

Seasons



Celebrating the Seasons of Life | For Residents, By Residents

Council Collaboration & Key Distinctions

**Residents Giving Back:
Community Engagement
Initiatives**

**Investing in
Intergenerational
Connections**

Reimagining
Residents' Rights
Education with
OARC's TOE Program

Seasons

Seasons is published 3 times a year and contains relevant news and information of interest to those living and working in long-term care homes.

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How to comment on a story?

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Cover Page Photo: Kay Garland (OARC Board Director) and Wendy Thorburn (former OARC Board Director) share a special moment as new friends last summer

Back Cover Page Photo: Smiling resident faces at F.J. Davey Home, Sault Saint Marie



FIND THE DAFFODIL & WIN!

If you are a resident living in LTC and you find the hidden daffodil please email us at: mmcvie@ontarc.com and tell us your name, address, and the page number of where you found it! We’ll randomly draw a name for the winner of an OARC pin!

Leading Through Connection and Relationships

I've lived in long-term care for the past 10 years. I have had the privilege of leading the Residents' Council in my home for 9 years. I've been President of the Ontario Association of Residents' Councils for 6 years, following 2 years as a Director. I've interacted with residents, families and team members in my home and across Ontario, and I've met with influential decision-makers. As I reflect, what rises to the top, what stands out are the connections and relationships built.

Here are just a few specific examples:

- ◇ Recently, my Residents' Council transitioned to a 'Shared Leadership' style. There are now four of us who share the leadership of the Council. We decided that implementing a 'buddy system' would be effective in getting to know and understand other residents well, so that when we come together for meetings, we can make decisions confidently. With the four residents on the Leadership Team, we are able to reach out to other people to help the Leadership Team on various committees. For example, there is a lady who lives with dementia who helps with welcoming new residents on her home area. She finds purpose in her new welcoming role.
- ◇ As President of OARC, I've had the opportunity to meet with high level decision-makers at our Ministry of Health. What I've come to know is that the best meetings are the ones where I can tell my story. The ability for me to connect with them through storytelling removes any sense of hierarchy, making space for building an open relationship.



L to R: Sharron Cooke, OARC President and Dee Lender, OARC Executive Director

- ◇ I live with people who have dementia. I've learned that the best way to help these residents is to get to know them well. This way, I can help anticipate what they need to feel safe, settled, calm and secure. We all need to have a sense of purpose, so I strive to get to know the residents, advocate for them, speak with their families and offer opportunities for them to find purpose and be themselves. For example, knowing the personal choice of music they love may be all they require to feel relaxed and at peace. That's true connection.

To me, leadership is all about connections and relationships. You can be smart, educated, know all the rules and regulations, but if you cannot connect with people and build lasting relationships, nothing you say or do will have lasting impact. My wish for you is that you invest the time in building relationships with each other because nothing will make you a better resident leader and friend!

