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OARC Welcomes New Members to our REAL Team

Throughout the bustling summer and fall seasons, OARC forged new relationships with several inspiring Resident Leaders. We are excited to announce the addition of new members to our [Resident Expert Advisors and Leaders \(REAL\) group](#): Jennifer, Ann, Jolene, Wanda, and Eric! Keep an eye on our website as we add their biographies soon.



Top Row from Left to Right: **Jennifer Brown**, Lakeside Long-Term Care Centre, Toronto, **Ann Donaldson**, Weston Terrace Community, Toronto, **Jolene Glenn**, St. Lawrence Lodge, Brockville

Bottom Row from Left to Right: **Wanda Jensch**, Royal Terrace, Palmerston, **Eric Gravesande**, Tullamore Community, Brampton

As leaders living in Ontario LTC homes, REAL members help to identify and amplify issues of importance to residents. They bring their diverse lived experiences, strengths and skills to OARC's operational projects, communications and various engagements. They facilitate [Resident Forums](#), help to develop tools and resources, and participate in research, educational presentations and consultations with long-term partners, including our government... and much more!

Our REAL team is always on the lookout for members that reflect diverse perspectives and LTC home experiences. We hope to expand to include additional members in Northern and rural communities. Could this be you? Stay connected with us and learn more [here](#).

Saying Goodbye to Treasured Friends, Dave and Gloria

At OARC, working alongside residents is the most rewarding part of our work. Sadly, there are times when we must say goodbye to some of our most treasured friends, including the Resident Leaders that comprise our REAL group and serve on our Board. In November, OARC lost two incredible people: Dave Stanyon, from Kensington Gardens, and Gloria Macbeth, from AgeCare Brant. Dave and Gloria joined OARC in early 2023.



An engaging conversationalist and writer, Dave invited us into his world through his 'monthly musings' in OARC's newsletter and Seasons magazine articles. His warmth and humour made him a memorable facilitator and friend at OARC's weekly [Resident Forums](#). Living in the GTA enabled Dave be actively involved in LTC sector conferences, where he facilitated workshops, engaged delegates at the OARC booth, and even presented on the main stage. He inspired groups of students, LTC home leadership, and government partners during countless presentations and consultations. Dave was also proud member of several internal and external committees aimed at enhancing the resident experience.

A calm and gentle presence, Gloria was the definition of kindness and hard work. Coming from a thriving Residents' Council and supportive LTC home team, Gloria (and her Council Assistant, Anna!) helped to bring forward new ideas for OARC's Residents' Council Week, Council fundraising, and whole home collaboration. Gloria was an active listener and dedicated volunteer, always keen to learn and give back.



OARC has been enriched by the contributions of Dave and Gloria. We are keeping these special people in our hearts, and are thinking of everyone grieving their absence.

Long-Term Care Home Sharing:

Sustaining the Butterfly Model of Care at Dundurn Place Care Centre

At Dundurn Place Care Centre in Hamilton, our common goal is to embrace person-centredness, which has been reinforced throughout the implementation of the Butterfly Model of Care in our home. Throughout our journey, we have experienced exciting times and endured some challenges, including emotional fatigue and team changes. With ongoing education, meaningful team huddles, emotional/social shift handover, and fostering Butterfly Champions, we continue to work together and grow with people living, working and visiting our home and have successfully sustained this transformative model of care.

A key aspect of our Butterfly Model is helping residents to engage in meaningful occupations and tasks that connect them to their past lives. Examples include washing dishes after meals, assisting staff with cleaning and laundry, and managing the Tuck Shop. We've even supported a resident to serve as the 'head of security' in our home, monitoring the use of staff name tags. These activities foster a sense of belonging and purpose for residents, reinforcing their importance within the community. Our team has observed firsthand how these forms of purpose-driven engagement have enhanced residents' mental health and well-being.



Dundurn Place resident, Penny, has also witnessed many positive changes in her home environment. She shared, "I like all the staff members, everyone is really friendly. It's also nice that the team doesn't wear uniforms...The nurses are always dancing in the morning and I get to dance with them – it makes me feel welcome and at home."

Penny also enjoys being involved in the preparation of daily meals and looks forward to making bread and smoothies with fresh fruit with the Recreation team. “The recent changes give us more to do,” she reflects. “I don’t like just sitting in my room, and the programs... keep us active and we feel at home.”

When asked about the Butterfly Model that their home has implemented, members of the Dundurn Place Residents’ Council remarked that the care has become more personalized – the staff take the time to connect with residents on both a personal and emotional level. Residents appreciate the colourful walls and pictures everywhere. One resident shared “It feels homey and it doesn’t feel like a LTC home, it’s an actual home! Overall, it seems that everyone is happier [on the Chedoke Falls Home Area] it’s fantastic!”

