

Provincial Advisory Committee Public Meeting Minutes: September 14, 2020

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Ontario CLRI 2019-20 Annual Summary

The OCLRI Provincial Advisory Committee discussed the full draft 2019-20 Annual Report at its June meeting. The Report was submitted to the Ministry of LTC on June 30. The proposed two-page summary provides a snapshot of the Ontario CLRI's work to our stakeholders. Highlights are from both the fiscal year 2019-20 and our early response to COVID-19.

Comments from PAC members:

- Annual Summary was concise, easy to read, and offered lots of information.
- The information regarding residents being potentially impacted is helpful but more context is needed. This number shows how many residents live in the LTC homes that engaged with the Ontario CLRI programs in various ways last year.
- This summary will be useful for Family Councils; as this type of information on investments in learning, knowledge mobilisation and innovation should be reassuring.

Ontario CLRI Response to COVID-19

The Ministry of LTC reorganized and the Ontario CLRI program's management was moved to the Operations Division.

The Ontario CLRI provided select examples of new activities and resources created since the last PAC meeting, in response to sector needs.

PSW DESIGN SPRINTS

Striving to make sure that we are speaking with Personal Support Workers (PSWs) when we address workforce issues and challenges PSWs are facing, we are developing in a survey and virtual engagement meetings with PSWs across the province. Originally planned to be in person, this engagement is now virtual and aims to better understand PSWs experiences to inform the direction in our work as we develop of education and resources that encourage the feeling of being valued by leaders and fellow team members/colleagues. The survey launched early September, already close to 100 PSWs expressed an interest in talking to us and participating in some working groups to continue the conversation. The goal is to have a diverse group of PSWs participate in these sessions, to run till the end of the year.

LTC CAREER AWARENESS

The Ontario CLRI Career web page is expanding to profile more roles by October: nursing, PSWs, recreation professionals and food service workers. The new page will include sample job descriptions, testimonials why workers value their roles, links to hiring pages, credentials required.

PERSON CENTERED LANGUAGE (PCL)

In collaboration with Behavioural Supports Ontario and McMaster University launched 2 bilingual e-courses: PCL for Team Members and PCL for Leaders (clri-ltc.ca/pcl). These modules can be integrated into University and College Nursing and PSW programs in Ontario.

A proposal was submitted to the Canadian Press to help them adapt their October/November online edition so that it uses a more person-centred language when talking about LTC. FCO is also working to enhance the use of PCL.

ELEARNING HUB

The [Ontario CLRI eLearning Hub](#) launched on July 6th. Learners can register for courses online on the CLRI website. eLearning courses include Communication at End-of-Life, Clinical Nursing Leadership, Eating Assistance, and Lifts and Transfers.

eLEARNING MODULES: CEoL AND CNL

The bilingual [Communication at End of Life \(CEoL\) eLearning modules](#) are for team members and team leaders in LTC. Evaluation is integrated to provide feedback on the content, the learners' experience and the ease of use of the Ontario CLRI's new eLearning platform. These three 20 minutes long modules are case-based, LTC-specific and interactive. Topics include: communicating about hospice palliative care, coping with grief, building relationships.

[Clinical Nursing Leadership \(CNL\) eLearning Modules](#) are for nurses working in LTC. These three 20 minutes long modules are case-based, LTC-specific and interactive. CNA accreditation is in progress. We are planning to engage with college and university nursing training programs to explore how to integrate these modules into nursing students' training.

We are seeing a good uptake from the sector and we will be looking for LTC homes that are interested in piloting integrating these modules into their regular orientation.

SUPPORTING NURSING STUDENTS

The Ontario CLRI is looking to help support nursing students in LTC: placements, understand what support they need to work in the sector while studying (as PSWs or in other roles), how to help with starting up as a new graduate. Developed logic model through intensive multi-stakeholder consultation during the summer (47 participants). We applied for "Shock-proofing the Future of Work" grant from the Future Skills Centre to accelerate the development and testing of an LTC-specific preceptor and clinical instructor toolkit. The toolkit will help homes offer quality nursing placements.

VISITATION & FAMILIES

clri-ltc.ca/families

Enabling families and friends to visit their loved ones who live in LTC homes is a key priority during the pandemic. A number of activities were completed: a stakeholder scan identified organisations working on this issue, we developed “did you know?” communication to assist with understanding the evolving directives through Social Media and a FCO blog, and set up a webpage to share relevant collated tools that homes can use to support social visitors and Designated Care Partners (Essential Caregivers). We are actively participating in the Change Foundation/Ontario Caregiver Organisation’s Changing Care/Caregiver ID Learning Collaborative.

RESOURCES FOR HOMES AND TEAM MEMBERS

The Creative Virtual Activities for Resident Engagement Toolkit makes accessing virtual engagement opportunities easier and helps LTC teams to do so in a resident centered manner. The toolkit combines clinical advice on how to support successful therapeutic engagement for older adults at various stages of cognitive ability and/or levels of health. Baycrest Health Sciences is also curating virtual creative resident engagement activities into a toolkit for clinicians, adapting these for individuals with different sensory and cognitive needs.

ourLTC App: **Ontario Universal Resource** app is a digital pocket card that includes tools, reference materials. Beta testing will start in October with the help of PSW and nursing new hires and redeployed staff.

