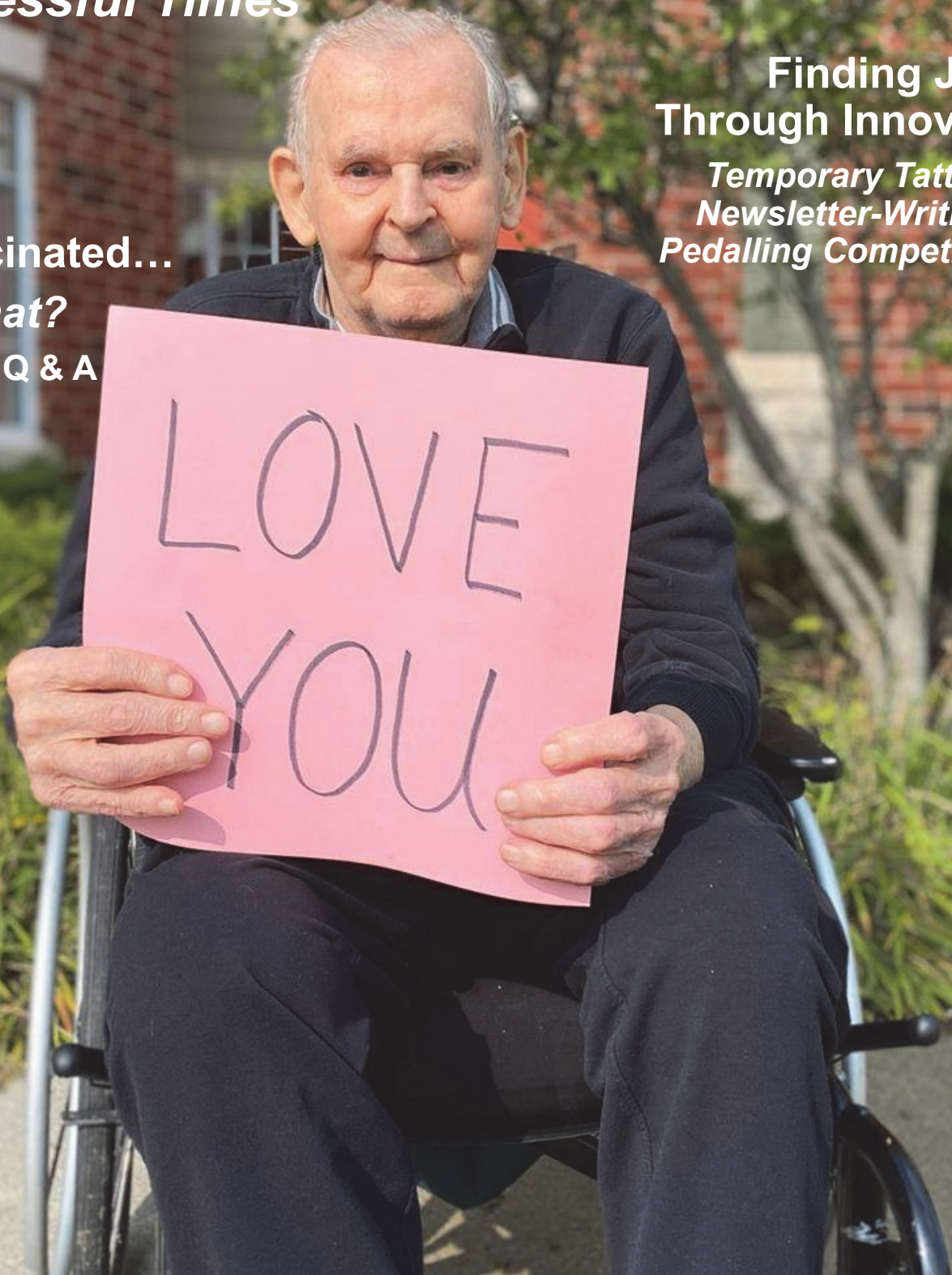


**Spiritual Resources
for *Stressful Times***

**I'm Vaccinated...
Now What?
Physician Q & A**

**Finding Joy
Through Innovation:
*Temporary Tattoos,
Newsletter-Writing &
Pedalling Competitions...***



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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Story Submission

To share your story, email or fax Melissa McVie 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 BLUEBIRD & WIN!



If you are a resident living in LTC and you find the hidden bluebird, please email mmcvie@ontarc.com before May 14, 2021.

Be sure to include 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 Fall/Winter contest winner Helen Train (Fairhaven LTC) who located the hidden leaf in our previous issue.

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Cover Page Photo

Earl W. from peopleCare Oakcrossing shared a special message of love with his family during an outdoor Grandparents Day Event.



