

# Seasons



Celebrating the Seasons of Life | For Residents, By Residents

## Ontario's *FIRST* Residents' Council Week!



Adapting and Connecting  
During Outbreaks

# Seasons

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

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To share your story, email or fax Melissa McVie [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com) the following information:

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

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### CONTEST: FIND THE LEAF & WIN!



If you are a resident living in LTC and you find the hidden leaf please email [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com) before

December 15, 2020 and tell us your

name, address, and the page number where you found it! A winner will be selected by random draw for a Gift Card prize.

Congratulations to our Spring/Summer contest winners Pauline Nicholls (Burton Manor) and Linda Eastman (Watford Quality Care) who located the hidden watering can in our previous issue.

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### Cover Page Photo

Resident leaders Paul (L) and Laura (R) pose with Council Assistant Sonia at the Bennett Health Care Centre, Georgetown. (Note: this photo was taken before the onset of COVID-19).

### Back Cover Page

OARC Resident Forums: A place for peer connection

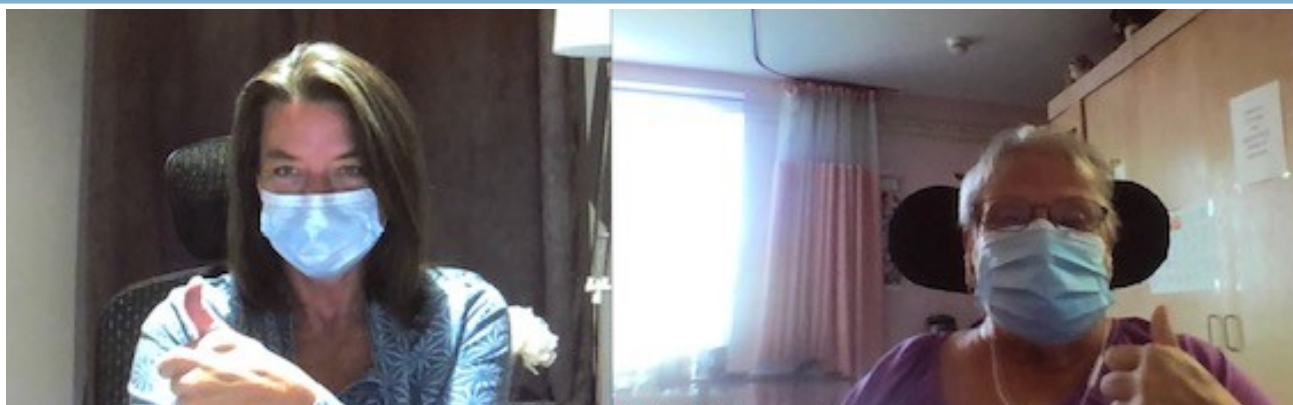


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*The views expressed in this publication are the views of OARC and do not necessarily reflect those of the Province.*



# Message from the OARC President and ED



Dee Lender, OARC's Executive Director and Sharron Cooke, OARC's President stay connected with virtual meetings and phone calls.

**“Learn from yesterday, live for today,  
hope for tomorrow. The important thing  
is not to stop questioning.”**

**—Albert Einstein**

This is a special edition of Seasons. Created in the spirit of celebration of Ontario's first Residents' Council Week, it also acknowledges that we're living in, and through a period of challenge, questioning, and hope.

The past few months have been extremely difficult, and we have learned. We've asked hard questions, and have seen a bright light shone into long-term care (LTC) revealing some essential areas for change (see pages 18-19 for an article from Ontario's Patient Ombudsman). We know that people need people, and while COVID-19 precautions are essential to health and well-being, so also is attention to the psychosocial and emotional needs of residents, families and team members.

Social connectedness is important (page 12). We know how valued and essential PSWs are in the lives of the residents, so we honour two PSWs (pages 4-5). We know that residents have missed each other, and many have missed the opportunity to be part of Residents' Council meetings and activities. We believe in the ongoing importance, power and influence of Residents' Councils and we delight in your inaugural Residents' Council Week celebrations (pages 13-17).

We humbly thank you for your dedication and creativity in supporting the voice of residents in your homes, even as Residents' Councils may look and operate a bit differently!

Sincerely,

Sharron Cooke  
President, OARC

Dee Lender  
Executive Director, OARC



# Healthcare Heroes: Personal Support Worker Spotlight

By Virginia Parraga, OARC Board Director/ VP Residents' Council,  
Kensington Gardens, Toronto

This article profiles two special team members, Ashley and Lorna, who are Personal Care Assistants (PCAs, also known as Personal Support Workers or PSWs) at my home, Kensington Gardens in Toronto. Our frontline workers have been working tirelessly throughout the pandemic, and these women are no exception. 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 are two of their stories:

**Meet Ashley Matros:** Born in the Philippine Islands, Ashley was inspired to pursue work in the caring profession and follow in her mother’s footsteps from a young age. Ashley’s caregiving journey was further influenced by the lived experiences of several female family members who courageously battled breast cancer. She was grateful to assist in their recovery before making the move to Canada and setting out to enroll in a college PSW program.