Sincerely Yours,

Sharron Cooke

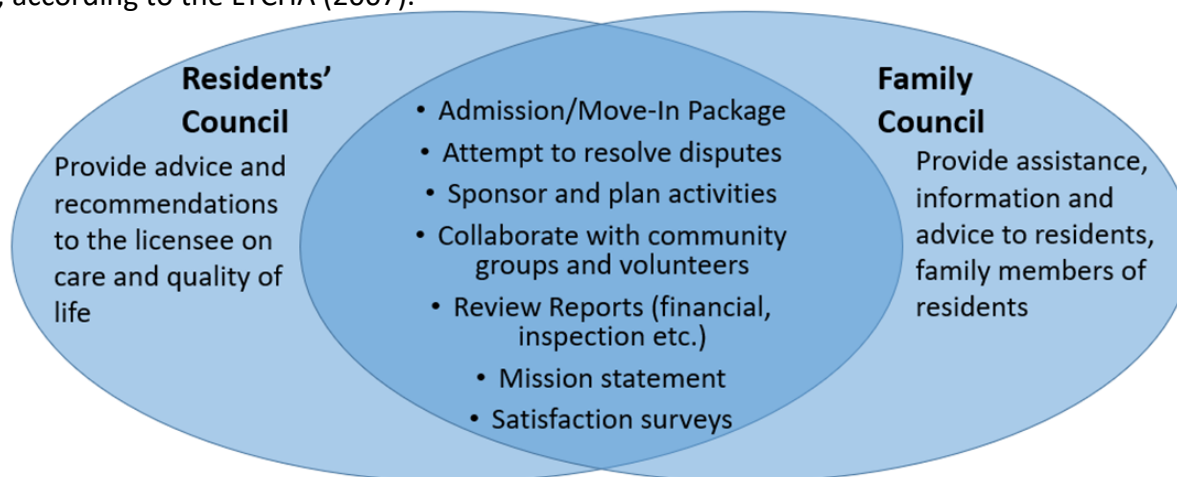
Working Towards a Better Understanding

With insights from Samantha Peck, Director of Communication and Education, Family Councils Ontario
and Melissa McVie, Education and Home Support Facilitator with OARC

According to the Long-Term Care Home's Act (LTCHA, 2007), every licensee of a long-term care home must ensure that a Residents' Council is established in the home. While it is not mandatory for every home to have a Family Council, the vast majority of homes do have one. The home's management has a legal obligation to advise families and persons of importance to residents, on an ongoing basis, and through semi-annual meetings, of their right to form a Family Council, and must assist with its establishment if/when requested.

Residents' Councils and Family Councils are independent, self-determining groups, that are supported by, but not run by, the long-term care home. As their respective names suggest, the membership and participation on Residents' and Family Councils are exclusive to residents and families/persons of importance to residents, respectively. Meetings are intended to be private, safe spaces for these distinct groups to come together to share openly and support one another as peers. A family member is unable to accompany a resident to a Residents' Council meeting or attend on a resident's behalf. The same is true of residents attending closed family meetings. On occasion, the Councils may extend an invitation to have a guest present or attend part of the private meeting, however, the LTCHA (2007) is very clear that residents and families are to maintain their separate Councils in order to be most effective and true to their intended purpose. This does not prevent or preclude Councils from working together.

This diagram (below) helps to visually illustrate the distinctions and shared powers and responsibilities of the Councils, according to the LTCHA (2007).



Both the Residents' Council and Family Council play an integral role in promoting a resident-centred culture within a home and enhancing the resident and family experience. Residents are the experts on what it is like to live in long-term care. It is their home and residents provide insights based on their lived experiences. Family members contribute valuable outside experience and perspectives based on their own skills and expertise. Successful collaboration between the groups involves clear and respectful communication, the establishment of boundaries and a commitment to maintaining confidentiality. Effective partnerships between the Councils can be formed when time and efforts are directed towards a shared goal, whether it be planning an event or joining forces for a quality improvement initiative. See page 5 for an inspiring example.



Cedarvale Lodge Care Community, Keswick

Story shared by Carolynn Snow, OARC Director & RC President

At Cedarvale Lodge Care Community in Keswick, consecutive summers of extreme heat advisories, combined with the passage of time and general wear and tear, rendered the home's outdoor patio spaces nearly unusable. This was a discouraging reality for residents, families, team members and other visitors to the home.

Last year, the desire to refresh and restore the outdoor spaces was top on the list of priorities for both the Residents' Council and Family Council. The **shared goal** of enhancing the large patio area as a quality improvement initiative was identified when Residents' Council President (and OARC Director), Carolynn Snow, was invited to attend a Family Council meeting. It was decided that the two Councils would work together with the home to achieve their goal, with the hopes of unveiling a transformed outdoor visiting space on the large patio in time for summer enjoyment.

The Councils were committed to working both independently and together, through ongoing consultations. Family members were able to draw upon personal and community connections to

obtain new benches, tables and

chairs. The Cedarvale team was able to resurrect patio umbrellas out of storage to add to the newly-acquired patio sets and provide adequate shade. The Residents' Council made the decision spend some of their funds to purchase additional outdoor furniture, including new cushions.