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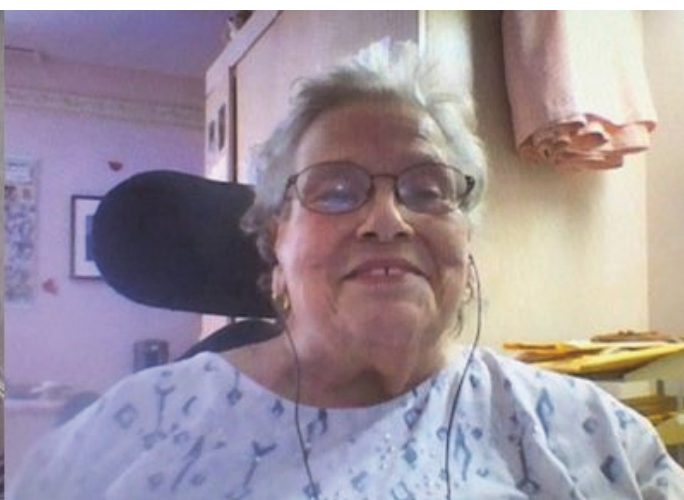
Resident leader Cecile proudly displays her Residents' Council's OARC Membership Certificate with Shelby, Recreation Therapy/Volunteer Coordinator and Joyce, Director of Care. The Council group at South Centennial Manor have been long-standing OARC members since 1982!



OARC is funded by the Ministry of Long-Term Care, membership dues and sponsorships.

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

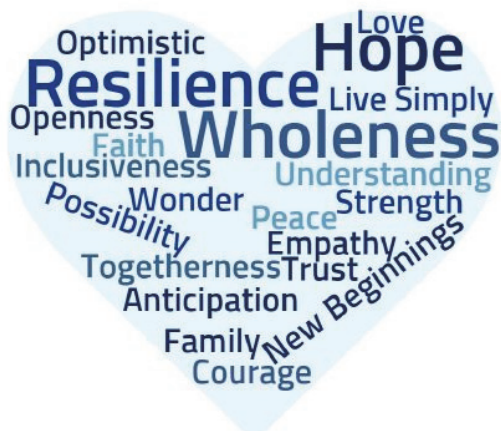
Message from the OARC President and ED



40 Years Strong

We admit our mixed emotions; enthusiasm for this edition of Seasons, and for the exciting changes on OARC's horizon, balanced with sadness as we are reminded that this month marks a full year since COVID-19 invaded our long-term care (LTC) homes. Our hearts are with residents, families and team members who continue to be so deeply affected by the pandemic and associated restrictions.

This is an exciting year for OARC! We celebrate our 40th anniversary! Formed in 1981, OARC is the provincial lead in bringing the voice of LTC home residents forward to educate the community, enhance Residents' Councils' effectiveness, model positive culture change and work with stakeholders to improve the quality of living in LTC homes.



We are excited to move forward with plans to strengthen our governance structure through the establishment of a brand new Board of Directors, to be announced in June, 2021. While OARC remains committed to the guidance from the residents' experience, our new Board will welcome additional Directors, thus stabilizing our structure while infusing a new breadth of skills, experience and competencies.

In addition, we are working to launch a newly structured resource— OARC's **REAL** Group.

R—Resident

E—Expert

A—Advisors

L—Leaders

This group of resident leaders will continue to enable OARC to maximize impact through direct engagement with consultation and working groups, media, speaking engagements, etc. There is nothing more powerful and central to our mandate than listening to and acting on the voice of residents!

Sincerely,

Sharron Cooke *Dee Lender*

Sharron Cooke
President, OARC

Dee Lender
Executive Director, OARC



Healthcare Heroes: Team Member Spotlight

This column profiles long-term care (LTC) team members that have been recognized by residents and celebrated for going above and beyond. 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 Brenda, *Personal Support Worker*

Brenda was born in Kitchener, Ontario, moved to the town of Forest, Ontario as a child and has resided there ever since. She was inspired to pursue a career as a Personal Support Worker (PSW) after assisting in caring for her Grandparents as they got older. Her Grandmother encouraged her to take the PSW program, describing **PSW's as being "angels without wings."** Brenda completed the PSW program and has worked in long-term care for the past 25 years. She has spent the past 20 of those years working at North Lambton Lodge in Forest.

Brenda has a passion for helping others, and described that the best part of her role is building relationships with the residents, spending time with them each day and learning about their life stories, and families. She expressed that she truly feels that the residents are like family to her, and her continued dedication to her role has extended to her own family members also. Brenda has 3 children, who frequently spent time at North Lambton Lodge as they were growing up. As a result of this, two of her children have also chosen to pursue careers as PSWs and both currently work with her at North Lambton Lodge.

Throughout the pandemic, Brenda expressed that what has kept her hopeful was looking forward to the end of it. For now, what has been the most helpful has been the support of her fellow coworkers, and the team effort to ensure that the lives of the people living in the home are enriched by doing whatever possible to put a smile on their faces each day.

