

July 2024



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July 30th is the International Day of Friendship!



Today we are celebrating friendships! According to the [United Nations](#), the “International Day of Friendship was proclaimed in 2011 by the UN General Assembly with the idea that friendship between peoples, countries, cultures and individuals can inspire peace efforts and build bridges between communities.”

Friendships in long-term care can be especially meaningful. Catch OARC’s [webinar recording](#) from earlier this year, and hear from our Resident Leaders as they talk about different kinds of friendship and how these special connections enrich their lives.

In addition to forming friendships within your LTC home, residents might enjoy getting to know residents from other homes across Ontario. If you haven’t done so already, we encourage you to give OARC weekly [Resident Forums](#) a try! Residents’ Council Assistants also benefit from hearing from other team members working in a similar capacity. Check out our monthly [RCA Forums](#) to stay informed and connected.

Our OARC in Action newsletter is designed to keep residents, Residents’ Councils and their supporters informed, inspired and connected. Consider printing copies of this issue to share at your LTC home or use it to spark some conversation.

CSA Group Releases New Mental Health and Well-Being Standard

On July 23rd, the Canadian Standards Association (CSA) Group released a [National Standard of Canada for mental health and well-being in long-term care and assisted living settings \(CSA Z2004\)](#). This standard provides guidance for long-term care and assisted living home Administrators and team members on how to promote good mental well-being for residents.

According to Dr. Julia Kirkham, a geriatric psychiatrist and researcher who led the subcommittee involved in developing the standard, **“CSA Z2004 sets a new benchmark for community care by integrating principles that enhance the quality of life and mental health for all residents, regardless of whether they have a mental health condition. It represents a significant step towards long-term care and assisted living settings that support the whole person, including their physical and mental health and well-being”** ([CSA, 2024](#)).

OARC Resident Leaders were pleased to be amongst the targeted groups consulted last fall to inform the standard. Residents brought forward their ideas and lived experience, and a shared passion for the topic at hand. While national standards remain voluntary, residents agreed that there is a critical need to prioritize mental well-being in long-term care. Reinforcing this message, Gale Ramsden, OARC Resident Advisor and Board Director recently shared, **“long-term care is the right choice for many people medically... but we need to catch up to satisfy the needs of the whole person.”**

The critical connection between mental well-being and social relationships is emphasized through one of the key recommendations in the standard which speaks to the need for team members to be adequately resourced and supported to develop meaningful relationships with residents, their family members and other care partners.

Register to access the CSA National Standard for Mental Health in Long-Term Care and Assisted Living Settings – CSA Z2004 [here](#).

Quality Corner – OARC Research Project Update

On behalf of the research team, we would like to thank everyone who has reached out with interest to participate in interviews as part of our [“Empowering Ontario Long-Term Care Residents to Shape the Places They Call Home”](#) project. We had a great response from residents, team members and Administrators, which has been very encouraging!

With most interviews now completed, we will be starting to review and analyze what we’ve heard through these informative conversations, and using this data to guide the next phase of our project in the coming months.

While interviews have been in full swing, OARC’s summer Practicum student, Molly Hutchinson, has been busy working with Resident Leaders on our research team to draft a detailed report, capturing the key findings and themes that emerged from a thorough review of existing research about resident engagement in home operations and

decision-making. This ‘scoping review’ is currently undergoing a series of revisions before being submitted for publication in the Canadian Journal for Aging.

Our team looks forward to sharing highlights from our research process and outcomes to date with sector partners and the research community this fall, including a [webinar hosted by the AWARD Network](#) (September 4th), and at an in-person session at [the Ontario Long-Term Care Association \(OLTCA\) This is Long Term Care conference](#) (October 20-22). We hope you can join us!

Stay tuned for opportunities to participate in the co-design of a toolkit aimed to improve resident engagement in homes across Ontario. Please reach out to Chloe Lee at chloe.lee@uhn.ca or call +1 (437) 872-7450 to get involved!

Residents’ Council Week 2024 – September 16th – 22nd

Last year we received feedback from Residents’ Councils that they missed receiving celebration materials from OARC for Residents’ Council week. While our 2022 promotional kits were intended to be a limited edition mailout to boost morale during the pandemic, we have taken your feedback to heart.

The OARC team has put together a smaller-scale package for Councils, which will be arriving at long-term care homes mid-August. We have designed a colourful banner and will be including some balloons to help get you in the celebratory spirit for Ontario’s fifth annual Residents’ Council Week, September 16th-22nd.

In the meantime, we encourage you to visit OARC’s website as you work with your Councils to plan for a memorable week: <https://www.ontarc.com/residents-council-week.html>. You can customize our posters, personalize award certificates, print activity sheets and more.

