

Communicating Home Updates with Residents



To assist long-term care home management and teams with keeping residents informed and engaged in home operations, OARC has created a simple template that can be customized and used to communicate changes in your home.

OARC recommends that this tool be updated

frequently and delivered to each resident. While some residents may indicate a preference for hard copies, additional forms of communication and information delivery may be more appropriate for others. We invite you to ASK residents and their loved ones what their preferred method for receiving updates is.

In addition to distributing copies, your communications tool may also be enlarged and posted in conspicuous, high-traffic areas that are accessible to residents and teams in each home area.

The contents of the tool may be incorporated into daily huddles/shift reports, with the intention that information could be delivered verbally during 1:1 interactions with residents or shared when small groups of residents are gathered for meals or programs.

Lastly, some residents have regular access to the internet and personal email accounts. Home communications may be sent electronically to individuals who have provided consent to be added to your distribution lists.

Consider bringing this topic forward at a future Residents' Councils meeting to brainstorm ways that residents may like to be informed of updates in your home and consider the range of perspectives of those who might not attend meetings.

Download a blank template here:

https://www.ontarc.com/wp-content/uploads/2026/09/20250221GeneralCom_Template.docx

[Consider printing on home letterhead]

[Home Name/Home Area Name] Resident Update Date:

Subject: Important Update: [Brief Description of the Update]

Dear Residents,

I am writing to inform you about [briefly describe the update]. This update is important because [explain the significance of the update in simple terms.]

Key Points:

- [First key point or change]
- [Second key point or change]
- [Third key point or change, if applicable]

Changes or Impacts to Care or Services:

- [Describe any changes to care or services, e.g., “Meal times will be adjusted,” “Certain activities will be temporarily suspended,” etc.]
- [Explain how these changes will affect the residents, e.g., “You may notice a different schedule for your daily routines,” “Staff will be available to assist you with any adjustments,” etc.]

I understand that you may have questions or concerns regarding this update. Please feel free to reach out to [contact person or department] at [contact information] for more information.

You can expect the next update on [specific date or timeframe]. We will keep you informed as the situation progresses.

Best regards,

[Your Full Name]

[Your Position]

[Your Contact

Information]