Proudly Submitted by the Residents' Council at North Lambton Lodge



Resident Devora takes an exercise break to pose with Physiotherapist, Shiyamala.

Meet Shiyamala, *Physiotherapist*

Known affectionately to residents and team members at Extendicare Bayview in Toronto as “Sam,” Shiyamala is a contracted Physiotherapist (PT). She was nominated for a ‘team member spotlight’ by resident leader/OARC Treasurer, Devora Greenspon, who credits Sam for helping her remain mobile and relatively pain-free following several serious surgeries and the extensive rehabilitation periods that followed.

“If it weren’t for her, I’d still be stuck in bed,” Devora explains.

Shiyamala describes her work as a Physiotherapist in long-term care as “amazing.” She values the impact that she can have on resident lives while working in a therapeutic

capacity. She says, “You can change every aspect of a resident’s life, whether it be their health, confidence, or even overcoming obstacles that seemed insurmountable.”

Shiyamala takes a wholistic approach in her work supporting residents, highlighting the importance of mindset and emotional well-being as well as working towards physical health goals. Using this philosophy, she believes that “every resident will become stronger in their own way.” This is a daily source of inspiration for Shiyamala.

“I get professional satisfaction when I see that residents feel stronger and when residents feel that they can now conquer anything that comes their way.” - Shiyamala, PT

“I get professional satisfaction when I see that residents feel stronger and when residents feel that they can now conquer anything that comes their way.” This has been particularly important during the course of the last year when resident spirits have been largely affected. Shiyamala stresses that “As a Physiotherapy team in LTC, we are not there to simply provide care and have residents depend upon us, but we want residents to be able to be independent and functional by themselves.” For her, it is an honour and privilege to do this kind of work.

Nominated/Interviewed by Devora Greenspon, Extendicare Bayview

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 or 1-800-532-0201 x 260

Supporting Inclusion in LTC

Visit the Online Diversity Calendar

How will you honour diversity and support inclusivity this year?

Take a look at the 2021 Diversity and Inclusion Calendar from the Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI). The calendar is

online and keeps track of days that may have special meaning for LTC residents, families, and team members. The calendar lists information about religious and spiritual days of significance, cultural celebrations, awareness days, and health promotion days.

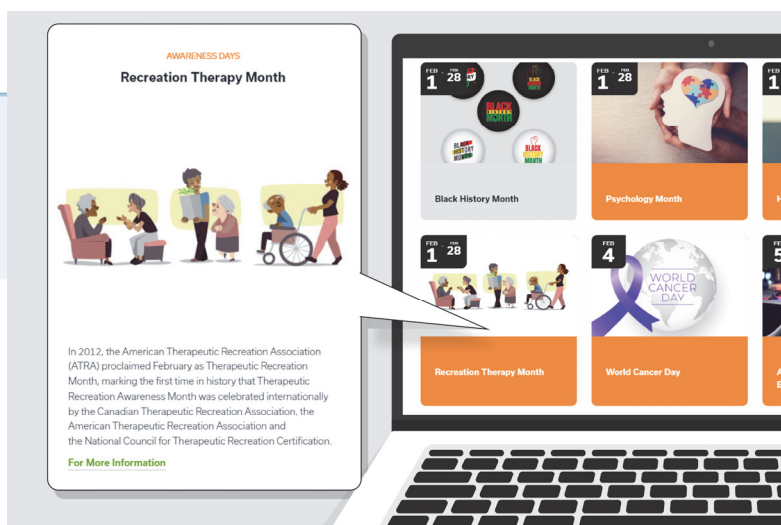
We know residents play an important role in creating a nurturing and inclusive community in LTC homes. You can use this calendar to:

- Plan special activities or theme days with your Resident's Council that celebrate diversity.
- Keep track of dates that may be important to those living and working in your LTC community, as well as your own family and friends.
- Learn something new about a neighbour or team member's culture that starts a conversation.
- Form a peer support group to bring people together during challenging times that relate to dates in the calendar (for example, Holocaust Remembrance Day).
- Find ideas for topics to display on a bulletin board in your home to raise awareness and encourage learning about different cultures.
- Host discussion groups for the LTC community to come together to celebrate or reflect on equity, diversity and inclusion topics.

Residents who helped guide the creation of this calendar have already started using it in their LTC homes. *"The calendar is wonderful!"* said Devora Greenspon, LTC resident at Extendicare Bayview and Board member of the Ontario Association of Residents' Councils. *"It is bright, easy to read and I'm sure residents will enjoy using it."*

You can find the calendar at clri-ltc.ca/diversitycalendar. The webpage has a video that will show you how to use the calendar- it's easy! Let your home's recreation therapy, spiritual care and volunteer teams know about the calendar so they can also use it to plan programming for your home and encourage learning among the team about different cultures.

Do you have a story about how you're using the calendar in your home? We would love to hear from you! Also, if you have any questions or suggestions, we invite you to reach out to us at info@clri-ltc.ca!