As a newer graduate, Ashley feels she can accomplish anything she desires in Canada and she loves the freedom she finds here. She was hired as a PSW at Kensington Health in April 2019. Ashley brings an abundance of energy, spirit and vigor to her work that without a doubt, enriches the lives of residents and adds to the overall ambiance on the floor. Ashley assists residents with great care and consideration, always with a smile and a kind word of reassurance.

When asked how she has managed to cope during the last 6+ months of the pandemic, Ashley shared that she has discovered the importance of time and how she must always cherish her loved ones. She divulged that her favourite part of being a PSW in our Toronto-based home is the diversity and rich culture of the residents she interacts with. She enjoys being able to laugh, share and socialize with others – demonstrating that human connection transcends our unique differences and has the potential to bring us closer together.

Ashley has a long-range goal of becoming a Registered Nurse and working in the Emergency Department. As a resident at Kensington, I have the pleasure to watch her climb to the top and encourage her progress every step of the way!





## Celebrating Team Members in LTC



Lorna with Kensington resident Angela

**Meet Lorna De Leon:** Lorna was born and raised in the Philippines. She was married in 1999 and brought two beautiful daughters into the world after settling in Canada. Both Lorna and her husband trained and graduated as Registered Nurses back home and pursued caregiving roles in Canada. Lorna graduated as a PSW in 2010 and has been part of the Kensington team for 8 years now.

Prior to the pandemic, Lorna's life as a full-time PSW was further enriched through her weekly participation at church services and travelling with her family. Her favourite destinations include the beaches around Toronto such as Wasaga, Blue Mountain and Woodbine.

Lorna loves spending as much time as possible with her daughters, whom she describes as studious and smart. Lorna speaks with pride when she shares about her family.

*For Lorna, the most rewarding part of her work is her daily interactions with residents. She loves talking to them and providing emotional support.*

Taking after their hard-working and ambitious mother, Lorna's girls have set their sights on some "lofty goals" with hopes of becoming an Obstetrician/Gynecologist and an architect, respectively. Hearing about these deep family bonds, it came as no surprise to me that Lorna has experienced guilt and daily heartbreak while working steadily throughout the pandemic. She shared that her daughters greet her with open arms after she returns from each shift, offering hugs and kisses. Lorna has been vigilant about health and safety and must ask her loved ones to wait until she is showered and changed before reciprocating their affection.

For Lorna, the most rewarding part of her work is her daily interactions with residents. She loves talking to them and providing emotional support. Lorna shared that over the past 6+ months, she has learned to be even more precise and kind at the same time. She conscientiously balances her demanding workload with her desire to have meaningful exchanges with residents each and every day.

**Would you like to share a PSW spotlight on behalf of a team member from your home? The OARC team would love to hear from you!**

**Contact Melissa McVie, [mmcvie@ontarc.com](mailto:mmcvie@ontarc.com) or 1-800-532-0201 x 260**

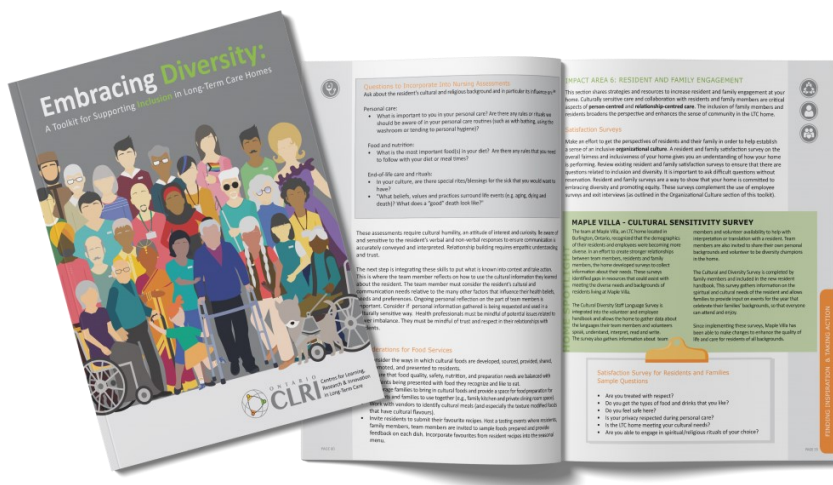
## Does Everyone Feel Welcomed in your Long-Term Care Home?

The journey to nurture diverse and inclusive communities in long-term care (LTC) homes needs residents and team members alike. *The Embracing Diversity: A Toolkit for Supporting Inclusion in Long-Term Care Homes* was created by the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) and sector and diversity experts, including people with lived experience. The toolkit is an interactive resource to learn about diversity and explore practical steps anyone can take to foster equity, diversity and inclusion in LTC homes.

