

## We Want to Hear from You! Residents' Councils In Action!

The next edition of **Seasons** will feature Residents' Council home engagement, challenges and successes. We want to hear from you so we can share your stories with other Residents' Councils across the province. Has your Residents' Council been involved in a special project, program or developed a successful quality improvement process? What are your successes?

We will feature as many stories as we can in the upcoming edition of Seasons in late fall. Those stories chosen for publication will be notified and will be entered in a draw for a \$50 gift certificate for Amazon.ca to support your Residents' Council.

### HOW?

To share your story please email Julie Garvey at [jgarvey@ontarc.com](mailto:jgarvey@ontarc.com) with the following information:

- Submission Title
- Authors
- 500-word (maximum) Summary of the project, program, issue addressed.
- 500-word (maximum) Outcome of experience – how did you know you were successful.
- What advice would you give our readers?
- Your contact information

---

## Upcoming Education from OARC

### Facilitating Residents' Council Meetings – Live Webinar

Join the OARC Education Team as they provide information about facilitating a Residents' Council meeting. The team will explore various facilitation techniques that will assist in maximizing Council participation and handling challenging situation. The webinar will include a question and answer period.

**Date:** Wednesday, August 9, 2017

**Time:** 2:30 PM - 3:30

**Register here:** <https://attendee.gototraining.com/r/722567539887665410>

## **Q&A with the Ontario Association of Residents' Councils – Live Webinar**

OARC is pleased to offer a live Question and Answer period for Residents' Councils across Ontario. This hour will be dedicated to answering your questions. You may bring your questions to the webinar and type them into the chat box or ask them in advance of the session.

**Date:** Wednesday, September 13, 2017

**Time:** 2:30 PM - 3:30

**Register here:** <https://attendee.gototraining.com/r/2290776785329307394>

---

## **Health Quality Ontario Visits OARC Board Members in June**

Quality Improvement Plans (QIPs) were the topic of a recent visit from Health Quality Ontario (HQO) Representatives Danyal Martin, Manager of Quality Improvement Strategies and Quality Improvement Plans, Sara Clemens, Quality Improvement Plan Specialist, and Stephanie Lagosky, Knowledge Translation and Exchange Specialist, Patient Engagement Team.

OARC Board members learned more about the development of QIPs and provided feedback on how they are currently being engaged to communicate about quality improvement in their homes. HQO and OARC are working together to form and promote education to Residents' Councils about QIPs and how to get involved in the formation and outcomes of QIPs. Please note that this education will be offered this fall! Date to be announced in August. To learn more about QIPs visit Health Quality Ontario's Website at <http://www.hqontario.ca/Quality-Improvement/Quality-Improvement-Plans>

---

## **Leading and Supporting Residents' Councils in Ontario Long-Term Care Homes – *Module 3: The Three Pillars of Residents' Councils* will be Released on September 19, 2017**

Starting May 16th, 2017 OARC began offering virtual education modules providing primary Residents' Council education for Council leaders and supporters. The modules are easy to access through GoToTraining and are free of charge. We encourage you to view these with the Residents' Council leadership in your home. Click on the link below to access the current modules. <http://www.ontarc.com/education-events.html>

---

## OARC's Through Our Eyes: Bringing the Residents' Bill of Rights Alive – Program Shipping in August



OARC's Through Our Eyes: Bringing the Residents' Bill of Rights Alive program is meant to teach everyone in the long-term care community about the Residents' Bill of Rights - students, staff members, families, volunteers, and residents - even the local community. The part that brings this education "alive" is that it's developed and presented in teams of staff members and residents. The program is scheduled to be shipped in August. The program will cost \$35 for members and \$45 for non-members (excludes shipping) and is currently in production. If you are interested in the program

and you haven't already reserved a copy contact the OARC at [info@ontarc.com](mailto:info@ontarc.com) or 1-800-532-0201. [Click here](#) to view the *Through Our Eyes* information video.

---

Visit our website for more information about upcoming education event [www.ontarc.com](http://www.ontarc.com)  
We encourage you to bring this information to the next Residents' Council meeting in your home. We love to hear from you...  
Call, write or email us with your questions, suggestions and stories.



Follow us on Twitter  
[@OARCnews](https://twitter.com/OARCnews)



Follow us on [YouTube](https://www.youtube.com)

Tel 905-731-3710 | Toll-free 1-800-532-0201 | Fax 905-731-1755

[www.ontarc.com](http://www.ontarc.com) | [info@ontarc.com](mailto:info@ontarc.com)

©2016 OARC | 80 Fulton Way, 201, Richmond Hill, ON L4B 1J5



OARC is funded by the Ministry of Health and Long-Term Care