

Seasons

Celebrating the Seasons of Life



OARC Connecting in New Ways Across Ontario

OARC has realized that in order to reach more Residents' Councils, Residents' Councils' Assistants and long-term care (LTC) homes in a timely fashion, embracing technology in the work we do will be of benefit to all.

As resources allow, we visit LTC homes upon invitation and provide education in person. However, when travelling to homes was not feasible, OARC has been utilizing email, telephone calls, and teleconferences to provide the support requested by the Residents' Councils and their homes. Along with our new twitter account (Twitter @OARCnews) we have now added webinars and online meetings to our tool box. It means that distance is no longer an issue for Residents' Councils and their LTC homes when it comes to working with OARC. It also means that OARC is able to offer a wider range of choices for the provision of education and support to Residents' Councils, Residents' Councils' Assistants and LTC Homes.

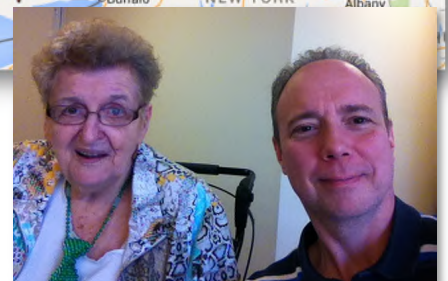
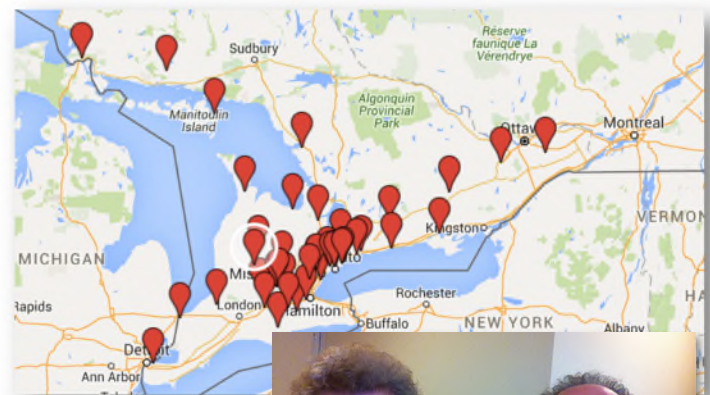
What will not change is that no matter what method is used to connect, our focus will remain on building relationships with each other, and providing support and assistance to Residents' Councils as they move forward in their work towards optimizing their effectiveness.

Technology was certainly a big part of our Day I Togetherness Training Workshop (TTW) that was held on March 16, 2016 at Schlegel-University of Waterloo Research Institute for Aging (RIA). TTW brings together the Residents' Council President/Leader, their Assistant and their home's Administrator to examine how each of their roles contribute to the effectiveness of a Residents' Council. TTW also provides the opportunity to explore and learn together about effective tools, strategies,

skills and techniques to build a meaningful and influential Residents' Council.

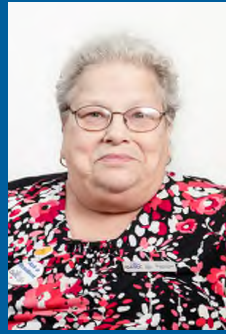
Participants had the option to attend in person or online. The overwhelming majority chose the online option and we had attendees from across Ontario join those who had attended in person! OARC is thrilled to be moving forward in this new and exciting venture that embraces technology and allows us to connect in new ways! Many thanks to the Schlegel-RIA for their assistance in evaluating and improving OARC TTW!

Thank you to all the homes who participated in OARC's Day 1 Togetherness Training Workshop



L to R:
Gwen Miller and David Crafts from Vision Nursing Home in Sarnia who participated online for OARC's TTW and sent in their photo. Gwen and David were the winners of the online participants for the highest "Paper Tower" activity played during the workshop.

President and Executive Director Report



Sharron Cooke
President of OARC
President of York Region
Newmarket Health Centre
Residents' Council



Dee Lender
Executive Director of OARC

Through OARC I have learned how to be more involved within my home and speak with confidence with management, knowing that as residents, we can affect our quality of life. I encourage residents to take part by sharing your lived experience on various quality improvement committees in your home. For example, could residents participate in hiring committees? Wouldn't it be great if the Human Resources department asked Residents' Council to be a part of the hiring of new staff members and voice what is important from a residents' perspective. By being involved, understanding what each other's roles are all about, asking questions and supporting each other – you build teamwork within your home and that is Culture Change.