### So how can residents use this toolkit to nurture inclusion in their homes?

Here's a few ideas to get you started:

- Bring the self-reflection questions (Pages 26-28) to a Residents' Council meeting and have members think about or write down their answers. Follow up with group discussion about what stood out for them.
- Share a few of the *What Would You Do* posters (downloadable from the [Ontario CLRI website](https://clri-ltc.ca/embracingdiversity) and described in toolkit on page 45). Invite resident peers to share what it might be like to experience those situations.
- Do a tour of your LTC home and look for visible signs that the home is inclusive (Pages 37-38 of the toolkit offers ideas of what that looks like).



*“This process can involve introspection, contemplation and observation.  
It can lead you to grow in self-awareness.  
Self-reflection is critical to challenge our thoughts and assumptions...”*

You will find more ideas in the toolkit, including ways some Ontario LTC homes are honouring diversity, which you can read online at [clri-ltc.ca/embracingdiversity](https://clri-ltc.ca/embracingdiversity) or request a hardcopy from [info@clri-ltc.ca](mailto:info@clri-ltc.ca).



***The Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) is a resource program for the sector that provides education and shares research and knowledge to enhance the health and well-being of people who live and work in long-term care.***



# Celebrating Resident and Family Traditions and Culture During Challenging Times

*Shared by Barbara Hooper and Catherine Reynolds, Marketing Manager, Helen Henderson Care Centre*

Indigenous First Nations Elder Barbara Hooper, Residents' Council President at Helen Henderson Care Centre, enjoyed a special outdoor visit with her Aboriginal family on September 23. The visit proved to be meaningful not only for Barbara, but also for fellow residents who experienced connection and healing through beautiful music, dancing and spoken word. Residents and team members alike expressed that it was a pleasure to be part of Barbara's family customs and to share their deep respect for Mother Earth. Barbara also worked hard to lift spirits during Residents' Council Week by circulating a personal letter to all residents highlighting some of her positive life experiences and how she came to be involved on Council.



Barbara Hooper, Residents' Council President, Helen Henderson Centre, Amherstview, ON



# Ask a Resident: Questions for OARC Board



As part of an ongoing social media initiative, the OARC team encouraged our online readership to consider posing a question to an OARC Board Member/resident living in long-term care. From this, the “Ask a Resident” column was born.



***Question 1: “The COVID-19 pandemic has been especially challenging for residents living in long-term care. What has kept you going and given you hope during this extended period of isolation?”***

### ***Devora’s Response:***

When I was feeling down in the dumps, I would think about my family. My children, my grandchildren and great-grandson. All those memories kept me going.

There were days I felt like pulling the covers back over my head.

My family has been so loving and supportive through all of this. I have pictures in my room of my children when they were little, pictures of my grandchildren, great-grandson and other relatives over the years. I look at these and say, “that’s my reason for living.” If I just threw in the towel without a fight, my family would be really upset. They don’t want me to give up and they’re not giving up on me either.

I was devastated when I had to cancel a special trip to see my brother for Easter and Passover in Fort Lee, New Jersey. Instead, we were able to come together over Zoom and experience a ‘virtual’ Sedar dinner with about 10 or 12 of us. We used special digital books to help guide us through the Haggadah. Nowadays you can even participate in virtual synagogue...boy has this world ever changed. Since then, I’ve spent the

last several months navigating a virtual relationship with my loved ones. Zoom/Facebook Messenger are great but it’s bittersweet –I’m happy to see them but sad I can’t give them a real hug. When restrictions “lightened up” a bit around here, my family started taking turns showing up for in-person visits. Spending my birthday with family was special.

My connection with other groups that I value and contribute to, like OARC, and other organizations like Behavioural Supports Ontario (BSO) and Advantage Ontario has helped to give me purpose, even more so through the pandemic. I’ve enjoyed participating in weekly calls with OARC Board members (we call these “Coffee Chats”) and I’ve joined a few OARC Resident Forums which allowed me to hear from residents across Ontario.

It is very important to have your memories and to have hope that things will get better. Keep your family and social connections and memories alive – they can bring you so much joy when your current situation seems bleak.

Devora Greenspon is OARC’s Treasurer and a resident living in LTC in Toronto, Ontario.

