

Enhancing the **quality**  
of life and care of  
people who live and  
work in long-term care

2021-2022 ANNUAL REPORT



ONTARIO  
**CLRI** Centres for Learning,  
Research & Innovation  
in Long-Term Care

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# From the Ontario CLRI Executive Directors

The 2021-22 fiscal year was the **tenth year** the Ontario CLRI has been **supporting Ontario long-term care (LTC) homes and stakeholders.**

We are proud of the growth and scale of the program from its early beginnings as separate initiatives at three healthcare/research organizations to a coordinated effort between these sites to develop innovative solutions that address the priority needs of LTC homes. We want to acknowledge and thank the Ontario CLRI team who continues to lead this work with a passion to make a difference in LTC communities.

All Ontario CLRI initiatives are grounded in strong partnerships and collaboration with those supporting the sector, including residents and care partners, LTC home teams, LTC home management, educators within and beyond homes, researchers and associations. We know that this second pandemic year was tragic and taxing for LTC homes. We are grateful to all collaborators and partners who have continued to work with us to strengthen and build capacity in LTC homes despite the immense pressures of the pandemic.

As homes continued to actively manage COVID-19 in the community, they also turned their attention to pandemic recovery. Based on feedback from those in LTC and recommendations in reviews published in response to COVID-19, the Ontario CLRI focused on building on our initial COVID-19 response initiatives. A key aspect of this was continued investment in remote learning through virtual training and our eLearning Hub, which has shown to be a preferred format for continuing education of LTC teams and has provided an opportunity to expand the reach of our education offerings to families, care partners and residents.

We are proud to share the work of the Ontario CLRI program with you and look forward to supporting LTC homes in uplifting LTC in 2022-23 and beyond.



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# A Year in Review

The Ontario Centres for Learning, Research and Innovation in Long-Term Care (CLRI) enhance the quality of life and care for residents across the province by providing education and supporting and sharing research and innovations to enhance the health and well-being of people who live and work in long-term care (LTC). The Program leverages the expertise and activities of its host centres, Baycrest Health Sciences, Bruyère, and the Schlegel-UW Research Institute for Aging (RIA), to develop and deliver tailored solutions to sector-driven priorities.

In 2021-22 we continued to grow our reach and impact on the LTC sector, particularly with the launch of the Ministry-funded Preceptor Resource and Education Program in Long-Term Care (PREP LTC) alongside the renewals of the Communication at End-of-Life (CEoL) and PSW Education training funds. These and other Ontario CLRI projects responded to the needs of the sector as expressed to us by LTC homes, families, educational institutions, and government agencies, and advanced our mandate to build capacity in LTC through education, innovation and knowledge mobilization.

- **Evolution of Learning and COVID-19 Response:** Our continued focus on learning experiences that are virtual, blended, in-situ, and just-in-time solutions [e.g., Orientation website, eLearning Hub, contributions to provincial COVID-19 platforms, Learning Inter-Professionally Healthcare Accelerator (LIPHA), Project ECHO (Extension of Community Health Outcomes), Living Classrooms, augmented virtual clinical placements for students, and OurLTC app].
- **HR Team Capacity Building:** Focused effort on LTC teams (e.g., Team Essentials, All-In Palliative Care training through CEoL Education Fund, Excellence in Resident-Centred Care through PSW Education Fund), students (virtual internships, student placements), and leaders (i.e., Clinical Nursing Leadership eLearning series, Workplace Mental Health in LTC).



*“Doing this program and implementing it well and keeping it running is valuable to the organization in so many ways ... as an employer, when you show that compassion to your worker, that proactive sensitivity to the worker’s needs, it’s priceless, because this is above and beyond what you can compensate somebody for the hour. You are showing them that they matter.”*

- Workplace Mental Health in LTC participant



## Our Vision:

A provincial resource that in partnership builds capacity in long-term care through education, research and knowledge mobilization.



## Our Mission:

A long-term care continuum with capacity to support every life well-lived.



- **Workforce Recruitment:** Developed multiple orientation initiatives (e.g., Orientation in LTC web page, Resident Support Aide Report, LIPHA) as well as initiatives to support future workforce (e.g., training youth as dementia companions, hosting career promotion events with secondary school students, and providing homes with resources to facilitate student clinical education placements).
- **Resident and Family Social Connectedness:** Resources to support family visitation and reintegration, family grief and communication, and engagement with Therapeutic Recreation professionals in LTC.
- **Knowledge Mobilization:** We continue to support the sector through Communities of Practice (e.g., social service workers, educators, COVID-19, LIPHA, educators, Living Classrooms instructors, and Champlain clinicians) and the spread of innovations (e.g., Specialized Educator Certificate, educational innovations) with and through collaborators (e.g., Centre for Aging + Brain Health, CAN Health Network, and Champlain Dementia Network).

