

October 2024



IN THIS ISSUE

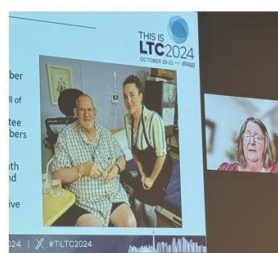
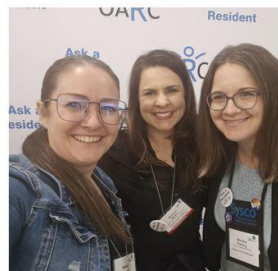
- Home Visits & Connections
- Webinars
- Looking ahead to November
- New Resource from FCO

Inspiring Fall Home Visits, Events and Connections

With fall activities in full swing, the OARC team has had several exciting opportunities to travel, learn and connect with others.

On October 21-22, we attended the Ontario Long Term Care Association (OLTCA's) *This is Long-Term Care* conference in Toronto. With a booth set up in the 'Partner Alley,' section of the event venue, OARC team members were able to spend quality time with conference delegates, sharing ideas and information. OARC's Evaluation and Quality Specialist, Chloe Yeung (Lee) and OARC Board Director and Resident Leader, Gale Ramsden, co-delivered a impactful education session about resident engagement in long-term care operations and decision-making. Gale reminded the group of long-term care leaders in the audience to always "Ask a Resident *First!*" – emphasizing the importance of communicating proactively and benefits of working in partnership with residents.

The energy at the conference was lively and celebratory as OLTCA recognized the 10-year birthday milestone of their long-term care-focused event. The selection of thoughtfully-curated conference sessions showcased collaborative and innovative projects with practical applications and a focus on the relational and human aspects of life and work in long-term care. *Congratulations to OLTCA – thank you for hosting such a positive and energizing event!*





On October 22nd, REAL member Steven Wenzowski was a guest speaker for Advantage Ontario’s Administrator Leadership Program. With support from OARC team member Stephanie, Steven delivered a presentation on the resident experience in long-term care where he highlighted the unique role Administrators play in setting a positive tone in the home and in modeling a person-centered, resident-directed attitude for their team. Drawing from his famous book of poignant “one-liners,” Steven challenged the group of future Administrators to “be the thermostat in the home, not a thermometer” – in other words, great Administrators set the direction or tone in the home rather than simply responding to what is happening. OARC is thankful for the opportunity to participate in the Administrator Leadership Program year after year, and for the enthusiastic, engaged groups of students we have connected with.

Congratulations, future leaders in long-term care!

On October 25th, OARC’s Dee Tripp had the privilege of travelling to London to present the team at Kensington Village with their 2024 Sharron Cooke Annual Legacy Award certificate in person. Their resident-initiated ‘Taste of Home’ program has brought their whole home together while making mealtimes more enjoyable, person-centred and fun. We’ll be sharing more details about this program and our other innovative award submissions in OARC’s fall/winter edition of Seasons magazine – so stay tuned!



Pictured above: Kensington Village Resident Leaders, including RC President Rob and Team Members

There was no shortage of excitement at peopleCare Tavistock earlier this week. On October 28th, OARC's Dee Tripp had the special opportunity to be part of the move-in day activities at the new home, which included the warm reception of 82 residents as they arrived in their new residence.

Dee described the experience as being heart-warming, resident-centred, seamlessly organized, and joyful... ending with a celebratory champagne toast! On a tour alongside the the mayor, Dee observed many design features and details throughout the home to promote connection and honour residents' individuality. Personalized 'word clouds' were thoughtfully placed outside every residents' room, showcasing their unique identities and preferences. Dee noted the absence of traditional nursing stations, replaced by spacious lounges where team members can sit beside residents to socialize and complete their daily documentation. Dedicated storage spaces help to keep equipment such as lifts out of sight in the hallways, and safely stowed away.

Dee also learned the unique history of peopleCare Tavistock, with the original building being a repurposed school house, with cinderblock walls and smaller rooms.

The true highlight of the day were the smiling faces of the residents, including introductions to members of the Residents' Council Leadership team. Interactions with friends Joyce and Cheryl (photographed below with Dee) exemplified the warm, community feel that residents and team members already have coming into their new space. The group eagerly awaits the arrival of many new residents in the days to come.



*Thank you peopleCare Communities for extending the invitation and including us in this happy milestone event! Wishing you the very best as you transition to your vibrant new building and embrace the new Tavistock LTC as **home**!*

Webinar Wednesdays – Mark Your Calendars for OARC’s November Webinar

Ask A Resident *First* - Resident Engagement in Long-Term Care Home Operations and Decision-Making - Wednesday, November 20th at 2:00pm – 3:00pm, EST

Resident engagement is a resident-identified priority, it is mandated in Ontario’s long-term care home legislation and is key to improving residents’ quality of life. Resident engagement can involve having residents as advisors, committee members, and active contributors in their long-term care home’s organizational or home-level decisions.

In this session, residents will learn about OARC’s resident engagement research project, how residents themselves feel about resident engagement, and a proposed toolkit to help long-term care home leaders work in partnership with residents to support their engagement.