The Diversity and Inclusion Digital Calendar was created by the Ontario CLRI at Bruyère and the Ontario CLRI at the RIA, with guidance from LTC residents and the other members of the Supporting Diversity and Inclusion in Long-Term Care Advisory Group.

Expressive Writing for Everyone

Shared by Shelley Lepp, Co-Executive Director, Toronto Writers Collective

The Toronto Writers Collective (TWC) is Canada's largest and fastest growing community-based creative writing program. Since 2012, the TWC has trained more than 250 volunteer facilitators who have provided writing workshops in partnership with over 100 public and private institutions, social service and health care agencies, and social justice organizations across the greater Toronto area and beyond. Our thoughtfully facilitated workshops cater to a range of populations with diverse needs to offer a positive and supportive environment free from critique.



In March of 2020, we began offering workshops online as a way to bridge isolation, build community, and support individuals navigating complex emotions. In addition to supporting the population at large, we pivoted our focus to those on the frontlines of the pandemic – caregivers, frontline workers, and families with loved ones in long-term care. One family member participant shared, ***“The workshop was a welcome reprieve from the harsh realities of life. It provided a safe environment for those sharing a common painful experience to focus on other matters. It developed and allowed self-expression in a writer's creative world.”***

In the Fall, we were thrilled to lead a small series of workshops for resident Board Members with the Ontario Association of Residents' Councils (OARC). With the support of iPads, smartphones, staff, and TWC volunteer scribes, residents were able to share our experiences with one another. OARC President, Sharron Cooke reflected, ***“Participation in the therapeutic writing workshops is an amazing way of bringing out your inner feelings to express your lived experience.”***

To inquire about hosting a workshop, join one of our weekly online offerings or learn more about the Toronto Writers Collective, visit: www.torontowriterscollective.ca/current-workshops or message us at: info@torontowriterscollective.ca

Spiritual Resources for *Stressful* Times

By: Jane Kuepfer, Schlegel Specialist in Spirituality & Aging



Residents in long-term care are familiar with loss – loss of health, home, independence... This year has exacerbated that experience as people have lost even what helped them cope with other losses – family, friends, freedom... Vulnerability is also something we're used to in long-term care. We're used to being careful of infection, and outbreaks have always been inconvenient, but never before have they been so life-altering.

So what have we learned from this pandemic year? We know we have bodies that need attention and protection. But this long stretch of vulnerability and loss has reminded us that we are more than bodies. Whether you call it your mind, soul, spirit, core, self – the 'I' that is more than just a body has been working hard to survive this pandemic as well.

What keeps your spirit alive and hopeful when faced with a multitude of restrictions?

In my role as a 'specialist in spirituality and aging', I encourage people to think of spirituality in terms of 'resources'. Spiritual resources address our deepest human needs – for love, hope, peace and joy – they give us resilience in adversity, and everyone has them. For some, not all, spiritual resources are rooted in religious tradition and practice. Stories, music, community, prayer/meditation, sensory experience (including food), and connection with nature/beauty are all spiritual

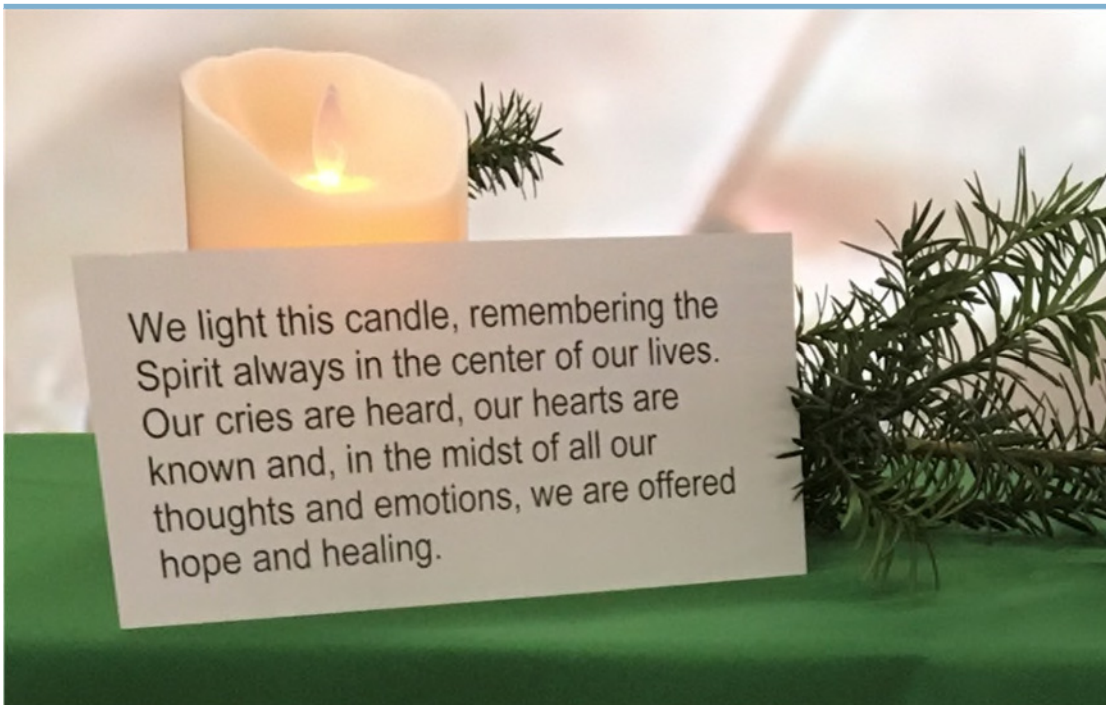
resources, as are our sources of meaning and purpose. A sense of belonging and being 'at home' also contribute to spiritual well-being.