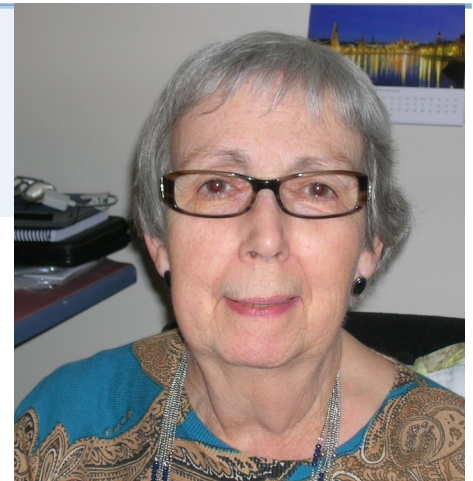


## Ask a Resident: Special Guest Column

**Question 2: “Can you share a personal experience from the pandemic that had a profound impact on your health/well-being?”**

### ***Dorothy’s Response:***

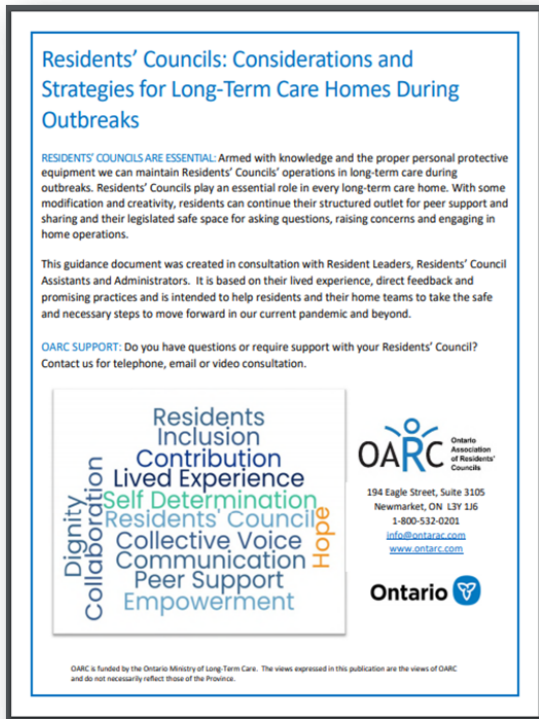
It seems that sometime in January, or certainly February, I dislocated my left shoulder! At my age, 85- it can happen when someone is assisting you out of a car or helping you over a snow bank. Yes, the shoulder was sore but I am riddled with arthritis so I soldiered on anyway. In March, many facilities were shutting down due to the COVID-19 crisis. My doctor had gone on holiday to Malaysia in February and on arrival back in Canada, he had to self-quarantine for 14 days. The dear man came to see me on March 17th. By that time we were "social distancing " so he made an assessment from across the room. He said that I had possibly strained my rotator cuff and ordered a course of cortisone, and to use a heating pad and/or an ice pack. A very perceptive physiotherapist gave me exercises to do, to prevent too much loss of movement. She thought X-rays were a good idea and maybe a referral to an orthopaedic specialist but my doctor did not see it that way. The physiotherapist continued to monitor my situation by phone. Things ground along, while I took some extra Tylenol with other pain medication in order to cope. In June, my doctor finally agreed to write a requisition for X-rays! By this time in the pandemic there were multiple rules and hoops that I would have to jump through. My escort would need proof of having tested negative for COVID-19, we had to wear masks, and we could



only go to the hospital in the evening etc. It took until mid-July to get all the ducks in a row. Some people felt it was much ado about nothing. The hospital staff could not have been nicer, all was calm and orderly. It was July 20th— very warm and humid, so having to wear a mask and navigate long corridors using a walker was no easy proposition. "The results will be sent in two or three days," the technician said. In this age of virtual medicine, and even fax machines, a copy of the X-ray results was not received by the facility until August 18th! The X-rays revealed that the left shoulder was *indeed dislocated*. So what is to be done five-six months after the event? At the time of this writing, it is the end of August and I am taking another course of prednisone. Sometimes the pain is as bad as in February. Other times just like a nagging toothache. In hindsight *we must plan to do better*. Yes, we are "loved ones" and vulnerable, but we must not be treated with anything less than best practices, even in the midst of a pandemic.

Author Dorothy Asselstine is a resident living in Cornwall, Ontario. She is a former OARC Director and currently serves on OARC’s Education and Publications Committee in a consultative capacity, sharing her lived experience as a retired nurse/ former LTC resident.

# OARC Releases New Guidance Document to Support Council Meetings During Outbreaks



The OARC team believes that with some modification and creativity, balanced with adherence to infection control policies, Residents' Councils (RC) can safely reconvene and maintain meaningful connections, even **during outbreaks!** To help you on your journey, the OARC team has released a Guidance Document outlining some key considerations and meeting strategies that might work for your Council. This resource was created in consultation with resident leaders, Council Assistants and Administrators.

**Access our tool on OARC's website:**

<http://www.ontarc.com/education-support/tools.html#outbreaks>

### Strategy 1: Meet where you Eat...Or Play

A popular approach for adapting RC meetings has been to hold a meeting in communal spaces where residents are already gathering such as your dining area or activity rooms. Outdoor meetings are another option that has worked well for Council groups (weather-permitting). An important consideration when using your dining room between meals is the need to communicate with home departments in advance, including care teams, dietary and housekeeping, as some established routines may need to shift to accommodate your meeting.