At our home, we have embraced a philosophy of simply BEING, not always DOING. We truly believe that this model of care has brought us an immense sense of pride, more personal growth and a stronger confident team. Our residents are happier, have a greater sense of purpose and overall enjoy living in our home.



Thank you to Faustina Krnic, Recreation Manager, Lisa St. Jean, Human Experience Lead, Penny McLean, Resident (Butterfly Home Area), Gail Richards, Residents’ Council President and the Dundurn Place Care Centre Residents’ Council members for submitting this inspiring and uplifting story!

Ministry of Long-Term Care’s Long-Term Care Homes Cultural Pilot Project

Residents might be interested to learn that the Ministry of Long-Term Care is proposing legislative changes to enable a pilot project to prioritize the ranking of applicants within the long-term care crisis waiting list who are seeking admission to a home that primarily serves residents of a particular religion, ethnic or linguistic origin. If approved, the proposed amendments would come into force on January 1, 2025.

OARC appreciates the efforts of our government to proactively consult with LTC partners such as us to learn more about the impact of cultural LTC home placements, from the resident perspective.

Additional details about the proposed regulation, and the Long-Term Care Homes Cultural Pilot Project can be found in this [memo](#), circulated November 6th, 2024.

OARC Webinar Wednesdays: [November Recap and Save the Date in January](#)

On November 20th, OARC hosted a live webinar entitled: [Ask A Resident First - Resident Engagement in Long-Term Care Home Operations and Decision-Making](#). In this session, OARC's Chloe Yeung (Lee), Quality and Evaluation Specialist, and Resident Leaders Gale Ramsden and Jim Gilhuly provided an overview of [OARC's research project](#), including a forthcoming toolkit to help long-term care home leaders work in partnership with residents to support their engagement.

Catch the recording of this webinar here: <https://www.youtube.com/watch?v=74IA6vnJFEU>

Note: OARC's Webinar Wednesdays will resume in January 2025.

We look forward to kicking off our 2025 webinar offerings on Wednesday, January 15th at 2pm EST with special guests from the Ministry of Long-Term Care's Inspections Branch.

To help us prepare for this session, we invite you to [pre-register](#) and tell us what you and your Residents' Council would like to know about long-term care inspections.

[Click here to register now](#)... and see you in January!

Worth a Listen: Ontario Long Term Care Association's Podcast

Now in its fourth season, [OLTCA's Coming of Age: Meeting the needs of our aging population](#) is an award-winning podcast featuring lively discussions with national and international experts about ageism and reimagining seniors' care. New episodes are released bi-weekly – consider [tuning into a topic of interest today](#) on YouTube, Spotify or Apple Podcasts.

A **podcast** is like a radio show that you can listen to any time you want. It's a series of spoken-word episodes, often focused on a particular topic or theme, such as history, storytelling, interviews, or hobbies. You can listen to podcasts on your computer, smartphone, or tablet, and many are free to access.

Here are a few reasons why you might enjoy podcasts:

1. **Variety of Topics:** There's a podcast for almost every interest, whether it's gardening, history, cooking, or even personal stories.
2. **Convenience:** You can listen to them while doing other activities, or relaxing in your room.
3. **Learning and Entertainment:** Podcasts can be both educational and entertaining. You can learn new things or simply enjoy a good story.
4. **Connection:** Many podcasts feature interviews and discussions, which can make you feel connected to a community of people with similar interests.

New Partner Resources - Ontario CLRI's Cultural Humility in Action Video

Our friends at the Ontario Centres for Learning, Research and Innovation (CLRI) have released a new educational video, [Cultural Humility in Action: Nurturing Inclusion in Long-Term Care](#) to help you learn practical ways to support an inclusive environment in LTC.

This video provides an introduction to cultural humility as an approach, and provides examples of actions and practices that support an inclusive environment in long-term care settings. Explore how to support culture and identity in a culturally humble way. Learn about and consider the impact of these actions on residents, caregivers, team members and students in supporting a sense of belonging and inclusion.

Watch the video and access other helpful companion resources [here](#).

Person-Centred Language - Encouraging Respectful Conversations Video

The Person-Centred Language (PCL) Working Group led by Behavioural Supports Ontario and the Ontario CLRI at the Schlegel-UW Research Institute for Aging (RIA) have released a [new video](#) and accompanying guide, entitled [Encouraging Respectful Conversations](#). Consider using these resources to foster more inclusive and supportive environments in your LTC home, by focusing on the importance of calling people in rather than calling people out. As members of this collaborative working group, OARC is proud to share these resources. Learn more about the Person-Centred Language initiative [here](#).



Thank you to [AdvantAge Ontario](#), [Extendicare](#), [Java Group Programs](#), [Schlegel Villages Inc.](#), [Sienna Senior Living](#) and [S&R Group](#) 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.

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