Finally, A Tool to Update LTC Operational Plans Reflecting COVID-19 was co-developed with AdvantAge Ontario and can be downloaded clri-ltc.ca/covid-operationstool

UPDATES OTHER COVID-19 INITIATIVES

Continuing:

- Ontario CLRI bilingual Orientation to LTC webpages clri-ltc.ca/orientation
- CovidCareLearning clri-ltc.ca/covidcarelearning

Completed:

- ECHO COE LTC: COVID-19 clri-ltc.ca/echo-covid19

Pending:

- Centralized Virtual Training clri-ltc.ca/alpha

Forthcoming:

- OLTCA This is Long Term Care 2020 presentations booth
- OLTCC Annual Conference presentations booth
- Attending TRO’s Annual Conference

Updates and Priorities: Virtual Breakout Groups

Highlights of PAC Member Updates

- FCO: COVID-19 affected families' and friends' experience. FCO has been focusing on how to support the successful reintegration of families; support care and meaningful visits; working with MTLC to embed this in policies; how LTC homes can onboard and train new visitors PPE/IPAC. Helping Family Councils to continue to operate virtually – Family Councils are used to being public eyes and ears in the home, plus how to create meaningful connections despite distance. FCO is also running an expressive writing collective on Zoom to help family members to find their resiliency and shared humanity. Wants to ensure that this collective supports equity or diversity; exploring a train-the-trainer approach to increase reach to varied communities.
- AdvantAge Ontario is helping homes with temporary absences/visitor policies – hosting a member webinar today. Another webinar will look at future wave preparedness assessment by homes (framework tool); collecting and sharing examples.
- OLTC initially sharing daily bulletins, but now switched to three times per week, targeting Medical Directors, members – sharing what works and not providing care during pandemic.
- OLTC has released its second wave action plan of 11 items. Human resources retention and recruitment are most significant items; hosted virtual roadshows by region about HR issues – what is working, what is need going forward (member sessions, community engagement sessions); different needs noted for/in rural areas.
- Ontario Health: the new organisational structure offers an opportunity to look across the agencies. Quality improvement efforts have been focusing on COVID. [HealthForceOntario](#) is contributing to recruitment and pre-screening for a range of positions in LTC to make sure we have a broad network of qualified staff. Ontario CLRI training resources are going to be useful in this as high quality training for workforce is essential for good quality care.
- Colleges Heads of Health Sciences: some Ontario college programs returned to the campuses in July to finish training. These pilots informed how to return to campuses in September at a larger scale; modified to include both campus (lab) and remote delivery.

This Fall, Niagara College welcomed more PSW students than in a long time. A new modular delivery model for the PSW program focuses on 1 or 2 courses at a time and concentrates on learning that supports retention of the PSW students to actually graduate. Many PN students are currently PSWs, a challenge for LTC homes because they wanted students to keep working as PSWs. There is a financial impact and stress for students who cannot work in multiple locations. It is a challenge for students who cannot afford to be off work, who have to balance work and school.

Niagara College partnered with Michener Institute on a two-year NSERC grant related to diabetic foot care in homeless shelters. Creating modules to embed in PSW and Practical Nursing curriculum and then take students to shelters to support foot care.

- Family representative: Finding staff remains an issue in LTC; nursing students working as PSWs have been a fantastic help. If they are limited to a single location when they are back at school, staffing models will need to be revisited. Many families support the need to have 4 hours of care/day for each resident as outlined in the LTC Public Inquiry.

There needs to be consistency in how family visitations are arranged across the province. Clear guidelines will help as people are scrambling to make sense of the rules. The lock down is negatively affecting residents mental health; families and team members need education on how to support residents' mental health.

- LTC home representatives: recreation teams are supporting the virtual and in-person connection between residents and families, a difficult task in HR shortages. Additional Resident support workers help but there is an effect on programming, especially with the colder weather coming and indoor visits will be the only option.
- OARC: Residents' psycho-social emotional safety remains priority as OARC works with stakeholders. Visiting policy now includes essential caregivers and enables residents to safely return to the community for short visits, though practices vary among homes. With visitations restarted, both residents and family members need training on "safe physical touch" during pandemic e.g. how to help a resident into a car or push a wheelchair, how to offer human contact. It is encouraging to see new types of team members starting in LTC, these non-certified "social ambassadors", "resident experience ambassador", who do not have care related duties but attend to the simple pleasures of resident experience, restocking, escorting residents to safe space for a visit - this brings the element of home back into LTC, moves us away from acute caregiving environment for creating a true home for the residents. It is important to make sure that the essential caregiver programs are well resourced so other programs like therapeutic recreation can continue effectively.

Opportunities for Ontario CLRI to Support the Sector During the Second Wave of the COVID-19 Pandemic

- Stabilize and standardize messaging in media; how can we change the perspectives surrounding LTC. For example, visitation is rising into the forefront of the LTC perspective - families are upset. Providing context can help families understand why the rules are there.
- Understand and promote rules and regulations around having students in LTC homes. There's an increasing number of PSW and nursing students, how can we welcome them to the field?
- Visitation and making it possible to safely embrace visitors in LTC homes.
- Providing end of life and palliative care training beyond PSWs and nurses, to all in LTC (recreation therapy, allied health, management teams).
- Understand evidence, research and best practice on training on safe touch practices.
- Good infection prevention and control training for family caregivers – there is a lot of

misinformation, mixed messages.

Adjourn

Next Meeting - November 16 at 10:00am