Centred Approach

Shared by: Brian Chant, Director of Care, Wellington House Long-Term Care, UniversalCare



Jim and Deb MacPherson with Nurse Iveta at Perth Community Care Centre.

“Residents don’t live in our workplace; we work in their home.”

Embracing this philosophy has enhanced the team’s understanding and commitment to resident-centred care at UniversalCare homes across Ontario.

As part of our quest to become a Best Practice Spotlight Organization with the Registered Nurses Association of Ontario each of our homes implemented the Person- and Family-Centered Care Guideline. Part of this initiative has

focused on improving the admission (move-in) experience by taking the time to get to know the person and their unique preferences before moving in, to ensure that their care plan is truly **resident-centred from the start, emphasizing the person over the process or list of tasks.**

Prior to recent improvements, the admission process was impersonal. Move-in day was filled with reading policies, signing forms and agreements, setting up trust accounts, reconciling medication, and answering an overwhelming number of questions about personal care.

Reflecting on her own move, Wellington House Residents’ Council President Susan Gurgacz said, “the day was very stressful for me. I didn’t know anybody and had never seen the place before. The amount of paperwork was too much.” In contrast, using our resident-centred approach, new residents and families are encouraged to come tour the home and meet the team before move-in day. A conference is arranged to complete paperwork in advance, keeping the focus on the resident and their preferences. This information is then shared as part of a staff huddle to help the team better understand the person they will be meeting and caring for.

The pre-admission visit gives new residents and their loved ones the opportunity to see their room and start to personalize the space with pictures, furniture and mementos. Efforts are also made to help the new resident make connections with other residents. Our new process also includes a streamlined ‘clinical pathway’ computer system that helps to ensure that each resident’s needs and wishes are driving the process of creating their care plan. So far, we’re very encouraged by the positive feedback we’ve received from residents, families and team members!

Glen Rouge Community's Circle Café: Creating Connections

Sharron Cooke was a dynamic and inspiring Resident Leader from Newmarket, Ontario, who was engaged on OARC's Board for over a decade, and remembered fondly as our longest-serving President. Before her passing, Sharron helped to envision the basis of what would later become the Sharron Cooke Legacy Award— an annual award designed to recognize and celebrate long-term care homes that promote authentic communication, collaboration and relationships between residents and team members— the very things Sharron admired and advocated for so passionately.



Our inaugural award recipient, Glen Rouge Community (formerly Altamont), submitted a stand-out application illustrating their home's collaborative journey of creating their Circle Café— a new, welcoming space for people to gather and visit. This project brought together residents, families and team members to design and execute the Café and their award submission demonstrated how this initiative supported relationship-building and strengthened connections in the home. This was especially important after navigating years of the pandemic. OARC Resident Leader Dave Stanyon, from our award adjudication committee, shared that the Circle Café program rose to the top as our clear winner because it reminded us— the way Sharron Cooke always did— that it's the simple things in life, like a cup of coffee amongst friends that make people feel good and can make a good day. The residents and team at Glen Rouge Community look forward to using their prize money towards some new enhancements for their Café, including the purchase of a cookie oven and replenishing supplies.



*Congratulations,
Glen Rouge Community!*

Another Successful Residents' Council Week!

Celebrated annually since 2020, Residents' Council Week takes place during the third week of September and serves as a call to recognize and celebrate the work of Residents' Councils in influencing positive change at the home and long-term care system level. Residents' Council Week is also an opportunity to educate the community about the work of Residents' Councils and the power residents have to shape the places they call home.

We know that healthy, effective Residents' Councils are a sign of collaboration, mutual respect, and trusting relationships between three key entities, or “pillars” as OARC calls them. These pillars include: Residents, Residents' Council (staff) Assistants, and Administrators. With this in mind, this year OARC encouraged homes to focus on strengthening and celebrating the relationship between their three pillars and the results were inspiring!

One home used OARC's newly created, “Three Pillars Fact Sheets,” (available on our website) as educational conversation starters and shared the fact sheets with residents, team members and families during a Residents' Council Week tea social event. Dozens of homes submitted photographs of their three pillars together (like the one on our cover page) participating in home activities and events, and getting to know and understand one another better. We heard stories from homes across the province through email, phone and via social media posts— and we can proudly say that this fourth annual Residents' Council Week was the most widely celebrated yet!

We are already busy planning and preparing for next year's Residents' Council Week— our fifth annual— and look forward to sharing updates along the way! Be sure to follow along.

3 Pillars Photographs:



Maple Health Centre



Port Perry Place



Pioneer Manor

Residents' Council Week Highlights



Bradford Valley Community, Bradford



Mackenzie Health, Richmond Hill



Village Green, Selby



St. Joseph's Continuing Care Centre, Cornwall



Pinecrest Home, Kenora



**Mark your calendars for the
5th Annual Residents' Council Week:
September 16th - 22nd, 2024.**



Make the Most of Your Seasons Magazine

***New* Checklist Contest**

To enter, complete this checklist, take a photo or scan of it, and send to Melissa McVie at mmcvie@ontarc.ca

before March 1, 2024.

- ☐ Share this copy with the 3 pillars of your Council: Residents, Administrator, Residents' Council Assistant
- ☐ Print additional copies or view our digital version on a tablet to share Seasons with other residents
- ☐ Use articles from Seasons as a conversation starter at a discussion group or your next Council meeting
- ☐ Explore ways to share Seasons with residents, families and team members with access to an email account
- ☐ Post articles of interest on your Residents' Council/ Resident Information Boards
- ☐ Mark your calendar for the 5th Annual Residents' Council Week: September 16th-22nd, 2024
- ☐ Snap a photo or scan your completed checklist
- ☐ Enter the OARC contest for a chance to win a \$25 Gift Card by sending your photo to mmcvie@ontarc.com

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