Residents from **Middlesex Terrace**, Delaware, ON receive updates from Administrator Jan while in their dining room. This format has allowed residents to stay informed throughout the pandemic, without disruption.

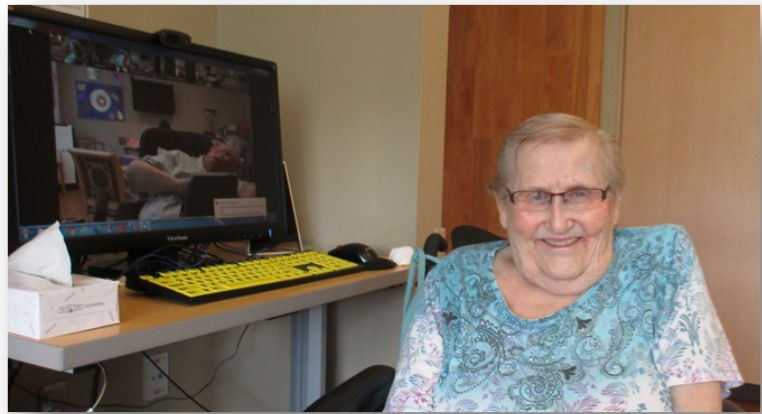
**A Note about PRIVACY:** OARC recommends that Residents' Council meetings be held behind closed doors to ensure privacy and confidentiality. We acknowledge that during this time, your adapted meeting formats/settings may not allow for this. Wherever possible, try and book meetings in quiet areas during lower-traffic times (avoiding shift changes etc.) Use signage to inform others that a meeting is in progress. Giving residents an opportunity to share in advance or following your meeting is another approach that may be appreciated.



## Strategy 2: Go Virtual!

Working with your Residents' Council Assistant, Administrator and your homes' IT team (if available), explore what technology might be available to support a 'virtual' Council meeting.

You may have the ability to connect a computer or tablet device to a television or screen so that residents from different parts of your home can



Residents from **St. Patrick's Home of Ottawa**, including Gertrude and Lloyd, stay connected for Council meetings using resident computers on each home area.

see and interact with one another in real time. There are a number of free and paid meeting platforms that can be used for this purpose. If you find that you don't have a steady internet connection, residents can also maintain a meaningful connection over the phone. Consider using a teleconference line, which will allow multiple residents to come together and overcome physical barriers and other restrictions that often come along with an outbreak.

## Strategy 3: Consider Smaller Meetings

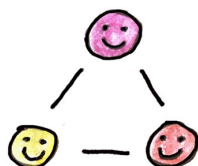
As an alternative to holding one large whole-home meeting, consider holding smaller scale meetings on different home areas or wherever residents can safely gather. We've heard from resident leaders that smaller floor meetings feel more efficient and productive as they tend not to run on as long as the larger meetings. You've also got the added benefit of being able to have more in-depth discussions about the resident experience on their respective floors and residents are more comfortable sharing amongst familiar peers. This approach to meetings has also been praised for being more inclusive and engaging for all residents.



Residents and teams from **Tilbury Manor** and **Primacare Living Solutions** homes across Ontario have embraced small Council meetings on each floor/home area.

## Social Relationships are Important for the Mental Health of People Living in Long-Term Care Homes

### What do we mean by social relationships?



#### Social Network

The people we have relationships with, like family, friends and other people in the home.



#### Social Support

The help we get from people in our social network, including with emotional and physical needs.



#### Social Engagement

When we take part in activities with others, like having lunch or going for a walk together.

### Why are social relationships important for the mental health of people living in long-term care homes?

Social relationships are good for our physical health and quality of life. Not having enough quality or quantity of social relationships have also been linked to:

**Depression**

**Sadness**

**Cognitive decline**

**Negative mood**

**Loneliness**

**Anxiety**

**Boredom**

**Responsive behaviours**

Our social networks, the time we spend together and the support we give and get from others, are all important in our lives.

Some things that might help build and maintain social relationships for people living in long-term care homes include:



**Manage Pain**



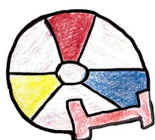
**Address Vision and Hearing Loss**



**Sleep at Night, Not During the Day**



**Find Opportunities for Creative Expression, like Art, Music and Storytelling**



**Exercise**



**Garden, Either Indoors or Outside**



**Visit with Pets**



**Use Technology to Communicate**



**Maintain Religious and Cultural Practices**



**Laugh Together**



**Reminisce About Events, People and Places**



**Communicate Non-verbally**



Family Councils Ontario



Behavioural Supports Ontario

Soutien en cas de troubles du comportement en Ontario



UHN

Toronto Rehabilitation Institute

The Kite Research Institute



OARC

Ontario Association of Residents' Councils



# Ontario's FIRST Residents' Council Week: Celebrating YOUR Successes

*Ontario's first Residents' Councils week (RCW) was officially launched the week of September 14th-20th, and the OARC Board and team were proud to see how residents and their long-term care (LTC) home teams across the province pulled out all the stops to make this week memorable—even in the midst of a pandemic! In this feature spread, we showcase some highlights from your celebrations and events. We were thrilled to receive your emailed submissions and dedicated social media posts. Congratulations to our contest winners who were selected by random draw. **\*Mark your calendars for RCW September 13-19, 2021!\****