Sharron Cooke Legacy Award – Application deadline August 23rd

There is less than a month left to apply for OARC’s [Annual Sharron Cooke Legacy Award](#).

Don’t miss the opportunity to showcase how residents and team members at your home have worked together to support culture change! This might involve a project or initiative that has helped to promote social connections, compassion and understanding in your home. Perhaps you’ve found ways to enhance communication or to build trust and inspire hope during a time of change or transition.

The late Sharron Cooke was an OARC Resident Leader who believed that the simple things like friendship and teamwork are what makes life in long-term care special.

Don’t take our word for it – here are a few comments from our 2023 Winners at Glen Rouge Community:



“We were so shocked and excited that we won the award last year and what an amazing feeling to be in the spotlight... We encourage others to do the same because getting recognition is very encouraging and what we do with and for our residents in their home should be celebrated!”

– Jennifer Welsh, Director of Resident Programs, Glen Rouge Community

Learn more and apply today:

<https://www.ontarc.com/residents-council-week/sharron-cooke-legacy-award.html>

Updates from Our Ministry of Long-Term Care

July 19, 2024: Premier Ford Announces Updated Parliamentary Assistant Roles

On July 19th, Ontario Premier Doug Ford announced [changes to the government’s parliamentary assistants](#). Of note to our sector, MPP Kevin Holland (Thunder Bay-Atikokan) has been appointed the new Parliamentary Assistant to the Minister of Long-Term Care. Read MPP Holland’s full biography [here](#).

July 16, 2024: Hiring More Nurse Practitioners in Long-Term Care

The Ministry released a memo to the sector, outlining the government’s commitment to provide up to \$28,411,900 in base funding for the Hiring Nurse Practitioners in Long-Term Care (HMNP for LTC) initiative for the 2025-26 fiscal year.

First announced in October 2022, this program has provided funding over the last 3 years for LTC homes to hire and retain up to 225 additional nurse practitioners.

Additional details can be found in the following supportive materials:

Minister’s Letter – [English](#) | [French](#)

Hiring More Nurse Practitioners for Long-Term Care Funding Policy – [English](#) | [French](#)

Funding Request Form – [English](#) | [French](#)

Frequently Asked Questions – [English](#) | [French](#)

July 15, 2024: Updated Entrance Conference Checklist for Proactive Compliance Inspections

When a home receives a visit from a Ministry of Long-Term Care Inspector, they are required to have specific information readily available and be prepared to present a number of items at the time of the Inspector’s arrival.

These items are summarized in an Entrance Conference Checklist: [English](#) | [French](#)

Anticipated Long-Term Care Home Closures

In recent months, OARC has learned of the anticipated closure of several long-term care homes in Ontario. LTC Homes may close for a number of reasons, including the inability to upgrade or rebuild to meet legislated requirements and safety standards.

The OARC team is here to support residents and teams during these uncertain times and periods of transition. We invite those living in homes affected by anticipated closures to reach out and stay connected to us and to consider attending our [Forums](#) for peer support. OARC Resident Leaders may have helpful advice to impart to residents preparing to move to another home.

Home Support Highlights

OARC's Home Support and Education Manager, Melissa (Mel) Matheson, with a few other OARC colleagues in tow, has made some excellent connections with Residents' Councils and long-term teams while travelling the province this summer.

Mel presented on popular topics including Residents' Council finances (fundraising and storing funds), and she provided instrumental coaching and guidance to help Councils work through other specific challenges. Drawing from her years of home support experience, Mel is able to share ideas and promising practices from other Councils that support problem solving and positive outcomes when adapted by the homes she visits.

One such example of a Residents' Council 'success story' has been shared by Tullamore Community in Brampton, Ontario. Read about this home's experience below, and keep an eye out for other home support stories featured in upcoming publications.

OARC would like to acknowledge and thank the following homes for their warm welcomes and memorable visits. It was a joy spending time with you!

Langstaff Square Community, Richmond Hill
Humber Meadows Long-Term Care Home, North York
Tullamore Community, Brampton
AgeCare Brant, Burlington
Morrison Park Nursing Home, Puslinch
Ina Grafton Gage Home, Scarborough

If you feel that your Residents' Council might appreciate some support or education, please feel free to reach out to Mel by telephone at 1-800-532-0201 extension 280 or by email: mmatheson@ontarc.com.

Long-Term Care Home Spotlight: Tullamore Community



The OARC team recently received a message of appreciation from Resident Leader, Art Thompson (pictured above, far left) and Heather Barrow, Director of Resident Programs, from Tullamore Community, reflecting about the support received from Mel Matheson, Education and Home Support Manager. They attributed much of their recent successes, including a notable shift in their home’s collaborative culture and enhanced communication, to OARC’s ongoing education and encouragement. They shared:

“Thank you for the visit and of course the introduction of the new style of Residents Council [Shared Leadership Team Model]. We have created new energy with this system and it is beginning to pay dividends. Firstly, we would like to express the changes that we have seen since implementing the different system which actually has a farther-reaching effect than we first realized.”

