Provincial Advisory Committee Meeting Minutes

April 16, 2020

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Provincial Advisory Committee Confidential Meeting Minutes: April 16, 2020

Welcome, Conflicts of Interest & Additions to the Agenda

Conflicts of interest: None declared

Responding to the LTC Sector's Needs in the Time of a Pandemic

Ontario CLRI Resources

(See slides at bottom)

The Ministry of Long-Term Care is working to address mental health supports for team members and leadership in LTC; the Ontario CLRI has pulled together resources to share.

1. Mental health:
- Mental Health supports for LTC team members from homeweb.ca (e.g., self-directed mental health resources also resources that support financial planning)
- [Honouring Grief and Increasing Resiliency](#): pre-recorded webinar available on CLRI website
- [Mini webinars](#) (20 min weekly sessions) to give LTC members tips on Communication at End-of-Life. Starts April 24.

2. Health and well-being of residents:
- [Boredom Busters for LTC](#): A document developed in partnership with [iGen](#) in Ottawa to support recreation professionals in LTC to combat social isolation and stress among residents. In the process of offering a version in French.
- eConsult: A COVID-19 speciality group has been put together that LTC primary care providers can access. eConsult has seen a dramatic increase in demand and with turn around time being 3 days, it is an important service for primary care providers.
- [Virtual Visits Toolkit](#) (OARC and FCO): Helps families and LTC homes organize virtual visits for residents.
- [Guidelines](#) for supporting residents who wander (TC BSO and RGP of Toronto).

3. Staffing portals linking LTC homes to potential team members:
- RNAO & AdvantAge Ontario: Nursing students for hire into PSW roles
- RNAO: Nurses for hire into various roles in LTC
- WeRPN: RPNs for hire into various roles in LTC
- OLTCA: Link2LTC portal to link health students/people in community to LTC support roles (Resident Support Aides). OLTCA is reaching out to colleges and those unemployed because of COVID-19, such as hotel housekeepers.
- OPSWA: Link PSW students and homecare PSWs to LTC.

- Government site matching people with health care experience to roles in LTC.

4. Online Orientation for LTC:
- A proposal was submitted to provide online orientation for nursing students to the LTC sector, as well as receive support and mentorship from educators and Ontario CLRI interns. Currently waiting for approval.
- A series of orientation resources (https://clri-ltc.ca/orientation/) for support roles has been available on the CLRI website since April 15. These resources are designed for those who are taking on Resident Support Aide-type roles (non-clinical roles) and possibly entering the LTC workforce for the first time.

5. ECHO Care of the Elderly LTC: COVID-19
- This series of online sessions specifically targets LTC teams. To accommodate the team's current realities, they can sign up for any of the sessions or join the whole series (April 14-May 5). See topic breakdown on event website page.

Resources in development

1. Team Essentials for Engaging Families in Care - Compassionate Communication: this module will be available by the end of April (we are currently shortening it to one hour, as well as adding COVID-19 examples).
2. Peer Support Guide: Using peer support approaches for LTC team members to guide them in running their own support groups.
3. Leadership Support Mini Webinar Series will be available in June.

Roundtable Discussion

Updates and discussion points brought forward by PAC Members in response to the CLRI update:

Need identified/opportunity: Integrating episodic and acute care teams coming in to work/volunteer in long-term care

- Some of the teams from other parts of the healthcare system may be unfamiliar with LTC environment, while it is essential that they collaborate with LTC teams. How to effectively and quickly introduce redeployed teams to the new organizational culture of LTC, for example the heavy dependence on teamwork between regulated and non-regulated professionals. How to match what is needed in the homes (RPN, PSWs) with the skillsets redeployed?
- How to make new teams aware of things specific to LTC, for example the general characteristics of the resident populations.
  o The Ontario CLRI's Person-Centred Language resources could be valuable to share.