I am part of the team at my home. I try to model the behavior that I feel is best in changing the culture in my home. I work at building relationships with all staff, volunteers and residents so that we can, together, come up with solutions so that residents feel that where they live is the best possible home.

Residents' Councils are important to residents. They provide a time and place for positive mutual support, feeling connected to each other, and talking about whatever we need to talk about in privacy. An effective Residents' Council plays an important role in representing the "Collective Voice" for ALL residents.

Keep reading all of the articles in this edition of 'Seasons' to see how Residents' Councils can inspire positive changes in long-term care. Enjoy all of OARC's webinars as OARC leads the way in reaching out to ALL RESIDENTS IN ONTARIO.

Sincerely,

"If you want to go fast, go alone. If you want to go far, go together." African Proverb

What is a successful Residents' Council? In my mind, it's a group of Residents living in long-term care homes, who seek to become the best possible collective voice of all residents in that home. Now that's a challenge, and that goal may seem to be an unrealistic ideal to many. How is it possible for a small group of residents to represent the voices of the entire body of residents, when over 60% of people living in LTC homes have cognitive and mental changes that leave them unable to speak for themselves. My encouragement to all of you reading this note, is to build relationships with many, many people in your LTC home. Teamwork, through the establishment of authentic relationships is the only way a Residents' Council will thrive, in the long run. The business of Residents' Council extends far beyond the one hour meeting each month, and the success of Residents' Council depends on the entire LTC community supporting the value of hearing from residents. In the next edition of Seasons, we will tap into some ideas around how to best represent people who are not able to speak for themselves due to dementia. In the meantime, no matter who you are – resident, family member, staff or management member, volunteer, student...please think about how you can facilitate opportunities to build relationships within the LTC community so that a 'buzz' lives in the home recognizing that residents are truly the experts of their own lived experience. How can you contribute to the success of the Residents' Council....yes....YOU!

Sincerely,

Home Sharing

OARC asked Residents' Councils, from across Ontario to tell us about...

- What is working well in your Residents' Council?
- Are there any new ideas your Council has tried to improve resident involvement with your Council?
- How has Residents' Council enhanced the quality of life in your home?

These questions were asked in our 'OARC in Action' newsletter published in January 2016. **Thank you to all the homes that participated.**

3 winners were selected and received a Tim Horton's gift card as their prize, along with publishing their submissions. Please read their submissions on the next few pages and join us in congratulating the winners: ***Extendicare Medex in Ottawa, Silverthorn Care Community in Mississauga and Chartwell Brant Centre Long Term Care Residence in Burlington.***



Our Residents' Council Built Purse Mountain *Extendicare Medex, Ottawa*

Our Residents' Council decided to create a new fundraising event called Purse Mountain. A poster was put up requesting donations of gently used purses from staff, family members and residents. When all the purses had been collected, the "Ladies in Red" social group got together and cleaned all the purses. Signs were then posted throughout the home, advertising our big Purse Mountain Sale.

It was decided that residents would get first pick, at \$2.00 each, and then the sale would be open to staff, and visitors, who would pay \$3.00 each. The sales table was manned by ladies from our Residents' Council. Not only was a tidy sum raised for our Council, but our residents, staff, and visitors were all delighted to get a stylish handbag for such a modest amount.



*L to R: Carol Tweedie, Therese Leduc,
Ruth McMurry, Winnifred Zaine
Extendicare Medex*

This event really raised our community spirit, by providing our residents, staff and family members an opportunity to work together to contribute to our home. In the end, it was decided that Purse Mountain would become an annual event here at Extendicare Medex.

Resident Quality of Life *Silverthorn Care Community Mississauga*



*John Graham, Residents' Council President
and Melissa McVie, Council Assistant*

The subject of resident quality of life, and ways to enhance it, has always been a topic high on the agenda for the Silverthorn Residents' Council. And as Council President serving a fifth term in my role, I know the importance of cultivating meaningful community links. I've carried this value with me from my days working in elementary schools in the capacity of Teacher and Principal. Regardless of age, the feeling of being connected and engaged in some way, is something we all yearn for.

