



# Connecting. Growing. Empowering.

*Introducing Your Ontario Association of Residents' Councils*



# Land Acknowledgement

Together, let us now pause as we acknowledge the Indigenous Peoples of all the lands that we are on today, from wherever we are virtually participating in today's meeting. Let us take a moment to acknowledge the importance of the land we each call home.

We do this to affirm our commitment and responsibility to improving relationships between nations, and to improving our own understanding of local Indigenous Peoples and their cultures.

We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people who call this nation home.

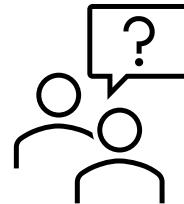
Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and ongoing challenges of the present, and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

# Webinar Housekeeping



## Chat Box

The Chat feature is **disabled** during this session.



## Question Box

Type questions in the Q&A box. We will answer as many as possible during the presentation.



## Recording

A recorded version of this webinar will be available on OARC's website.  
[www.ontarc.com](http://www.ontarc.com)



## Evaluation

After the webinar, a pop-up screen asking you to complete a survey will appear. Your feedback and suggestions are appreciated.

# Welcome and Purpose



**Stephanie Ventura**  
Director of  
Education



**La Vern Simkins**  
Resident Leader,  
East Region



**Melissa Matheson**  
Education & Home  
Support Manager



# About OARC



**OUR MISSION:** We empower Ontario long-term care residents to understand their rights, share their lived experience, and inspire a better tomorrow. We do this by working together with our partners to educate stakeholders, build a collective voice, and create positive culture change.

### OUR VISION

Every resident shapes the place they call home.

### OUR MANDATE

ASSIST AND  
SUPPORT  
RESIDENTS IN:

Forming, operating  
and sustaining  
effective Residents'  
Councils.

Becoming participants  
in their long-term care  
home operations and  
communities.

Sharing and consolidating  
ideas and promoting  
policies that improve  
quality of living.

Educating the  
community about life in  
long-term care, including  
the issues they face.



# Core Services for Residents & Residents' Councils



# Education and Training

Foundational  
Residents'  
Council education

Monthly  
informational  
webinars

Special-topic  
sessions



# Tools and Resources

- Council Resource Guide
- Meeting agenda and minute templates
- Opening and closing remarks
- Fact sheets on resident rights, role of RCA, resident and administrator, finances, governance structures
- RC brochure template for promoting councils
- Resident Bill of Rights translations
- Understanding Our Law guide to the Fixing Long-term care act for Residents' Councils
- Bylaws template, code of conduct support



# Resident Engagement Programs



*You are invited to our*

## Resident Forums

- Connect with other Residents living in Long-term care homes
- Share ideas, opportunities and work through challenges
- Explore solutions and learn about new tools and strategies

**Thursdays @ 2pm ET  
ON ZOOM**

Go to this link to find out more information on how to join  
<http://www.ontarc.com/residents-forums.html>

**OARC** Ontario Association of Residents' Councils

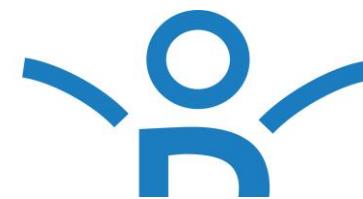
Weekly Resident Forums

Opportunities to join focus groups

Opportunities to be part of research

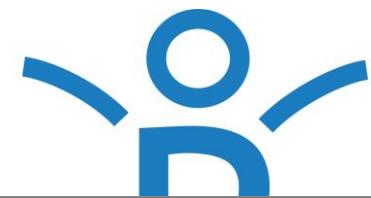
Opportunities to join the REAL group

Support for Residents' Council Week



# Support for LTC Homes and Council Supporters

- Consultation and problem-solving
- One-on-one support to help form, re-energize, or sustain effective Residents' Councils and to ensure the RC is exercising their full scope and powers as outlined in the FLTCA, 2021
- Education for staff and leadership
  - We offer sessions for teams on the RC roles, working collaboratively with your RC, and on how to use resident feedback for quality improvement and culture change
  - Resources homes can share directly with residents (fact sheets, resident bill of rights materials, monthly newsletter, twice annual magazine, opportunities to participate in contests and apply for awards)



# Residents' Voices Survey:

## OARC's Environmental Scan

Exploring the Health, Function and  
Needs of Residents' Councils in  
Ontario Long-Term Care Homes