Family members consulted with residents about their preferences and recommendations for the flowers and plants that would be added to the gardens. The residents also provided helpful insights for planting locations and design while family and team members planned to tackle much of the physical toiling and planting.

The culmination of the combined efforts of the Residents' and Family Councils came about on a balmy summer day, where everyone came together to hold a patio clean up and planting day event. Family members helped to trim bushes, pull weeds, erect bird houses in the trees, and add other décor to enhance the space.

This event proved to be a tremendous success, unifying residents, families, team members and many other keen helpers. The outcome of this project resulted in the creation of a functional, bright and welcoming outdoor space, while strengthening relationships through collaboration.

Through Our Eyes: Can We Be More Person-Centred Than This?

Written by: Freda Poirier, Long-Term Care Best Practice Coordinator, RNAO and Sandi Campbell,, Activation Dept., F.J.Davey Home



In 2017, the Ontario Association of Residents' Councils (OARC) introduced the *"Through Our Eyes: Bringing the Residents' Bill of Rights Alive"* program. This unique program guides long-term care home team members and residents to co-develop and co-facilitate education sessions about the *Residents' Bill of Rights* (LTCHA 2007).

In my previous role as Director of Care, I often struggled with the manner in which the *Residents' Bill of Rights* education was presented. There seemed to be a large gap and disconnect. I would find myself saying, "if we are able to better support the rights, we will be providing the residents the best care possible."

In my current role as a Long-Term Care Best Practice Coordinator, I have found renewed passion in the homes implementing the Registered Nurses' Association of Ontario's (RNAO) *Person-and Family-Centred Care* (PFCC) best practice guideline (BPG). Conversations always lead to this BPG being foundational to any of the quality work a home is or will be doing. Again, it is not uncommon for it to be said that if you implement the PFCC BPG all other aspects of care will fall into place regarding quality care of the residents.

The *Through Our Eyes* (TOE): *Bringing the Residents' Bill of Rights Alive* program supports implementation of 14 of the 15 recommendations in the PFCC BPG. The LTC Best Practice Coordinators across Ontario are promoting, coaching and cheering on the homes to implement this program as it truly does bring the Residents' Rights to life. I remember first being introduced to this program and how exciting it was to recognize firsthand that this is exactly what was needed to fill the education gap I spoke to earlier. This program brings the voice of the resident to life, gives respect to the education of the Residents' Rights and truly engages team members at the home level.

F.J. Davey Home in Sault Ste. Marie was introduced to the *Through Our Eyes: Bringing the Residents' Bill of Rights Alive* program in support of the implementation of the PFCC BPG as part of the home's pre-designate LTC Best Practice Spotlight Organization® (BPSO®) designation

TOE Program Implementation Insights

work. As F.J. Davey is home to 374 residents, they chose to have six residents participate with the support of six Activation team members. This would support each home area having one resident participate in the TOE program.

Through Our Eyes: Bringing the Residents' Bill of Rights Alive is a unique opportunity to connect with the residents. According to Sandi, an Activation team member working in the home, "the program really helps realign us to the true reason we are here, why we chose to work in this sector; it is all about the resident, respecting their



"This entire project seems to be an extension of what we do. It is such an honour to be allowed into the thoughts and feelings of our residents." - Sandi, Activation

dignity and upholding their rights. It reminds us we are dealing with people; they are the focus rather than the workload or tasks. We can all become complacent over time and TOE reconnects us to the core values that initially brought us to this field."

The TOE program comes with a video entitled "27" which highlights and includes residents stating each of the 27 rights (see pictures in the right-hand column). "We decided that it would be more impactful for our staff to hear these rights spoken by our residents," Sandi shared. "We made our own video which involves residents and staff and the result is extremely powerful and moving. It brought the material alive seeing people we knew and cared for; it personalized it."

TOE is a positive approach to strengthen connections between residents and caregivers. It restores the focus of care to the individual. If you are cognizant of Residents' Rights, you will also be upholding the recommendations in the *Person- and Family-Centred Care* BPG.