### St. Joseph's Continuing Care Centre (SJCCC), RCW Social Media Contest Winner

The team at SJCCC in Cornwall documented their RCW events with *daily* social media posts on Twitter. The Residents' Council team led the charge to plan and offer a full week of engaging activities including a colouring program using OARC's mandala template (pictured above), a Centre-wide trivia game, and they capped the week off with a virtual Council meeting featuring a behind-the-scenes-tour of SJCCC's kitchen that was broadcasted for all to see (pictured right).

At the end of the tour, Council leaders worked diligently with SJCCC's Dietary team to provide delicious treats and beverages for all residents!



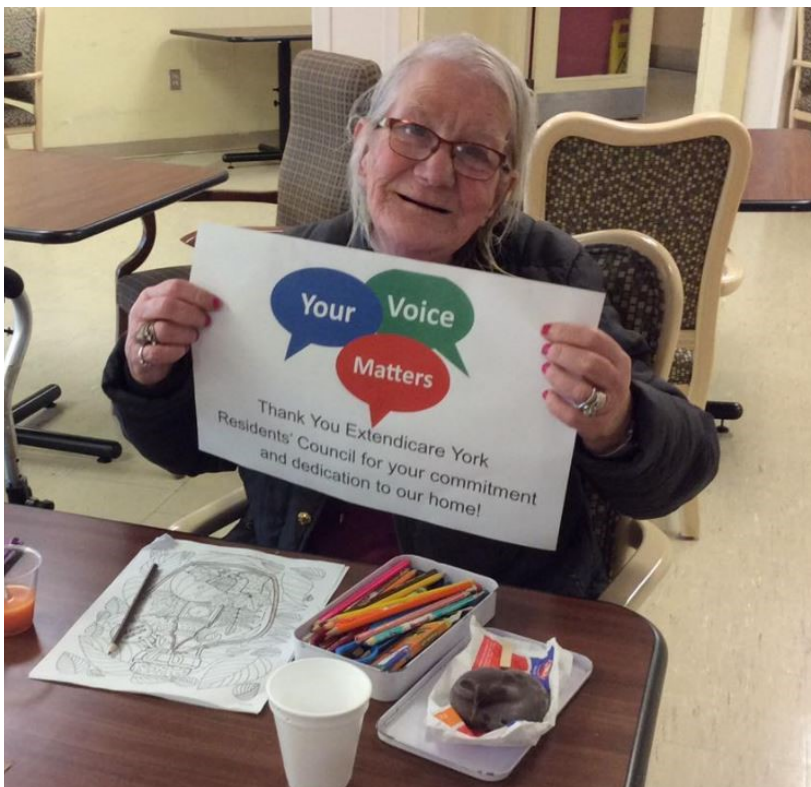


# Residents' Council Week



## Queensway Long-Term Care and Retirement Community, RCW Activities Contest Winner

Highlighting some of the work of the Residents' Council, residents at the Queensway Long-Term Care and Retirement Community created posters celebrating their collective work. Residents' Council means resident input, fundraising, a place for peer support and a forum where concerns are heard and acknowledged, and much more. Congratulations!



## Extendicare York, RCW Activities Contest Winner

Extendicare York's Residents' Council continues to advocate for the greater good of all residents. With 19 active members, RCW celebrations included a BBQ event, games and an afternoon of sweet treats, including assorted specialty ice cream desserts. Council members were recognized with certificates and tokens for their ongoing commitment and dedication to their peers and home. Congratulations!





## Avalon Care Centre, RCW Activities Contest Winner

The Residents' Council of Avalon Care Centre in Orangeville highlighted RCW with "Recognize Residents' Council" parties in each home area, fundraisers with enticing prizes, live music and an inspirational virtual visit from a past Olympic Torch holder, Alison Hurd. These and many more activities created a real buzz at Avalon Care Centre. Congratulations!



## Riverview Gardens Presents: Feels Like Home Decorating Challenge Sept 14<sup>th</sup> to Sept. 17<sup>th</sup>

Residents and Staff Neighbourhood Teams are invited to join in a Shower/Bath make over challenge.



## Riverview Gardens, RCW Activities Contest Winner

RCW at Riverview Gardens was full of special touches and whole-home engagement! Residents' Council representatives from each floor held a 'meet and greet' for residents and staff, where they distributed copies of the Residents' Bill of Rights, Council information, and OARC "Ask A Resident" pins. Homemade buttons featuring each of the 27 residents' rights were given to staff. A decorating challenge to transform the bath/shower rooms brought everyone closer together for some fun. Congratulations!