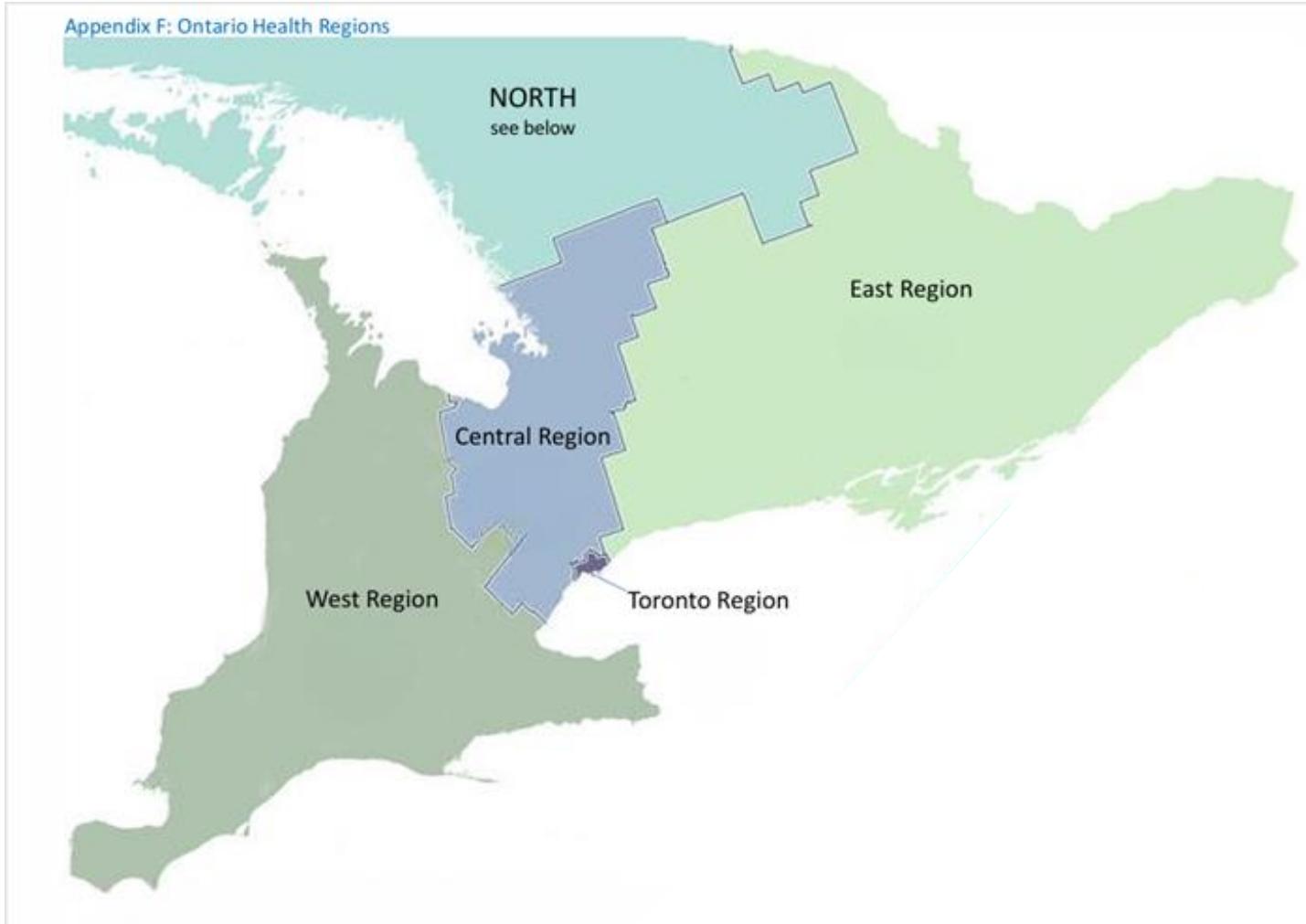
### RESIDENTS' VOICES SURVEY: OARC'S ENVIRONMENTAL SCAN

Exploring the Health, Function and Needs of  
Residents' Councils in Ontario Long-Term Care Homes  
March 2023



Prepared by: The Ontario Association of Residents' Councils (OARC)

# Regional Home Support Team Expansion



- North Region
- East Region
- Central Region
- West Region



# How to Access OARC Services and Support



# OARC's Website – General Information



[www.ontarc.com](http://www.ontarc.com)

- Resource library
- Tools and Templates
- Webinar and Forum Details
- Newsletters and Publications
- Team Member Contact Information

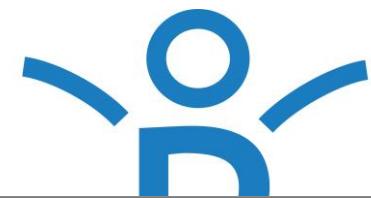


# Phone and Email – Customized Support



Email: [info@ontarc.com](mailto:info@ontarc.com)  
Phone: 905-731-3710  
Toll Free: 1-800-532-0201

- Request a Home Support Visit or Call
- Receive Tailored Advice and Recommendations
- Inquire about our Services



# OARC Communications



- Follow us on Social Media
- Look for a copy of our Seasons Magazine in your Home
- Join Our Mailing List

Follow us [@OARCNews](#)



# Questions and Conversation





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Ontario 



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**Connect with us – we look forward to hearing from you!**

