

Provincial Advisory Committee

November 16, 2020 Public Meeting Minutes

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Ontario CLRI Response to COVID-19

New resources since last PAC meeting

Focusing on and prioritizing team members' mental health throughout these times is vital. Early in the pandemic, the government asked the Ontario CLRI to gather mental health resources to provide to team members in the sector.

Team Member Mental Health Project

Increasingly difficult working conditions in LTC homes are producing high rates of care worker stress, injury and disability; Team members experience time-pressures and heavy physical and emotional demands.

The *National Standard of Canada for Psychological Health and Safety in the Workplace* helps employers to:

- Identify and eliminate hazards in the workplace that pose a risk
- Assess and control workplace risks that cannot be eliminated
- Implement structures and practices that support and promote psychological health and safety in the workplace
- Foster a culture that promotes psychological health and safety in the workplace.

A reminder that there are supports for health care workers including LTC through confidential self-referral programs hosted by five hospitals: www.ontario.ca/page/covid-19-support-people#section-4

COVID-19 Webpage

An update and refresh were done on the COVID page in preparation for wave two. The page was cleaned up, reorganized and added to the main resource list at the top of the homepage.

LTC Orientation for Resident Support Aides

The LTC Orientation for Resident Support Aides is deployed through government initiatives and will support incoming staff/care partners.

- Ontario Workforce Reserve for Senior Support
- Training for Resident Support Aides recruited via Ontario Matching Portal
- Similar RSA training materials available on CovidCareLearning.ca and CLRI-LTC.ca

owrslearning.ca

Interprofessional Student Internships

Student internships will be virtual for 2021. We are currently in the redesigning phase and are planning on using a hybrid model: online through ALPHA, and onsite training.

In past years, we've had 10 interns for 7 weeks. The redesign will allow for up to 20 or 50 or 90 interns for short 3-4 week cycles... numbers to be determined.

The desired impacts of the internship are:

- Increasing the interest in careers in gerontology & LTC
- Providing experiences and learning that equip them (students) for future challenges in the field of ageing

Redesign: e-Internships

1. Would PAC stakeholders be interested in inviting students to participate in their summer workshops, meetings and/or presentations?
2. Would PAC stakeholders be interested in becoming or referring potential virtual mentors?
3. Would virtual resident pairings be feasible and attainable for LTC homes?
4. How could Northern and remote LTC homes be integrated into the e-internship?

Ontario Universal Resource App for LTC

OurLTCapp is a digital pocket resource card with curated resources/events; a short and helpful education refresher for on-the-job help. Includes a variety of documents and videos, some developed by our teams, others linked to the work of external partners, or government sites. The content on the app will complement what we already have available on the website.

- Will be free on the app store
- Save/favourite resources
- Option for anonymous login

eLearning Modules: CEoL AND CNL

CEoL

- 141 signups; 82 people completed at least 1 module
- Integrated into in-home training

CNL

- 324 signups; 242 people completed at least 1 module

- 16 pilot homes integrating into orientation/annual education eLearning
- Over 1000 users; reaching over 200 homes
- 75% of users are in the LTC sector or education sector

Visitation/Families

How can we support LTC homes in welcoming back visitors? This is what we are currently doing:

- Actively participating in The Change Foundation / Ontario Caregiver Organization Changing Care / Caregiver ID Learning Collaborative and in an informal Evaluation Collaborative
- 3 LTC homes that are part of a grant application for a multi-site evaluation of DCP programs successful with their small grant application
- Supporting the integration of CLRI resources into DCP training
- eLearning module on Communication Tool to Support Families in LTC is in translation

Ontario CLRI FY 21-22 Implementation Plan Development

Our Strategic Direction

The one-page document sent with the meeting invite sets out our strategic directions which are **based on the mandate of the program from the Ministry of Long-Term Care and Ministry of Health** to be a resource for the LTC sector by providing education and sharing research and innovations to enhance the health and well-being of people who live and work in long-term care. We do this through offering education and learning opportunities, sharing innovation and research and mobilizing knowledge for the benefit of the sector.