While I myself am in fairly good shape, both physically and cognitively, many of my peers are not so fortunate. For some, these impairments make it impossible for them to leave their home and this can feel both alienating and lonely. So the challenge becomes: how can we make residents living in long-term care feel differently?

To enlighten and empower our residents, the Silverthorn Residents' Council has been involved in various fundraising initiatives to help offset the costs (and in some cases, to fully sponsor) a few new program ideas with the goal of bringing arts and culture as well as technology, to the forefront of resident life.

In 2013 we purchased 3 iPads for our home. These fancy devices have expanded our horizons and eroded previously-perceived barriers. With these tools, we can escape through music and images, we can challenge our minds with games, and feel the coveted immediacy of human connection through applications like Skype and Facetime.

Our Council also proudly sponsors 3 "Smile Theatre" performances a year. "Smile Theatre" is a registered charity that creates and presents professional musical theatre productions for older adults. Our residents and their families are invited to shows covering diverse subject matter. The powerful experiences created by these small groups of performers leave our seniors feeling engaged, inspired and uplifted. And we didn't even have to leave the comfort of our own home to do it!

Our monthly "Strolling Minstrel" program has introduced a more mobile-style of entertainment that reaches more residents than our big parties. Instead of congregating in our home's Multi-Purpose Room like we usually do for Birthday celebrations and social events, a paid performer serenades our 160 residents in 6 different dining rooms, while residents enjoy their meal. We endeavour to book unique entertainers who use their voices and instruments to create magic. We welcome all genres, but our group particularly enjoys the music of a chap who plays the ukulele and another who amazes on the

accordion. We recently booked quartet of Victorian Carolers to get residents in the holiday spirit for our Christmas Bazaar.

When the Silverthorn Residents' Council comes together each month, all kinds of ideas and suggestions still flow among us. Brainstorming ways to enhance the resident experience continues to be one of the highlights of our meetings. Living in a long-term care home or care community does not mean that we're isolated and cut off from the world. We live for experiences that stoke the fires within us and make us feel alive and connected. Bringing forms of art and culture into our home is just one way we accomplish this, one day at a time.

Resident Quality of Life
Brant Centre
Burlington

Hello, my name is Jessica Arkley, a resident of the Brant Centre Long-Term Care Residence in beautiful downtown Burlington.

In January of 2016 I began my tenure as President of the Residents' Executive Council. The previous year, I had served as Vice President, after taking the first year of being a resident here to observe how the Council could make a difference in my new home. I liked what I saw and so decided to become an active member of the Council to help to maintain the good works of the previous Councils.

In the past, the Residents' Council has provided flat screen TVs, beautiful fireplace credenzas and cushions for our outdoor furniture. They have also (and present Council will continue to do so) sponsored the "Smile Theatre" group; Grand River boat cruises; tickets for the "Sound of Music" festival; an outing to a movie theatre and barbeques for our residents. We are always looking for other events in our community to sponsor resident attendance.

We, as a team, are working to find events and "happenings" that our fellow residents can enjoy. This is facilitated with the wonderful results of our fundraising events such as raffles and our annual Christmas Bazaar.

Recently, we have added another member to our Executive Council who will serve as an Advisor to the Executive and all of our Council members.

We are a very sociable group who are always talking with our fellow residents on a wide variety of topics – a perfect opportunity for us to encourage others to attend our monthly Council meetings which are always well attended!

We have a great management team here at Brant Centre who are extremely approachable which makes it very easy for us to bring forth new ideas which will serve to improve the lives of our residents. Our staff assistant, Anna, is a hard working asset to our Council and we appreciate her greatly.

We, as a Council, will always strive to maintain, and improve, this positive, safe, and happy place that is our home.

Yours truly,

Jessica Arkley
President Residents' Executive Council

Congratulations to the 3 winning Residents' Councils!

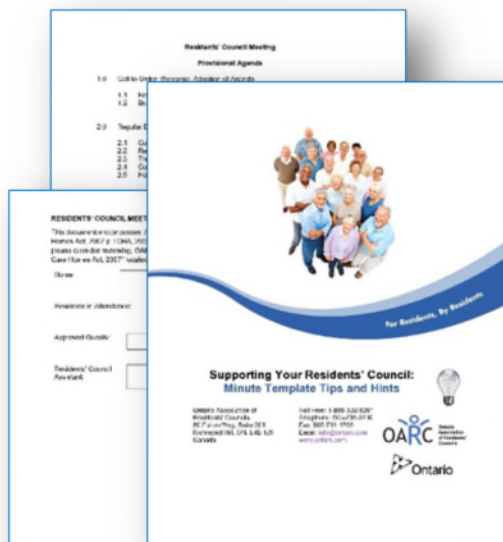
Thank you for sharing the wonderful work you are doing to truly build community and respect in your homes!