The pandemic has stressed people's usual spiritual resources, with visits restricted, programs suspended and volunteers suddenly gone. At the same time it has highlighted the need to support spiritual resources in long-term care that are not dependent on community involvement. We must seek out what keeps love, hope, peace and joy flowing through our lives, especially in times of isolation, and do all we can to nurture our deeply human connection to life, our essential spirituality.

Tips for Spiritual Well-being:

- ◆ Identify your own spiritual resources (what feeds love, hope, peace and joy in you?)
- ◆ Connect however you can –
 - with yourself (quiet reflection/self-care)
 - with others (to both give and receive)
 - with your surroundings/nature/home (to stay grounded)
 - with God/the transcendent (to be aware that you are part of something bigger, and beyond this place and time)
- ◆ Expect and honour feelings of sadness and grief
- ◆ Dig deep into your memory – what has sustained you and your family/community through difficult times in the past? Recall sayings, songs, practices, etc. that you might revive
- ◆ Look for what is beauty-full and inspiring, and give thanks
- ◆ Keep a sense of humour!
- ◆ Befriend technology, to stay connected and to access music and other resources

Supporting Spiritual Well-being



Dr. Kuepfer encourages long-term care home teams to work with residents to create a dedicated reflection space—consider what might be possible at your home.

Pictured left is an example of a reflection space created for Advent at The Village at University Gates.

Tips for Supporting Spiritual Resources in LTC:

- ◆ Learn about the spiritual resources of residents (what are their particular sources for love, hope, peace, joy?) Connect, pay attention, honour emotion, nurture trust and agency.
- ◆ Tap in to sources of meaning together – music, prayers, inspirational reading, photos – provide print/audio/video resources
- ◆ Create a reflection space – a room, or a corner, where residents can go to find inspiration and solace (post pictures, prayers, etc. to acknowledge holy days, light (battery) candles when appropriate)
- ◆ If you can gather: invite residents who wish to connect with one another for prayer, discussion, singing, etc. Worship services through Zoom or YouTube can be held in small groups throughout the home, or hallway hymn sings. (Be sure your home's spiritual care provider has enough time for both individual relational care and programs.)

Stay Connected with Residents Across Ontario with OARC Forums



Have you had a chance to join us yet for one of OARC's weekly Resident Forums?

These engaging 45-minute sessions are open to all residents living in long-term care; they are peer-led and provide a safe space for residents to reflect and share thoughts and experiences.

All you need is a telephone, tablet or computer to participate.

Register today:

<https://attendee.gototraining.com/rt/4948757107395787522>

Or call the OARC team for registration assistance:
1-800-532-0201 extension 260.

Talking Vaccines with Dr. Fred Mather: Physician Q & A

Dr. Fred Mather is Past President of the Ontario Long-Term Care Clinicians (OLTCC) and Medical Director of Sunnyside Home, the municipal home for the Region of Waterloo and attending physician in two other homes in Kitchener and Waterloo. Having worked in long-term care (LTC) for over four decades, Dr. Mather recognizes that clinical care has become more interdisciplinary, specialized and complex. A strong proponent of person-centred care, Dr. Mather is committed to “keeping LTC the person’s home and provide the best quality of life.”



Sunnyside Home resident of 10 years, Larry Kekish pictured with Dr. Fred Mather.

At this time, most residents and team members and many essential caregivers from LTC homes across Ontario have had the opportunity to receive a COVID-19 vaccine. With this in mind, the Ontario Association of Residents’ Councils (OARC) team posed some vaccine-related questions to Dr. Fred Mather on behalf of residents across the province:

Question #1:

How does the vaccine work in the body to protect me and others?

A vaccine works by allowing the body to develop immunity to a germ without getting the illness. The current vaccines which we have are very new, and very simple in how they work. The two current vaccines given to LTC residents, staff /team members and essential caregivers are *Pfizer* and *Moderna*. Messenger RNA (mRNA) is a harmless protein that sends a signal to our immune system. After the vaccine is injected into the body, the mRNA enters the immune cells and makes copies of the spike protein on the surface of the COVID virus. Our bodies can recognize that protein and remembers how to fight the virus that causes COVID-19 if we are infected in the future.