Register today:

https://us06web.zoom.us/webinar/register/WN_xCAm1oL8SkaRS9MUpB_XdA

Our presenters: Chloe Yeung (Lee), Quality and Evaluation Specialist, OARC

Gale Ramsden, Resident Leader, Director, OARC Board and

Jim Gilhuly, Resident Leader, Director, OARC Board

This webinar will be of interest to residents, Residents’ Councils, long-term care team members and home leadership... and anyone who supports resident engagement!

Catch our October webinar recordings

Thank you to those who participated in our two webinar offerings this month. If you missed our live sessions, we’ve linked the recordings below for you to share and enjoy:

October 9th, 2024 – [Respiratory Illness Season Preparedness: Residents’ Session with Ministry of Long-Term Care](#)

October 16th, 2024 – [Building a Culture of Safety Through Resident and Family Engagement](#) with guests from the Institute for Safe Medication Practices Canada

Our guests from ISMP Canada have shared the following resources that may be of interest to residents, family care partners and long-term care teams:

- [Resources for Resident and Family Engagement](#) (Visit webpage to access resources translated into 14 languages)
- [FAQ: What to expect when a medication error happens](#)
- [Strengthening Medication Safety in LTC – Resident and Family Engagement Survey Questions](#)
- [Video: Residents’ Voices Matter in Medication Safety](#)
- Consider joining the Canadian Medication Safety Network to stay connected: <https://ismpcanada.ca/canadian-medication-safety-network/>

- MedReviews in LTC: <https://safemedicationuse.ca/newsletter/medreview-ltc.html>
- Keeping a medication record: <https://deprescribing.org/wp-content/uploads/2021/07/Medication-record-v3.0-fillable-last-updated-March-30-2021.pdf>
- How to have a conversation about medications: <https://deprescribing.org/wp-content/uploads/2019/08/Event-Handout.pdf>
- Deprescribing LTC framework : <https://deprescribing.org/resources/deprescribing-in-ltc-framework/>
- Consider becoming a LTC Innovator Home for Medication Safety! (details below)

There is still time to sign up to become an **Innovator Home and implement a project to improve medication safety! Deadline to register – November 5th, 2024**

ISMP Canada is continuing their partnership with the Ontario Ministry of Long-Term Care to advance the *Strengthening Medication Safety in Long-Term Care* initiative. A provincial learning and sharing collaborative hosted by ISMP Canada will support homes through an education, facilitation, and coaching program to improve med safety!

For more information about the Innovator Homes, and/or to register to become an Innovator Home, please visit [Innovator Homes Registration – ISMP Canada](#).

Should you have any questions or require further information, please contact us at LTC@ismpcanada.ca

Looking ahead to November:

In November, we recognize many days and events of significance, and there are opportunities to raise awareness about topics related to health and wellness, culture, religion, spirituality and more. To help support you in your planning, our friends at the Ontario Centres for Learning, Research and Innovation offer online and printable resources, including their digital [Diversity Calendar](#). **Consider checking these out with your Residents' Council and LTC home teams!**

Did you know that November is Osteoporosis Awareness month?

Explore opportunities for education about [falls and fracture prevention](#) at your home and ask residents what information or resources they would they like to feel more confident and informed about this topic.

OARC was proud to contribute to the development of the [Keeping it Together](#) handout that includes some helpful tips and conversation starters about fracture prevention in LTC!

New Resource from Family Councils Ontario to support LTC Transitions

We are thrilled to share a new resource created by Family Councils Ontario:

[Making the Move to Long-Term Care: A Practical Navigation Guide for Ontario Families.](#)

Navigating the journey into Long-Term Care (LTC) can be overwhelming, but you don't have to do it alone. Family Councils Ontario is here to provide you with the tools, knowledge, and support you need. Our comprehensive Long-Term Care Navigation Guide is designed to help you understand the process, plan ahead, and make informed decisions for your loved ones.

What You'll Find in the Guide:

Step-by-Step Guidance: Understand the LTC application, assessment, and admission process with clear explanations and expert insights.

Preparing for Move-In: Learn what to expect on move-in day and how to help your loved one adjust to their new environment.

Financial Support Information: Explore options like the comfort allowance, reduced rates for low-income residents, and involuntary separation provisions.

Staying Connected: Discover best practices for visiting your loved one, maintaining family routines, and staying involved in their care.

[Access and download the guide here](#)



Advancing Senior Care



Thank you to [AdvantAge Ontario](#), [Extendicare](#), [Java Group Programs](#), [Schlegel Villages Inc.](#), and [Sienna Senior Living](#) for supporting OARC's Culture Change products and education programs. To find out more about how you can support OARC, please contact Dee Tripp, Executive Director dtripp@ontarc.com 1-800-532-0201 x 240.

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

www.ontarc.com | info@ontarc.com

©2016 OARC | 4261 Highway 7 East, Suite #A14-360, Markham, ON L3R 9W6



OARC is funded by the Ministry of Long-Term Care, with additional support received through Membership and OARC's Confidence in Culture Change Supporter Program. The views expressed in this publication are the views of OARC and do not necessarily reflect those of the province.