VISION A long-term care system with capacity to support every life well-lived.	MISSION We build capacity in long-term care through learning, research, innovation, knowledge mobilization and partnership.	VALUES Quality; Collaboration; Accountability; Sustainable Change; Equity and Diversity
STRATEGIC GOALS		
LEARNING <i>Transform training & education to foster workforce competence & engagement</i>	RESEARCH & INNOVATION <i>Catalyze research & innovation to meet emerging needs</i>	KNOWLEDGE MOBILIZATION <i>Connect people to improve care & services</i>
<ul style="list-style-type: none"> • Foster innovative and interdisciplinary learning opportunities • Develop evidence-informed educational curricula • Support integration and evaluation of new evidence, resources and practices into care and services • Enhance the sector's profile to attract the next generation of care providers 	<ul style="list-style-type: none"> • Partner to support research and inquiry in real settings to develop evidence-informed practices • Develop innovative care solutions and models • Improve quality through evidence-informed design, implementation and evaluation 	<ul style="list-style-type: none"> • Promote and scale evidence-informed practices in resident care • Foster knowledge exchange and implementation expertise • Collaborate across sectors to leverage innovation • Partner to inform the development of guidelines, policy, regulations and legislation

Impacts & Outcomes

The Ontario CLRI aims to achieve the following impacts and outcomes:

1. The current and future workforce is competent and engaged

The LTC sector needs a competent and capable workforce that is large enough to meet the needs of residents across the province. The Ontario CLRI implemented several activities in key areas:

- Education and training of the current and future workforce, and
 - Increasing the profile of LTC as a career for the future workforce through experiential learning.
- ### **2. Research and innovation capacity is catalyzed, enabled and promoted**
- The Ontario CLRI works to make sure that LTC homes have the knowledge and skills they need to apply leading practices: we share ideas, innovations, and evidence with LTC homes so they can implement evidence-informed programs.
- ### **3. An active culture of collaboration and knowledge mobilization is fostered**
- The Program connects researchers, LTC homes, and stakeholders for research that designs and tests innovative approaches to address needs in the LTC sector, acting as a resource where appropriate.
- ### **4. The Ontario CLRI is an accountable, effective and sustainable resource**
- The Ontario CLRI proactively works with the sector to identify emerging needs and challenges in LTC and uses that information when developing plans for each year. Our relationship with various LTC homes helps shape the Program's priorities. In addition to project-specific advisory groups, the Ontario CLRI's Diversity and Inclusion advisory committee focuses on understanding and supporting the diverse needs of those living and working in LTC (identifies and develops resources around language, gender, age, ability, ethnicity, culture, religion, and sexual orientation).

The Ontario CLRI also has the Diversity Committee to aid in driving inclusion.

Discussion: Does the OCLRI Strategic Plan meet the sector's needs during COVID?

- The 4 impact statements have a 10–15-year outlook.
- The outcomes are more short-term. Do the outcome statements need to be adjusted?

Everything has changed with the pandemic. Do these statements still hold validity? We need to support and drive a more resilient sector. A lot is happening daily at a provincial level and the crisis shows the cracks in the system. How can we link the impacts/outcomes to the solutions we need to find? Some challenges may include recruiting a new workforce without cutting corners in training.

We have to consider a quality orientation and a solid foundation for incoming staff. The turnaround training/working time must also be considered.

Understanding COVID more is also vital, as research changes every day. We are just starting to understand the long-term effects: both relating to dementia, as well as physical effects. The work environment also affects work quality for team members. Can't change their work environment without training staff. The physical environment changes the quality of work.

The Ontario CLRI has an impressive response time. Educating/including families/loved ones should be included, as families' needs are changing too.

It takes a long time to build a plan, which makes it difficult to do while things are ever-evolving.

Residents have a different experience with COVID. They are feeling both physical and psychological trauma from their isolation experiences; lack of socialization is deeply affecting the residents. The Ontario CLRI is seen as a go-to organization to pull people together. Effective collaboration starts at the brainstorming phase. We should encourage residents to share their stories, and we should be looking to collaborate with colleges and universities.