Question #2:

If I’m already vaccinated, why is it important to have team members/caregivers vaccinated too?

As with current screening and testing, community vaccination will prevent the COVID virus from entering the LTC home. We know that the vaccines are very effective in preventing serious illness from COVID-19. The studies on the two mRNA vaccines indicated 95% effectiveness. Although it prevents us from getting the infection, we are uncertain whether we may still carry the virus and infect other people. When more people get vaccinated, we get closer to achieving herd immunity, and the risk for new variants become less.

(Talking Vaccines article continued from page 10)

Question #3: Now that most residents and team members in my home have been vaccinated, when can things get back to normal?

We all want to see the return of family visits, group programs, entertainment, religious services, community outings and more. The return to normal will come but it will be gradual and cautious. At this time, we do not know likelihood of a third wave, nor the impact of variants of the COVID virus. Fortunately, there is an assured supply of vaccines for the future. Vaccine research is ongoing.

The return to normal will be in the shape of the epidemiological curve. That is the daily record of the daily COVID cases. This curve will come down and flatten. The risk in the community will be minimal. The wish is for a slow but sure return to more visits and activities by the summer. We will welcome the return to more vibrant living in LTC.



(Left): Resident from peopleCare Oakcrossing displays her reason for being vaccinated.



(Right): OARC Director and Resident Leader, Carolynn Snow, was the proud "first resident recipient" of the COVID-19 vaccine at Cedarvale Lodge in Keswick.

Strategies for Keeping Residents in the Loop:

- ⇒ Through your Residents' Council, work with your LTC home management team to identify the best ways to keep residents informed about COVID-19-related changes
- ⇒ Include an "Infection Control/COVID-19 Update" on your Council meeting agendas
- ⇒ Consider using OARC's COVID-19 tools and resources including our Communication Template:

<https://www.ontarc.com/covid-19/communicating-with-residents.html>

Why do LTC homes need to wait in resuming 'normal' life activities?

This is uncharted territory. "Vaccine delays, vaccine hesitancy [people refusing or delaying receipt of vaccine], admission of unvaccinated residents, and ongoing community COVID-19 cases conspire to prolong the threat of COVID-19."

Source: Taken from a Guidance document from the American Medical Directors Association, i.e. Society for Post-Acute and LTC Medicine., February 25, 2021

Changing Mindset, Changing Lives, Creating Purpose

Shared by Brittany Young, RN BScN, Director of Care, Braemar

Home to 69 residents, Braemar Nursing Home is a family owned and operated facility located on the north end of Wingham, ON. We started our journey with the Registered Nurses' Association of Ontario (RNAO) in 2020, to become a Best Practice Spotlight Organization. We believe in fostering the very best environment for our staff and the residents that choose our home to become theirs. One of the Best Practice Guidelines (BPG) Braemar had chosen was Person-and Family-Centred Care. The implementation of this BPG has brought a new light to resident care and the resident experience. Staff are focusing on what it means to be truly resident-centred. It did not take long for them to adjust the way they conduct care conferences, and to approach care planning with a more resident-centred lens.

The COVID-19 pandemic has brought many challenges to long-term care, the most concerning being the isolation of residents from family. Braemar turned this challenge into an opportunity by starting the process of creating "I Am videos" as part of the Ontario Association of Residents' Councils signature program, Through Our Eyes: Bringing the Residents' Bill of Rights Alive. Each video features a resident's life story, and focuses on the importance of residents' rights. This initiative has changed the way we onboard and orientate new staff about the Resident Bill of Rights. We share these impactful videos at

Page 12 | Spring/Summer 2021

orientation and the response has been very positive. We have also shared completed videos on our Facebook page, which has allowed families and the community to connect and share stories, and better understand the true art of care in our home.

The Braemar team plans to continue to create "I Am videos" for all residents in our home as a reminder of what makes these individuals unique and whole. The videos also serve as a cherished legacy and keepsake for families. Once all the current resident videos are complete, we plan to implement this practise of creating videos into our admission process so every resident's story is shared: **"I am not done yet, I am still here, and I am whole."**



(Top) Resident Helen and Brittany, Director of Care raise a glass to celebrate becoming a RNAO Best Practice Spotlight Organization



(Bottom) Resident Pearl H. enjoyed being part of her own "I AM" video

Residents Competing on an International Stage

Shared by Dan McEwen, Motitech Canada

Motitech's Road Worlds for Seniors is a unique championship. It allows people living in care homes and day activity centres to take part in a global sporting event. Cyclists keep track of the distances they go on stationary peddlers while they reminisce with Motiview videos. But the championship makes the cyclists become a part of something bigger; a global movement focusing on the importance of physical activity and reminiscence for people that are normally not able to take part in such initiatives. As William Haire from Sunset Manor in Collingwood, Ontario points out, ***"It was good exercise! It helped me to wake up and keeps me fit! I also really liked the local videos and familiar trails."***



Sherry with team member Heidi at Sunset Manor

their support teams, the championship creates an event where residents compete together as individuals and as teams: celebrating achievements and crowning champions, increasing confidence and social interactions, having fun and feeling like part of a community.