If your Residents' Council has a story that you would like to share please send it to us! We are always excited to share all the inspiring stories, ideas and events from Residents' Councils across Ontario.

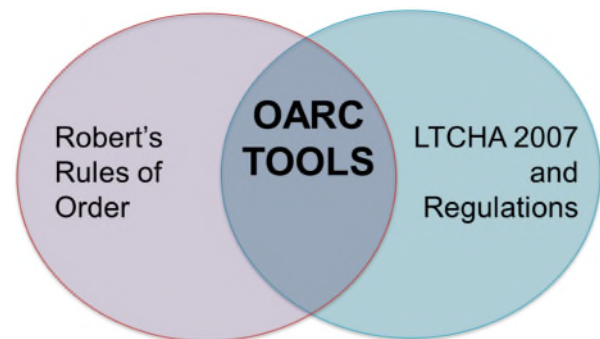
Tools to Assist you in your Residents' Council Meeting - Newly Updated -

The function and meaningfulness of your Residents' Council far exceeds the one hour meeting residents have each month called the 'Residents' Council Meeting'. Because every resident who lives in the home is a member of the Residents' Council, whether they attend meetings or not, it is important to find ways to build relationships amongst all residents so that the decisions made and discussions that take place in the meetings represent the collective voice of the resident body. That said, the fact remains that the Residents' Council meeting is very important. It is the one and only legislatively protected time that residents, and only residents, come together to discuss issues of importance to them (others attend the meeting upon invitation only).

Over the past few years, OARC developed a set of companion tools that work together in supporting an effective Residents' Council meeting. These tools are designed to spur on meaningful conversation, are in direct alignment with our legislation, the Long-Term Care Homes Act, 2007 (LTCHA), and capture the full scope of influence the Residents' Council has in every LTC home. Recently, the tools were updated for your convenience, confidence and clarity.



Please watch our 'Tools to Make the Most of Your Residents' Council' webinar on our YouTube Channel <https://www.youtube.com/channel/UC9zqu513DgvtE8UBLjWo05w> to learn about the newly updated tools that include: Tips and Hints document, Provisional Agenda, Minute Template and Understanding Our Law and Residents' Councils. By joining us, you will learn the background and rationale for the important updates that may impact how your Council and Administrator relate to each other, work together to improve quality and find resolution to identified concerns. In the meantime, here are some details that will be explored further in our webinar.



In creating tools for Residents' Councils, OARC considers two guiding documents:

- 1) Roberts Rules of Order – guides us in understanding the proper process for a deliberative assembly following parliamentary procedures.
- 2) The LTCHA, 2007 and Regulations – sets the framework for our understanding of the relationship and accountabilities between the Administrator and the Residents' Council.

OARC's Recommendation:

OARC has solidified a recommendation to all Residents' Councils concerning the process of approving minutes and informing Administrators of issues coming through the Council.

Residents' Council meetings are a time when compliments are expressed, as well as concerns and recommendations that the Council wishes to have addressed. The Administrator has a "duty to respond" according to the LTCHA. When the Administrator has been advised of concerns or recommendations that have come through the Residents' Council, he/she "shall, within 10 days of receiving the advice, respond to the Residents' Council in writing." (LTCHA, 2007, c. 8, s. 57 (2).) The way in which the Residents' Council informs the Administrator of concerns is not prescribed in law and is decided upon by the Council itself.

OARC recommends that Residents' Councils use their approved minutes to inform their Administrator of issues.

This means that the minutes are drafted and approved quickly, within 2-3 days of a meeting by a sub-committee of residents. This sub-committee may in fact be the existing leadership team of the Council. By viewing approved minutes, the Administrator has the confidence that the concerns have been captured accurately, and action plans can be developed based on a thorough understanding of the issue being presented in the approved minutes. The process of utilizing a sub-committee to approve minutes, described in Roberts Rules of Order is adopted when there is a long period of time between meetings, when details of topics discussed may become vague. This supports the Residents' Councils' goals of approving minutes quickly, given the time span between meetings, and given the number of residents who may participate in a meeting who may be living with cognitive impairment. Once approved, the minutes are then publicly posted with the "consent" of the Residents' Council (Regulation 79/10 79. (1). (3)).