- **May 31, 2024 – Volunteer “Planting Day”**
 - Brought together residents and team members, home management, Sienna leadership, and community members from a local church for a full day of transforming outdoor spaces. Council donated plants and flowers.
 - Residents’ Council sponsored (and cooked!) a BBQ lunch for volunteers.
- **July 12, 2024 – Residents’ Council hosts Appreciation lunch for Team Members**
 - Home management supported the event by bringing out and serving food and arranging the tables.
 - Residents wanted to express their appreciation to frontline workers for their unwavering commitment during the pandemic and show thanks to those who support their Council fundraising initiatives (50/50 draws etc.)
- **Increased resident engagement and implementation of new programs**
 - Wii bowling/golf, lively music programs, resident-led poetry classes
 - Co-creation of a RC annual calendar featuring resident photos and poems
 - Residents are proud and encouraged to see the level of support and involvement of home management.

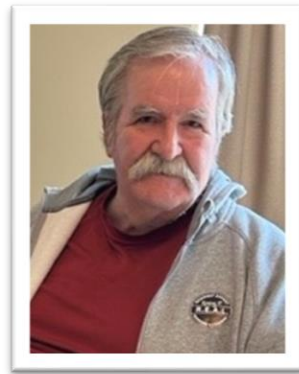
- *“Many folks are now stepping up to make suggestions knowing that their suggestions don’t fall on deaf ears.”*

Art and Heather have observed that **“the energy [at the home] has changed from mundane to excitement...Participation has changed immensely.”** The Council is currently running a 50/50 draw to raise funds to fully-sponsor an outing for 10 residents to attend a Blue Jays baseball game in September, along with 3 aides and a nurse.

Way to go, Tullamore Community! Thank you for sharing your experience with us and for inviting us along on your journey. We can’t wait to hear what you get up to next!

Dave’s Monthly Musing: *The Canada Goose*

Sure, Canada has a lot of symbols that people associate with the greatest country on Earth: the beaver, Mounties, maple syrup and the maple leaf, but what about the Canada goose?



Not the most beloved of birds, these geese have earned themselves the nickname ‘cobra chicken’, because on any given day, they are likely to confront you with vigorous pecking. But whose fault is that? Most often, we can only point the finger at ourselves for blithely ignoring the posted ‘do not feed the geese’ signs for decades. Now they know that WE are a source of food! But bear with me...

Have you ever wondered why Canada geese fly in that distinctive ‘V’ formation when they migrate? It’s all about aerodynamics. When they flap their wings, it creates a little eddy of air turbulence which helps the goose behind them making it easier to fly and save energy. All well and good you say, but what about the guy at the front? He doesn’t have anybody to help him (or her)! But if you watch the formation long enough, you’ll notice that they take turns being the head goose, swapping positions every so often. And all the noise you hear is everybody in the rear honking support for them. ‘Come on Ralph you got this, only 50 more miles!’

Did you know that only the males ‘honk’ and the females ‘hrink’? It kind of sounds the same, only shorter and higher pitched. And did you know that they mate for life? Isn’t that sweet? Although for the life of me, I have no idea how they tell each other apart ...

You can learn a lot from the animal kingdom, like the power of love or how to work together as a group; each one doing their share and helping when they can. Encouraging everyone to do their best.

Ask yourself, ‘can a beaver do that?’

You can have your bald eagle ...my vote is for the Canada goose!

Shared by: [David Stanyon](#), Resident Leader, Kensington Gardens & OARC REAL member.

LTC Sector Partner Spotlight – Research and Conferences

Long-Term Care Homes Needed for the PREVENT Research Study

Our friends at the Geras Centre for Aging Research are seeking homes to take part in a fracture prevention and osteoporosis management study. [Learn more and get involved.](#)

OLTCA's This is Long Term Care Conference (October 20-22, 2024)



Discover emerging research, innovations and best practice programs in long-term care at the *This is Long Term Care* conference by the Ontario Long Term Care Association.

Explore the newly published program!

With sessions dedicated to quality improvement, health human resources, capital redevelopment and partnering for better care. Immerse yourself in cutting-edge research, initiatives to enhance care, and expert perspectives that will educate, motivate, and equip you with actionable strategies to bring into your work.

Join the long-term care community October 20-22 at the Beanfield Centre in Toronto. Let's celebrate '10 years of aging innovation' at the annual conference dedicated to advancement of quality and care in long-term care! Learn more: <https://thisisltc.com/>



Advancing Senior Care



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