It serves to restore residents' voices.

The value of implementing these resources is undeniable!

OARC Board Members are Residents This is what they had to say about OARC

OARC promotes strength-based contributions. Board members contribute, in their own way, to create a strong and symbiotic Board and Association.



"I have been very fortunate to have supports when I was so ill and I wish to support as many residents as I can. Residents' Council and OARC has given me a purpose in life and I quickly learned that I too can support other residents."

~ Sharron Cooke, OARC President, Newmarket



"I think it's an honour to be an OARC Board member. Our focus is to make the resident our centre of care. It's about what's good for the resident. It is the resident's voice. It's an organization for residents, run by residents."

~ Kay Garland, OARC Director, Gananoque



"Culture change in long-term care means giving as many residents as possible the opportunity to express themselves in a meaningful way for them. It is a mind set whereby the focus of care should be resident directed. A resident's strength should be discovered and empowered."

~ David Kent, OARC Vice President, Mississauga



"My lived experience in long-term care has deepened my understanding and passion for helping people. My priority in long-term care is to help every resident see that they have a say/or are adequately represented to promote a positive living experience for residents in long-term care."

~ Jamie Ward, OARC Director, Oshawa

"Alone we can do so little; together we can do so much." ~ Helen Keller



OARC Board Members Are Residents Are You Interested in Board Membership?

THE WORK OF THE OARC BOARD

OARC's Board meets at a minimum of 12 times a year by telephone, computer and in person when possible. Topics of discussion include long-term care community, governance, membership and education planning for Residents' Councils. Topics include residents rights; Residents' Council functions; special research and projects that effect resident care and services; and government and stakeholder relations.

BOARD MEMBERSHIP

Residents living in OARC member long-term care homes that are in a leadership position on their Residents' Council are eligible to apply to become an OARC Board member. Board members are recommended by their homes and then interviewed by OARC representatives to start the process. The Board is made up of 10 elected Directors/Officers and 5 appointed Delegate members. Board members receive a Board manual and education about OARC and our governance and community activities. There are two types of Board memberships:

Board Delegate Member

The Delegate Member is an appointed, non-voting position. The Delegate Member must be in a leadership role in their Residents' Council. The Delegate Member's primary focus is to support OARC by contributing to OARC Board business. Delegate Members may become Directors.

Board Director

The Board of Directors is the legal authority for Ontario Association of Residents' Councils. As a member of the Board, a Director acts in a position of trust for the community and is responsible for the effective governance of the organization. Board Directors are elected every 4 years. Board Officers are elected among the Board Directors and elected every 3 years.

Are you interested in OARC Board membership or would like more information? Please contact Julie Garvey, Administration and Finance Manager at 1-800-532-0201 x 230, jgarvey@ontarc.com

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Residents of Carveth Care Centre Make Social Impact

Written by: Catherine Reynolds



Feeling apart of, supporting and being connected to the community is important for residents residing in Long-Term Care Homes. At Carveth Care Centre in Gananoque, residents are making a profound social impact.

Speaking on behalf of the Residents' Council, President Kay Garland notes, "We may be old, but we're still part of the community. We're getting benefits from the community and I think it's important that we give back."

"Carveth Residents' Council does remarkable work at our home and in our community," says Brett Gibson, Administrator.

Every year, through money raised in fundraisers in the home such as the annual strawberry social or

"We may be old, but we're still part of the community. We're getting benefits from the community and I think it's important that we give back."
- Kay, RC President

Christmas Bazaars, the Residents' Council supports several local causes in the community such as the Alzheimer's Society, Heart and Stroke Foundation of Canada, the Gananoque Humane Society, Sheba's Haven, and Gananoque Wheels of Care.

"In addition to supporting a lot of great causes, the Council provides valuable feedback on how we can do better and be better. We are extremely grateful for their efforts to improve the quality of life for others," says Brett.

Bridging the generation gap by helping children stay warm in the winter and feeding hungry families is another example of how Carveth continues to support its community. Near the end of 2018, the resident's purchased snowsuits for children attending a nearby school.