This report summarizes the sector-wide, provincial reach and impact of the Ontario CLRI for the 2021-22 Fiscal Year (April 1, 2021, to March 31, 2022). The content of this report was guided by the Ontario CLRI Evaluation and Knowledge Mobilization working groups, as well as by our 14-member [Provincial Advisory Committee](#).

*“I think this event taught me a lot about long term care and the variety of jobs it takes to run them. It definitely inspired me to try and run some sort of club with a long term care place like Trinity Village through my school to encourage others to go into long term care! We might have to work something out online for a bit until everything is okay with covid. Another idea might be meeting outside to do things in the spring.”*

- Careers in LTC student participant

# Program Impact

LTC homes, schools and stakeholders across the province are increasingly relying on the virtual training, eLearning courses, and webinars offered by the Ontario CLRI. We have intentionally sought equal reach across the province: in 2021–22, the Program’s offerings were equally accessed by northern/rural/urban homes and by for-profit and not-for-profit homes of all sizes.

The Ontario CLRI team developed 159 new resources in 2021–22, with the collaboration and partnership of various sector stakeholders including workshops, webinars, coaching, peer support groups, practice tools, and more. In total, the Ontario CLRI hosted 263 new or ongoing knowledge mobilization activities/products in 2021–22.

## Training by the Ontario CLRI, 2017–2022

Fiscal Year	% LTC Homes Reached	# Training Hours Completed	# People Trained
2017–18	72%	127,380	6,500
2018–19	84%	152,783	8,267
2019–20	83%	164,900	6,000
2020–21	87%	22,054	21,478
2021–22	91%	48,412	26,142
<b>Total</b>	<b>N/A</b>	<b>515,529</b>	<b>68,387</b>

### Even a pandemic can’t stop effective learning

The acceleration of adapting to online learning sparked by the pandemic gave us the ability to increase the number of people trained compared to pre-pandemic years. The virtual format also made education more accessible to LTC teams that were already time-strapped and experiencing staffing shortages and rapid turnaround. We were able to maximize the quality and interactivity of our virtual trainings without compromising the integrity and impact of our education. The consistency in quality of education can be seen through the high number of participants that reported positive outcomes from participation in our virtual offerings.

The switch to remote learning also resulted in shorter training programs that benefitted learners. The Ontario CLRI eLearning Hub, our most popular resource, allows staff to participate in education whenever they have time and has made our educational offerings more accessible to families, care partners and residents. Going forward, we have heard from the sector that interest for in-person training is on the rise. We are listening and will seek opportunities to balance both virtual and in-person learning in a safe way.



**91% of LTC homes reached** in all six Ontario Health regions

**86%** of Northern LTC homes reached

**87%** of Rural LTC homes reached

**93%** of Urban LTC homes reached



**73,053** residents impacted



We engaged with:

**82% of universities, 48% of public colleges and 32% of secondary school boards** across Ontario.

### WHO IS PARTICIPATING?

**Total Reach = 48,048 participants**

(i.e., # reached by training, resources, presentations, conferences, etc.)

Participants self-identified as (n=27,626):