The outcome of the resident's abilities after social isolation/outbreaks is drastic. Residents had to start physical therapy from scratch after missing it for months. Can attest to residents' feelings, and residents are grateful that organizations are looking out for them.

Updates and Priorities: Virtual Breakout Groups

PAC members share updates

Group 1:

- Continue to help families navigate COVID; both informational and emotional support.
- Piloting an expressive workshops series for family support
- Trying to keep homes from getting mandated to hospital management which is demoralizing for homes but helpful to get staff needed
- Trying to see how the directive of four hours of care is implemented – what is four hours of care?
- Looking for ways to support team members, both emotionally, mentally. There's been no reprieve for staff since COVID started
- The issue of the insurance industry abandoning LTC - homes are being left without any kind of liability coverage

- Trying to bring joy back to why team members do what they do, and putting them back in touch with why they started with LTC
- The pilot of the impact of isolation on COVID

Group 2:

- Not all students can continue placements *typically upper students can stay. The size of the group also influences whether they can stay in LTC
- Hands-on simulation and more 1:1 experience with instructors on campus right now
- We are focused on in-person time in LTC on communication and relationship building and the skills are a priority at the college campus
- The theory is done online, and students able to come on campus complete labs on site
- We have always done virtual dementia training and we are engaging the students in that continuously.
- Some colleges are also looking at grant opportunities with homes to support hiring/training PSWs.
- Relationship building is key for students to have successful placements, and online learning allows students to build on those vital relationships
- Lots of team members having to do double-shifts and weekends; short-staffed, and team members are stressed out.
- How can we support family councils with more hands-on orientation?
- Also, support COVID and PPE analytics for their team

Group 3:

- Gauge what members need and offer support- staffing huge challenge. The goal is to work with the Ministry to provide input, so it reflects the needs of members
- Printed materials, magazines and newsletters have shifted to virtual.
- Working on modular training related to culture change, resident experience for PSW with the focus that residents are 'home'
- Bringing residents together virtually is a big focus
- Staffing policies: Gerontologists are not regulated and are having a difficult time finding work. They can go into Rec, but that's not what the students are. How can we get them into homes?
- How can we involve our students in some of the things going on in the sector? How can they connect their students to LTC residents to help with lonely residents? How can students engage with residents and then reflect on their engagements?

Discuss opportunities for the Ontario CLRI to continue to support the sector during the second wave of the pandemic

Group 1:

Need more people so anything that we can do to enhance the perception/profile of working in LTC. We need large groups of people to decide to work in LTC. Anything CLRI can do to counterbalance the negative in the news about LTC would be a huge help.

When people think of LTC they think of PSW - but LTC is bigger and broader than that. What is the workforce that is required to meet residents' social needs, etc? Exciting to hear about students in gerontology - let's get them to know what they can do to support seniors. We need to focus on more than just hands-on care.

Group 2:

LTC homes have less capacity for research; could the Ontario CLRI could play a role in linking researchers and homes?

Access to virtual platforms for residents.

- Quick education for PSWs but there is concern about education not being experiential enough.
- Mental health for residents, families and care partners.
- Understanding the RSA role.

Group 3:

- Reinforce quality of life and living for older adults, social model of care in LTC and particularly integrate resident perspectives
- How to integrate students into the life of the home beyond placements
- What policies can support those with gerontology/older adult training to enter the sector? Take a comprehensive look at the barriers that be adjusted? This would require an inter-institutional approach

Full Group Discussion

Highlights from breakout groups shared by managers

1. The gap in perception surrounding LTC, and how we can address that gap. How can we contribute to different roles within LTC?
2. Providing access to virtual platforms to education/connecting to residents; PSW condensed training /education for hotspot locations, if that training meets the education health outcomes and ensuring we don't dilute training; maintaining team member support, but increasing available mental health supports for residents/families.

3. The social model of care for homes and by homes. Maintaining the quality of life for residents, while integrating students into homes. Inter-ministerial approach to help understand and resolve barriers to new graduates with gerontology/older adult.

Adjourn

Next Meeting

January 13, 2021 1:30-3:00 PM

Topic: FY 21-22 Implementation Plan