Has your Residents' Council been involved with a community group? Have you collaborated on a project or donated in support of a cause/organization that your Council is passionate about? At OARC, we love to hear and share innovative stories about resident engagement and community connections!

Contact Melissa McVie, OARC's Education and Home Support Facilitator for a chance to have your story featured in an upcoming issue of Seasons magazine!

Melissa McVie: 1-800-532-0201 x260 | mmcvie@ontarc.com

Inside Earl's Court

Written by: Brennan Tait, President of Residents' Council at Earl's Court Village Long-Term Care

New Year, New Earl's Court! In 2018 Earl's Court Village struggled with compliance issues and was forced to cease admissions under the direction of the Ministry of Health. With new in-house leaders, we have successfully cleared all 20 orders and the cease of admissions order was lifted as of December 2018. We are excited to announce that we have welcomed new residents to our home and continue to admit new community members.

As residents of Earl's Court, we think it is important we share the positive impact this home has had in our lives despite recent challenges and the adverse perceptions others may hold. Our Recreation Department continued and continues to provide meaningful, therapeutic and innovative programs for the residents. The Recreation team has brought life enrichment activities during difficult times with positive attitudes and energy. The many programs include Euchre Tournaments with Dale Brain Injury Services, project development with Home Depot, pub nights, weekly bus outings, restaurant dine-ins, weekly music entertainment, arts & crafts, baking and cooking clubs, horticultural therapy, aromatherapy, movie nights, Montessori activities, seasonal events including our Annual Fall Fair, Bazaars, Bake Sales and many more.

This past October, Earl's Court held a Breast Cancer Awareness Event with raffle prizes and baked goods to raise money for Canadian Cancer Society. As a breast cancer survivor, this cause was especially close to my heart and I am proud to be a part of a home that is helping support others. All together we raised \$263.35.

Pictured here (right of page): Community engagement, fundraisers, innovative programming and bus outings combined with annual traditions such as the Art Auction and Bake Sales make Earl's Court a fun place to live!





Natural Born Performers: Tilbury Manor Dramatic Arts Club

The purpose of our Dramatic Arts club is to perform and act out skits/plays for fellow residents, residents' families, staff and volunteers. Council members along with our resident council President have played starring roles in the many productions/performances that our Dramatic Arts Club has presented.

The Dramatic Arts Club meet regularly throughout the month. They determine what skits/plays to perform. The skits are short, age appropriate and relatable and often with a touch of good old fashioned humour. Performances can be based on special occasions such as Mother's and Father's Day, Christmas, Special Events and more. There is always improvisation and engagement of the audience. Rehearsals and dress rehearsals are regularly scheduled prior to the actual performance. Posters are distributed well in advance of the performance and invitations forwarded to family and friends of the residents.

Research has proven that there are many positive influences from performing arts. Our Dramatic Arts Club provides our residents the opportunity for creative expression. Residents have gained self-confidence, empathy, cooperation, communication skills, an emotional outlet, improved memory and just plain fun!

What I have found remarkable with this program is how residents who have always appeared shy and a little inhibited, really come out of their shell. They are like natural born performers.

Awesome and inspirational.



Pictured here (above) are the talented resident actors from the play, *The Follies of the Tibury Manor Café*



Intergenerational Connections: One Student's Experience

Written By: Kyla Morgan, Grade 11 High School Student

As a high school student, I'm often asked what my plans for the future are. Just like many students, I struggle with identifying what path I want to take, without ever being exposed to a work environment.

I had never considered working with older adults until I spent a semester completing a co-op placement at Chartwell Retirement Residences. It made me realize the wide variety of possible career paths, everything from recreation and leisure to finance and marketing.

As a co-op student working in the Lifestyle and Program Department, I helped run and plan various activities for the residents. I was given the opportunity to start Chartwell's first knitting club where I taught a 90-year old woman how to knit her first scarf.