Sherry Wilson, another Sunset Manor resident was excited and proud to reflect and share about her involvement. She shared: ***"It was fun to tell my sister how far I went each time and I was proud of myself! I even got a certificate showing I did it!"***

In September 2020, despite COVID, 3,000 residents from 7 different countries went an amazing 103,000 km all together. Talk about dedicated athletes!

We would love to see you at the starting line for Road Worlds for Seniors 2021!

www.roadworlds.com



William and team member Katie at Sunset Manor

The Road Worlds is an international championship that turns older people and people living with dementia into dedicated athletes. For the participating cyclists and



**ROAD WORLDS
FOR SENIORS**

motiview

Getting 'Inked' at peopleCare Oakcrossing

Shared by Cassy Borth, Director of Programs

Getting a tattoo may or may not be at the top of everyone's bucket list, but for the residents at peopleCare Oakcrossing in London, ON, getting some temporary ink was a memorable way to spend an afternoon!

Inspired by a resident's request, the Recreation team set out to create a mock Tattoo Parlour in the resident dining rooms. Residents were consulted to determine what tattoo designs might be most popular (flowers and butterflies topped the list!) and the Parlour was well-stocked with a wide range of press-on tattoos for residents to choose from. With COVID-19, the Recreation team at Oakcrossing have had to come up with new ways to provide meaningful engagement and entertainment for residents. This simple, yet innovative program brought smiles to many resident faces. Family and friends were also made to feel included through peopleCare's Facebook page where residents proudly modelled their new tattoos!

All of the fun—without any of the regrets!

...What tattoo would you pick?

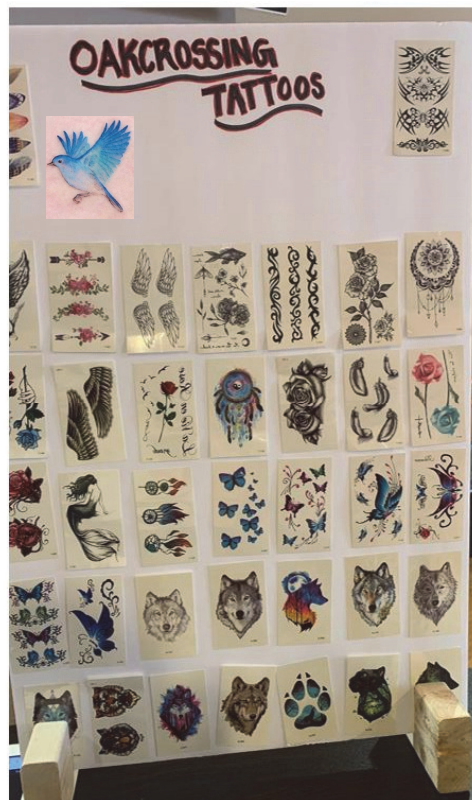


"I never thought I'd be getting a tattoo at the ripe old age of 91, but dreams DO come true!"

— Molly



"I think I probably surprised my husband, until I told him it was washable!"
— Wendy



"Maybe now I'll fit in with all the young kids!"
— Earl

Something from Nothing: Inspiration for a Resident Newsletter

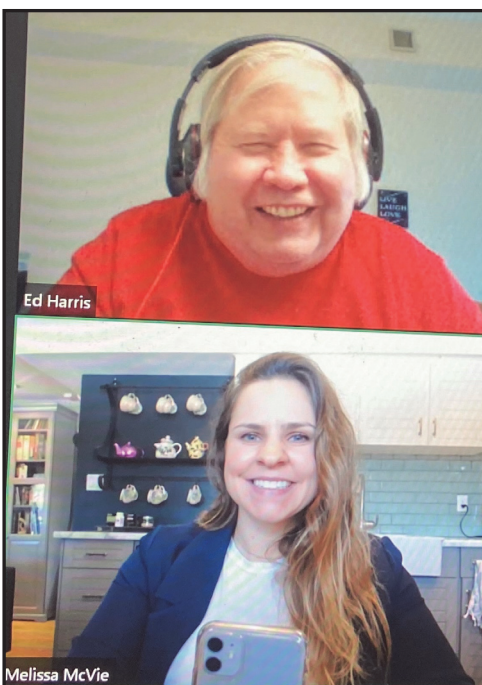
Shared by Ed Harris, Resident, Avalon Care Centre

When Melissa from the OARC office heard about what I'd been up to during the pandemic—creating my own Resident Newsletter to keep me sane and out of trouble – she was quick to ask me more about this labour of love, and invited me to share my experience with you. Well, here it goes...