### Celebrating Ontario's FIRST Residents' Council Week Honourable Mentions



At **Copernicus Lodge**, Toronto, Council Chair Mr. Jerzy N. created posters in honour of RCW and participated in OARC Resident Forums with several resident peers from his home.



The Residents' Council at **Delhi Long-Term Care** used RCW as a chance to show appreciation to staff with special smile cookie treats. They also created their own Council mission statement.



The Residents' Council at **Extendicare Maple View**, Sault Ste. Marie, celebrated RCW with morning 'Meet and Greet's' in the main lobby where Council President Gordon and Vice President David met with residents and team members. Other events included an interactive game wheel with prizes and a distanced coffee and cake celebration.



Residents' Council President, Pauline N. from **Burton Manor**, Brampton, has championed virtual Residents' Council during the pandemic to keep residents connected and informed. Burton Manor held their first physically-distanced Residents' Council meeting during RCW and hope to keep the momentum going!



The Residents' Council at **Elgin Manor** in St. Thomas celebrated RCW with music, Residents' Council awareness efforts and fundraising. The "Extend Our Time Outdoors" campaign encouraged families and Community Knitters to bring in new, warm and well-fitted hats, mitts, scarves, coats, capes and lap blankets to allow residents to continue to enjoy time outside in cooler weather. These items will be labelled by the Home with the intended resident's name and available for their use.



At **Golden Years Long-Term Care** in Cambridge, RCW celebrations included a Taste of Ontario BBQ and live outdoor entertainment. Residents and team members were recognized while enjoying Ontario's fall time harvest including fresh corn on the cob. Yum!



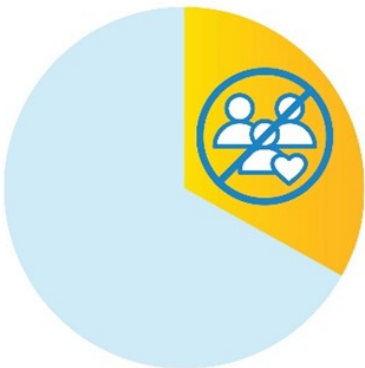
Residents at **Dundurn Place Care Centre** in Hamilton used RCW as an opportunity for team members to learn from residents during an interactive "Ask the Resident Day." Residents also helped to design and create content for a new Council brochure.

# Outbreak Recommendations from the Patient Ombudsman

Ontario’s Patient Ombudsman has recommended changes to long-term care (LTC) visitation, contingency planning, whistleblower protections and better communication in an effort to help homes manage an outbreak of COVID-19.

During the period of March 1st to June 30th, the office of the Patient Ombudsman received **568 complaints related to COVID-19**. In fact, complaints about LTC homes increased by over **370%** during this time. Patient Ombudsman also heard from many whistleblowers, including staff, expressing concern about the safety of residents and staff. All of this pointed to a crisis in Ontario’s LTC homes. The table below highlights the most common types of concerns:

Types of concerns raised to Patient Ombudsman	
• COVID-19 positive and negative patients were sharing rooms.	• Staff did not receive sufficient training and education on IPAC and PPE.
• Residents with COVID-19 were not effectively isolated.	• Early in the pandemic, staff did not follow droplet precautions.
• Family members and caregivers had difficulty getting timely, regular updates about their loved ones.	• Family members who provided care did not have consistent access to their loved ones.



**1/3** of COVID-19 complaints were about visitation restrictions

**102** complaints on **Infection Prevention and Control (IPAC)** practices.  
**93** complaints on **visitation** issues.



Based on their learnings from the complaints received, Patient Ombudsman makes the following four recommendations on managing COVID-19 outbreaks in Ontario's LTC Homes:

## RECOMMENDATIONS

# Priority actions for a potential second wave



### Backstops and contingency for all health care providers

In addition to providing up-to-date staff training for IPAC and PPE, every long-term care home should have a partner hospital to provide support for IPAC and staffing to prevent and respond to any COVID-19 outbreaks.



### A change in approach to visitation

We recommend that the government and health sector organizations allow a limited number of essential caregivers to continue to visit patients or residents. We recommend rigorous screening and proper education on infection prevention and control practices for essential caregivers.



### Dedicated resources for better communication

In many long-term care homes, there appears to have been simply not enough staff or other resources to manage adequate communication. This is essential and the government should ensure that the resources needed to effect communication to families and loved ones are in place.



### Enhanced whistleblower protection

Many long-term care home staff members came forward. They often chose to remain anonymous and expressed concern about potential reprisals. Their courage saved lives. We recommend that, in legislation, the government enhance whistleblower protections for health care workers who bring forward concerns in good faith, especially during an emergency.