Another special memory was when I arranged for my Brownie troop to visit the home. As a Junior Leader, or "Sparkle Owl" as the girls call me, I thought it was important to bring the two generations together. Seeing the girls surround the

piano while a resident played "You are my Sunshine" and all singing along with the seniors was a memorable event! It illustrated for me the positive benefits of bringing the generations together. I have learned so much from residents by listening to the wise and inspirational stories of their lives. The residents have told me that they enjoy seeing young faces and hearing about what is happening in our world. I am passionate about bringing generations of people together and encouraging students to explore a career working with older adults.

Due to my successful co-op, I was asked to meet with a team from Schlegel-University of Waterloo Research Institute for Aging (RIA) to share my experience. I am motivated to continue to contribute to Ontario's CLRI's initiative to improve workforce capacity in residential and long-term care.

I hope that by sharing my story, I can influence my peers and future generations to break the stigma and consider exploring a career working in

"Together we can bridge the generations through stronger intergenerational partnerships." - Kyla

long-term care or residential settings. Together we can bridge the generations through stronger intergenerational partnerships.



Yum!
Special cupcakes with "yarn-like icing" to commemorate the newly-implemented Knitting Club

Question and Answer Corner with the Ministry of Health and Long-Term Care

You asked, and we posed the question to the Ministry!

Question: Can Long-Term Care (LTC) Homes have and use Defibrillators?



“Automated external defibrillators (AEDs) are electronic devices used to restart a person's heart if it has stopped beating.”

Source: Health Canada

<https://www.canada.ca/en/health-canada/services/drugs-medical-devices/automated-external-defibrillators-aeds.html>



Response from the Ministry:

The Ministry of Health and Long-Term Care (the Ministry) is committed to working with the LTC sector to provide quality care to LTC residents.

The Long-Term Care Homes Act, 2007 and Ontario Regulation 79/10 do not specify a requirement to have defibrillators in LTC homes. Every licensee of a LTC home must ensure that there are emergency plans in place for the home that include measures for dealing with emergencies, such as medical emergencies. Emergency plans must be tested, evaluated, updated and reviewed with the staff of the home as provided for in Ontario Regulation 79/10. The emergency plans must provide for the resources, supplies and equipment vital for the emergency response being set aside and readily available at the home. The emergency plan must also address plan activation, lines of authority, a communications plan and specific staff roles and responsibilities. Emergency plans related to medical emergencies must be tested on an annual basis. The licensee must keep a written record of the testing of the emergency plans and of the changes made to improve the plans.

All LTC home licensees must ensure that supplies, equipment and devices are readily available at the home to meet the nursing and personal care needs of residents. In addition, all LTC homes must have an organized program of nursing services and personal support services for the home to meet the assessed needs of their residents. Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in Ontario Regulation 79/10.

Become an OARC member home and join our culture change journey today...



Residents' Councils are saying ...

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

"Many people are unaware that OARC is run by a working Board of Directors made up of residents living in long-term care homes...they set the tone and bring forward real issues to provincial leaders based on their own lived experiences." ~ RC member

"We've always had a Council at our Home, but I always felt we could be doing more. With the support of OARC's Education team, we were able to shift away from a traditional model of Council leadership, and adopt more of a strengths-based model, allowing more residents to emerge as leaders and to get involved in meaningful ways...we're a much more inclusive and active group now." ~ RC Assistant

Your Support Matters

Annual membership dollars help us to travel further and more frequently to reach residents province-wide for education and in-person support as well as supporting special projects and resident-centred initiatives.

More than 2/3's of Residents' Councils across the province of Ontario are already members of OARC. Help us continue to lead, advocate, and better represent ALL residents living in Ontario's long-term care homes!

Ontario Association of Residents' Councils

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OARC's Mission Statement

Through relationships, education and awareness, OARC:

- Assists Residents' Councils in improving their effectiveness and sustainability;
- Encourages residents to participate in decisions affecting them;
- Provides a collective voice for Residents' Councils; and
- Works with government and other organizations interested in improving quality of living in Long-Term Care homes

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