A self-declared “non-writer,” I made the decision to break out of my pandemic boredom, play around on the designated resident computer, and create something to put smiles on the faces of my fellow residents. I wasn't sure what it was going to be initially - I pulled together jokes, clip art, and tidbits of information for each issue. The goal was to keep people informed, connected, and in good spirits during this extended period of isolation.

Melissa's request for a Seasons contribution caught me in one of my creative moods, where I build something from nothing or is that nothing into something? (like my newsletter). But I must lay out some tools first. In this case, my tools will be musical tunes from three different CD's that seemed to mirror my thoughts as I moved through the writing process.

The first song I listened to was “Four Cornered Room” by the band War. This tune describes someone sitting down talking to someone else in a four cornered room. With lyrics like “Looked like we should have better days in front / Just because we took our time to think and talk” – It is with this sense of optimism and need for connection that I sought out to write and circulate a newsletter each month. People needed something to look forward to.



Ed and Melissa stay in touch weekly through OARC's Resident Forums.

A second song comes on and resonates once again; this time it's Paul McCartney & Wings belting “Stuck inside these four walls.” With the pandemic raging on (at the time of writing, it is mid-January 2021), I think this song title speaks for itself as my fellow residents and I are truly stuck inside our own four walls and have been for months...

A third tune comes on, and once again, the title speaks to me as Michael Bolton sings, “When I'm back on my feet again.” The pandemic has knocked us all down, quite literally and figuratively. I get up out of my wheelchair for a little walk... It is very hard to do, but sure feels great to walk again.

I want to leave you with a challenge, resident readers. What are your tools? What is getting you through these times? Let us all know and let's overload the next issue of Seasons with some more happy stories!

Avalon Care Centre

Newsletter

Issue #2

Hello! I hope my newsletter is bringing you some joy and a few smiles in your life.

I also hope to inspire those of you to join your Residents' Council and help remove barriers that you may find in your home, that you would like to see changed. With doing this, you may find it will open doors for you to achieve some more of your dreams in life. From that you may wish to try another step forward and join us in what is called a Forum with Ontario Association of Residents' Council.

OARC. This is where you get to talk with other homes across Ontario to discuss problems you may be having and other homes may have fixed the same problem. So, they may help you with it.

I am proud to say I am member of our Residents' Council, and the Forums with OARC - Ontario Association of Residents' Council. It has brought me a few good changes in the little time I been in them myself. Like bringing you this newsletter, designed by Ed Harris, an Avalon Care Centre resident. In this newsletter, wish to have happy stories, jokes, and new updates. Plus, new to this issue will be: ASL - American Sign Language.

My name is Ed Harris and I have been at Avalon Care Centre for just over a year. Many people consider me the Avalon joker and the resident who is always up for a good laugh.

I am still looking forward to reading some stories, jokes or any good news that will come my way.

Thanks Ed Harris



Christmas Long Ago

By Jo Geis

Frosty days and ice-still nights,
Fir trees trimmed with tiny lights,
Sound of sleigh bells in the snow,
That was Christmas long ago.

Tykes on sleds and shouts of glee,
Ice window fillings,
Sugarplums and candle glow,
Part of Christmas long ago.

Footsteps stealthily on the stairs,
Sweet voiced carols in the air,
Stood hanging in a row,
Till of Christmas long ago.

Starry nights so still and blue,
Good friends calling out to you,
Life, so fast, will always slow,
For dreams of Christmas long ago.

YOUR Membership Makes a Difference!



For the last 40 years, OARC has been providing education and support to empower residents across Ontario and working hard to amplify resident voices and lived experience to positive affect sector change. 2020 was an extremely challenging time for residents living in long-term care, as well as their dedicated teams and families, due to the life-changing impact of COVID-19. **The OARC team has responded by:**

- ♦ Increasing **advocacy** efforts, including weekly consultations with our partners at the Ministry of Long-Term Care and other sector stakeholders
- ♦ Identifying the opportunity to enhance home-level **communication** with residents and creating a template to facilitate pandemic-related communication
- ♦ Elevating the need to support resident **psychosocial well-being** as well as physical
- ♦ Championing the push for the **resumption of Council meetings** during outbreaks
- ♦ Developing outbreak **tools/guidance documents**
- ♦ Increasing the frequency of targeted **information bulletins** and webinars for residents
- ♦ Facilitating weekly virtual **Resident Forums** for peer-led support

We value your support and hope you will renew your membership for the 2021-2022 membership year.

NEW: Membership certificates will be sent via email this year. We hope this allows Councils flexibility to print and proudly post on each floor/home area.

Payments Made Easy: now accepting: Visa, Mastercard, cheque, money order or electronic transfer



CELEBRATING 40 YEARS