This process is captured in OARC's Minute Template through the provision of a space:

- For the sub-committee representative to sign once approval has been obtained (section 8)

- For the Administrator to sign and date the minutes. Note that in doing so, the Administrator is not approving the minutes. He/she is acknowledging receipt of the concerns on a certain date. The 10 days within which the Administrator provides a written response then begins. (section 8)
- For the Council to indicate that consent has been given to post the minutes (section 8)
- For the Council to review previously approved minutes (section 1.1)
- For the Council to indicate whether a written response from the Administrator has been received within 10 days (section 2.1)
- For the Council to indicate their recommendations/concerns that are being brought forward to the Administrator (section 2.5)

**** Important clarification on when the 10 days begins****

While working with the Residents' Council, the Assistant to Residents' Council is not considered a delegate or representative of the Administrator. Therefore, when the Assistant becomes aware of a concern (because he/she is present at a Residents' Council meeting), that is not considered equal to the Administrator 'receiving' the advice. The duty to respond in writing within 10 days, begins when the Administrator receives the advice, not when the Assistant receives the advice. The exception to this understanding is when the Assistant becomes aware of abuse or neglect. The LTCHA requires that "any person who has reasonable grounds to suspect" that abuse or neglect of a resident "has occurred or may occur", must "immediately report" to the Ministry of Health and LTC.

OARC Membership Benefits

Benefits of being an Ontario Association of Residents' Council member



Why Join OARC in Membership?

OARC is a non-profit association, formed in 1981 by residents, to act as the collective voice for Residents' Councils in long-term care (LTC) homes in Ontario.

OARC is guided by a Board of Directors, all of whom are residents living in long-term care homes throughout Ontario.

OARC's Vision:

A future where supported and self-governing Residents' Councils are respected for their positive contributions to maintaining quality of living in LTC homes.

OARC's Values:

OARC believes that respect is core to quality of living and the Residents' Councils provide opportunities for residents to explore and promote:

- Relationships
- Education
- Self-Determination
- Positive mutual support
- Environments like home
- Collective voices
- Ties with the community

Membership with OARC supports:

- Residents' Councils across Ontario in sharing their concerns, celebrations and strengthening relationships in their homes
- Discussions with the Ministry of Health and Long-Term Care (MOHLTC), researchers, universities/colleges, and the long-term care home community to enhance and support Residents' Councils
- OARC's communications, presentations and events to educate and increase the effectiveness of Residents' Councils
- Opportunities for residents to become part of the collective voice in bringing focus to the resident perspective of health, safety and quality of living in long-term care homes
- Residents to consider becoming a member of the Board of Directors for OARC

"Working on a provincial level, sharing education and knowledge with other Residents' Councils I can make a difference in my own home and for others across Ontario, making a better life for residents. OARC gives the opportunity to work outside of our homes and work with other residents." ~ Sharron Cooke, President OARC

OARC Members receive a certificate to display the home's commitment to Residents' Council. Members also receive copies of our newsletters 'Seasons' and 'OARC in Action'.

If you have any questions regarding membership or would like further information on becoming a member please contact us or visit our YouTube Channel <https://www.youtube.com/channel/UC9zqu513DgytE8UBLjWo05w> to watch our webinar on 'The Benefits of Membership with OARC'.

OARC Carrying Resident's Voices to the Ministry of Health and Long-Term Care

Letter received from Peter Kaftarian, Executive Director, Health Capital Division, Ministry of Health and Long-Term Care

Residents First: Ministry engaging OARC to support long-term care home redevelopment

In October 2014, the Ministry of Health and Long-Term Care announced the Enhanced Long-Term Care Home Renewal Strategy (Enhanced Strategy) to support the redevelopment of more than 30,000 long-term care (LTC) home beds in approximately 300 LTC homes to current design standards by 2025. The ministry's commitment to redeveloping older LTC homes across the province facilitates the provision of quality resident care and services in an environment that is comfortable, aesthetically pleasing and as home-like as possible.