- Ideally, orientation resources for those coming from acute care should be designed to be as interactive as what the CLRI is proposing for nursing students.
- It is also important to clarify that coming into LTC now is different than what was the day-to-day reality in LTC before COVID 19.
- It is also important to consider the needs of all the team members, for example recreation professionals whose whole role has changed (i.e., it is now about facilitating communication between residents and loved ones through Facetime, phone calls and social media).
- There will be variation in the support needs of homes: those LTC homes with the greatest need are the ones that will lose 10-60% of team members because of the new restriction of LTC workers working at multiple homes; homes will compete even more for workers.
  - The Ontario CLRI is hoping that the engagement and mentoring offered through the orientation website will make LTC a more attractive choice to potential and short-term, re-deployed workforce.
- Ontario Colleges have been sharing opportunities with all students. After placements for students in community services programs (e.g., recreation, child and youth care, social work) were ended early, College teams connected students to virtual visits and activities in LTC, in response to needs expressed by community partner. Some LTC homes are looking for 'Universal Workers' – people to help with going for walks, mealtimes and social visits. These adaptations can assist LTC homes to continue their great work.
- Whatever model(s) we choose can be sustainable so it can be used in other future crisis (such as influenza outbreaks). If a centralized information dissemination space is considered, we need to consider how to encourage the different professional groups in LTC to use these.

Need identified/opportunity: Supporting the Mental Health of LTC Workers
- The Government of Ontario has announced that part of Ontario Health's mandate is to provide a Mental Health Centre of Excellence to implement the government's road map for mental health support. Like other initiatives, this one shifted quickly in response to the pandemic; addressing initially what can be put in place for critical care team members but very quickly shifting to the needs of LTC.
  - Step one: resources for self-help
  - Step two: mental health first-aid and peer support, including leveraging the ECHO platform.
  - Step three: working with three mental health programs to create a self-referral system for health care workers. Services could be outpatient or one-on-one. Confidentiality concerns have been resolved and demand will be monitored to understand who is accessing the services and who is not (including different departments within homes).

- It is important to understand what each individual LTC home is offering to its teams as mental health support. There is variation across homes and even within organizations (e.g., chains versus stand-alone homes), and between full time and part time team members. What we do know is that moral distress is going to grow across the board as decisions become harder.
  - The Ontario CLRI's collaboration with homeweb.ca is open for all those who work in LTC.

General Updates & Comments
- OARC and FCO recently hosted a joint webinar "Living with courage during COVID 19." 200 people attended (families, residents and team members), and ran out of time to answer all questions. A joint bulletin of the full Q&A will be released on April 22 and the webinar will be repeated on April 28. There was overwhelming appreciation from participants to just be able to talk about COVID 19. From residents' perspectives we have learned that:
  - They want to know about PPE, that their team members are safe and that they know when to wear it.
  - Residents want to know about testing and why it varies by home.
  - They are not receiving adequate communication. Directive 3 stated that licence holders must communicate the status of COVID 19 to residents, however residents feel that they do not know what is going on in their own homes. They are feeling left in the dark and cannot see what is going on around them as they are isolated. In response, OARC is creating a five-point communication template for team members to go door-to-door and deliver updates to residents.
  - Little attention is being given to residents' psychosocial and emotional wellbeing (e.g., residents being moved without their personal belongings). For example, some residents will no longer have access to their TV because the cable company cannot enter the building.
- FCO is producing daily e-bulletins, prepared a virtual visits toolkit and is running weekly virtual family forums, as well as working on communication tools for homes to use. Families and family councils report that they have found the FCO's daily newsletter and webinars helpful.
  - The Ontario CLRI is working on an e-learning resource for families to support them in communicating with LTC homes.

Next Steps
- Continue to share ideas as they evolve.
- One-page summary of the Communication at the End of Life Training Fund and on the PSW Training Fund for LTC given last time were helpful for the PAC so will plan to continue providing those.
- Next meeting will be June 8, 10-11:30 a.m. on Zoom.