**Patient Ombudsman**  
**Ombudsman des patients**

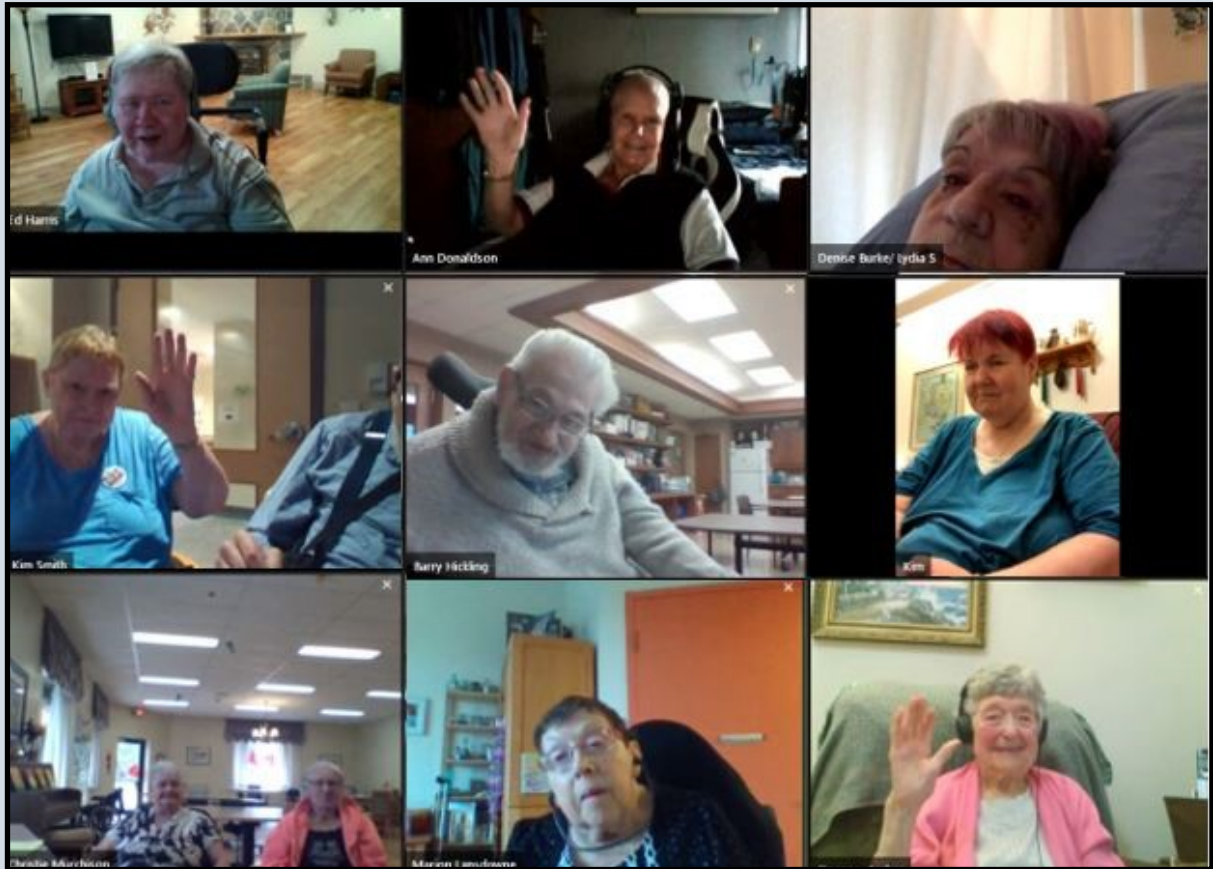
You can read more about Patient Ombudsman recommendations in our special report: ***"Honouring the voices and experiences of Long-Term Care Home residents, caregivers and staff during COVID-19 in Ontario"*** available on our website [www.patientombudsman.ca](http://www.patientombudsman.ca)

Patient Ombudsman commends the courage of those that spoke out about what they saw, heard and experienced in Ontario's long-term care homes. Your experience matters. If you have a healthcare complaint, the Patient Ombudsman wants to hear from you.

Toronto: 416-597-0339 Toll free: 1-888-321-0339 or use the online complaint form.

# Join us for OARC's Weekly Resident Forums:

## A Place for Peer Connection and Sharing



After 6+ months of running Resident Forums, it has become increasingly clear to the OARC Board and team that residents across Ontario are craving **meaningful connection**. While family visiting programs and the impact of the COVID-19 pandemic continues to evolve, virtual peer-to-peer interactions are another way that residents can access a private and **confidential outlet for sharing, learning and connecting**.

OARC Forums are:

- Facilitated by OARC Board member/resident Barry Hickling from Windsor
- Held weekly and run 45-minutes in length
- Open to ALL long-term care residents
- Accessible by telephone, computer or tablet

**Register today: <http://www.ontarc.com/covid-19/resident-forums.html>**

**Or call the OARC team for assistance:**

**1-800-532-0201 extension 260**