The Ontario Association of Residents' Councils (OARC) plays a critical role in supporting the implementation of the Enhanced Strategy by bringing the voice of residents to the table. As a member of the Stakeholder Advisory Committee and various working groups, the OARC provides regular feedback and input to the ministry on diverse issues impacting LTC home redevelopment. The OARC's active participation and involvement ensure the resident perspective is represented to support policy decisions that best meet the current and future needs of LTC home residents across the province.

The ministry is committed to engaging the LTC home sector and looks forward to continued collaboration with the OARC to support LTC home redevelopment in Ontario.

OARC Home Visits Across Ontario

Susan Thibert, OARC Education and Support, with George Poole, Residents' Council President of Collingwood Nursing Home during a home support visit.



OARC provides education and support to Residents' Councils in long-term care homes across Ontario. Are there topics or resources you would like to know more about to make your Residents' Council the best that it can be? As a valued member of OARC, please tell us what your Residents' Council needs are.

Looking Toward the Future: OARC's Strategic Plan 2015 - 2017

OARC is a leader in building relationships between the collective voice of the individual Residents' Councils and the long-term care community.

OARC has identified 4 priority areas of focus in the 2015 - 2017 Strategic Plan. One of its priorities, the voice of the cognitively challenged resident, will encompass:

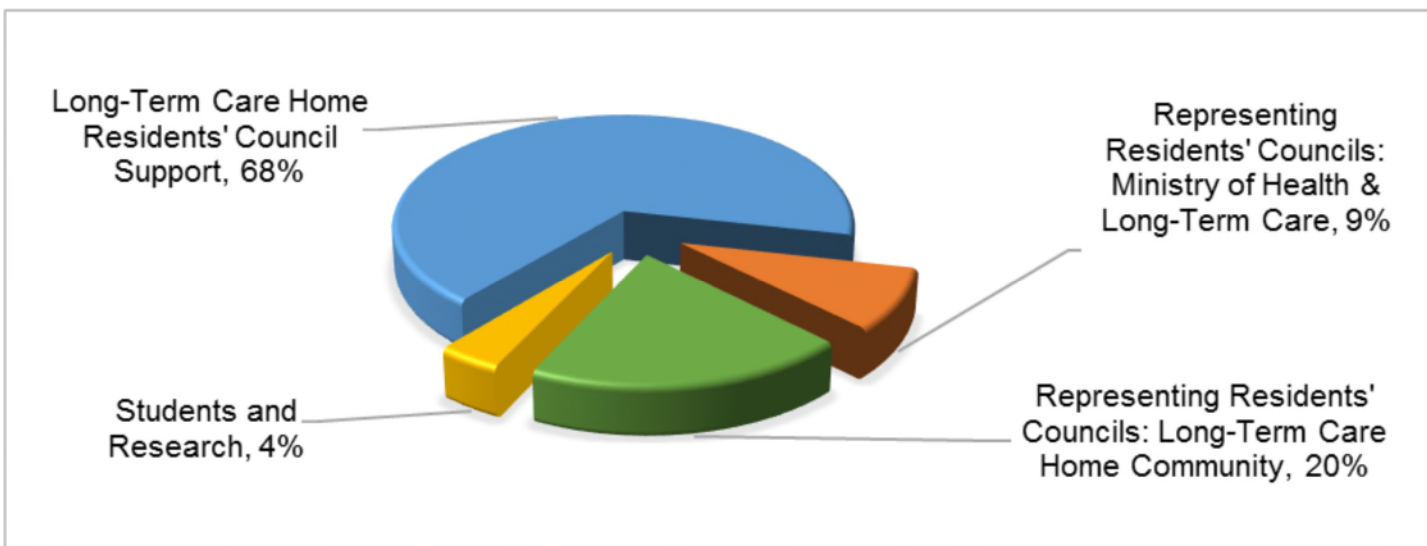
- Engaging residents who are cognitively impaired, and;
- Ensuring Residents' Councils are prepared to engage cognitively impaired residents

Please stay tuned for our next edition of Seasons as OARC delves into further discussions around this focus.

Supporting Residents' Councils

OARC's Residents' Council Support and Representation

This past year, as represented through the pie graph below, OARC interacted with many valued partners to build awareness of the value of Residents' Councils. Meeting with Residents' Councils, speaking at conferences, government and stakeholder tables and working with new students and researchers OARC's Board and staff share residents' voices.



October 2015 to March 2016 Activity Highlights:

Supporting LTCH Residents' Councils

OARC answered questions and supported Residents' Councils in issues of governance and effective operations that include:

- Providing OARC's Togetherness Training Workshop held in Markham and Waterloo
- Providing presentations for Residents' Councils at long-term care homes in Toronto, Barrie, Midland, Hamilton, Kitchener and Collingwood
- Providing OARC Minute Template education for Residents' Council Leaders and assistants
- Coaching Residents' Council assistants on how to inspire residents to lead their Councils
- Clarifying who can attend Residents' Council meetings
- Supporting Residents' Councils in the development of leadership teams and roles
- Meeting with residents who are interested in becoming Board members with OARC

Representing LTCH Residents' Councils

- Attended Elder Abuse Ontario Symposium
- Presented at the Ontario Long Term Care Associations' (OLTCA) "This is Long Term Care" Conference
- Members of Ministry of Health and Long-Term Care Committee meetings:
 - Enhanced Long-Term Care Home Renewal Committee
 - Benchmarking Committee
 - Long-Term Care Quality Improvement and Performance Advisory Committee
 - Long-Term Care Stakeholder Liaison Committee
- Presenter for Conestoga College – RIA Leadership Program for Long Term Care and Retirement Living
- Presenter for the Ontario Association of Non-profit Homes and Services for Seniors (OANHSS) Leadership Program

Representing Residents' Councils



The Change Foundation's Long-Term Care Residents' Council Survey Update

Background: In spring 2015 The Ontario Association of Resident Councils (OARC) partnered with The Change Foundation and several other long-term care organizations to undertake a project to better understanding the role, function, impact and leading practices of resident and family councils in Ontario's long-term care homes. The project includes a survey circulated in summer 2015 and case studies planned for summer 2016. This is a short summary of the resident survey.

Methods: Packages of 15 paper surveys with pre-paid envelopes were sent to 622 long-term care homes in Ontario. The surveys were distributed by council staff assistants to interested residents; 1,812 residents consented and participated in the survey. Of these residents 1,268 said they participate and 544 said they do not participate on the Residents' Council in their home.

Key Findings: Of those who participate 71% (901 residents) said they are very active in the monthly council meetings at their home. On average residents generally spend between one to nine hours a month preparing for council meetings, implementing ideas from the council, and interacting with the home about the council. The majority of residents believed that information sharing (79%), enhancing quality of life for residents (73%), and enhancing the quality of care for residents (67%) were the main roles of the council. Eighty-six per cent (1,091 residents) said they believe the council in their home is fulfilling its role and function. Residents cited that the councils were mostly involved in activity planning (71%), quality improvement (66%), and dining/meal

service planning (64%). In terms of impact the councils helped to improve programming, operation, infrastructure/renovation planning, and relationships at their respective homes. 82% percent of residents (1,039 residents) believe they have a voice in the home because of the council and 89% of residents believe the Residents' Council is important to the function and operation of the home.

"I am a quiet person, but at the resident council my voice can be heard through the group"
- Resident Participant

Next Steps: OARC will be circulating a link to The Change Foundation's full report with all survey results in Spring/Summer 2016. Recruitment for the case studies is planned for May 2016; look out for your chance to apply and take part. More information to come via OARC and the other project partners; Family Councils Ontario (FCO), Ontario Association of Non-profit Homes and Services for Seniors (OANHSS), and The Ontario Long-Term Care Association (OLTCA).

"The real voyage of discovery consists not in seeking new lands but seeing with new eyes"
~Marcel Proust

Wordle



What does Residents' Council mean to your home?

Activity: Consider creating a "Wordle" at your home to represent the words that come to mind when describing an effective Residents' Council. Invite all residents, staff, families and volunteers to participate – maybe creating "drop boxes" throughout your home for words to be included. The larger the word, the greater the emphasis expressed.

Instructions on how to create a "Wordle" is in your OARC Resource Guide or go to <http://www.wordle.net>.

Let us know how your home created your unique "Wordle" of words to describe your home's Residents' Council. Share your "Wordle" with us and it may appear in an upcoming edition of Seasons.

Special thanks to Devora Greenspon for her expertise in proofreading Seasons.



Ontario
Association
of Residents'
Councils

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