**13,377** Students

**12,505** Team members

**1,062** Formal leaders

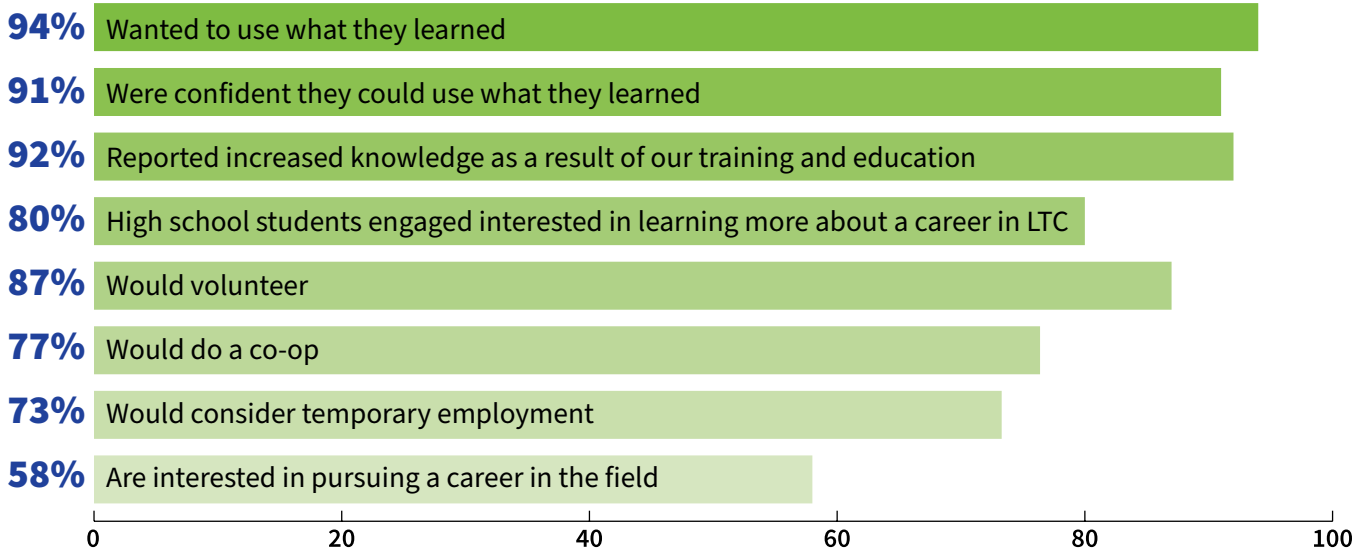


**349** Educators

**222** Residents, families/care partners, and volunteers

**111** Clinicians

**More than 26,000 completions** of our training and education



# Program Spotlights

## Equipping LTC teams and care partners with essential IPAC skills

The COVID-19 pandemic and the *Fixing Long-Term Care Act, 2021* placed an emphasis on infection prevention and control (IPAC) measures. To help LTC homes meet this need and fulfill the provincial mandate to provide IPAC education for team members, residents, volunteers, and care partners, the Ontario CLRI at the RIA led the development of an IPAC eLearning series for LTC.

The six-course series was released in stages and quickly became some of the most popular courses on our eLearning Hub. Learners including team members, residents, and family/care partners. The IPAC courses were also integrated into the Surge Learning platform (a Learning Management System used by more than 50% of Ontario LTC homes).

These courses empower learners to protect themselves, residents, their co-workers, and community members with knowledge of IPAC core concepts. Learners practise applying their IPAC knowledge to specific scenarios in LTC homes and situations encountered in the community.

The first five courses from the series had more than 6,000 completions on our eLearning Hub and Surge Learning. *IPAC While Traveling To and From an LTC Home* had the highest completion rate out of all Ontario CLRI courses, with more than 2,000 completions from users on Surge Learning alone. Learners reported that they gained valuable knowledge.

***“If I use what I have learned in the IPAC course ... I expect to become more comfortable knowing what to do in certain situations, and to feel safer and in control.”*** - IPAC eLearning student

***“IPAC courses were done by all staff and family members to reduce outbreak in our building throughout pandemic.”*** - LTC home



The IPAC eLearning courses were developed in collaboration with an expert panel of Canadian IPAC specialists working in LTC and an advisory panel of LTC team members, essential care partners, and The Ontario Caregiver Organization.

In addition to the six-part IPAC eLearning courses, the Ontario CLRI is proud to have supported the sector with 15 new COVID-specific resources and knowledge mobilization activities in 2021-22.

## Strengthening Palliative Care in Ontario LTC Homes

The Collaborative Project to Sustain a Palliative Approach to Care in Long-Term Care (the Collaborative Project) pools key regional and provincial stakeholder resources and expertise to integrate a palliative approach to care and sustain palliative care initiatives in LTC homes across Ontario. The Ontario CLRI at Bruyère and collaborators built on a comprehensive self-assessment tool to help interprofessional teams identify their home's priorities and empower them to support future changes and improvements. Participating LTC homes will benefit as they strive to comply with the new legislation to integrate a palliative approach into each resident's care.



In addition to creating an [online library of sector palliative care resources](#), the Collaborative Project team:

- **facilitates teams' self-assessment exercise.**
- **organizes and delivers training and customized education sessions** for team members and family representatives.
- **uses established partnerships to coach interprofessional teams** in response to their needs.
- **involves families in the assessment, development and improvement** of the LTC home's palliative program.

The project team's flexibility and tailored responses facilitated home involvement. Clear, concise and meaningful communication with the LTC homes was essential.

Despite coinciding with two serious COVID-19 waves, **the Collaborative engaged 43 LTC homes across the province.** The self-assessment exercise proved particularly useful to participating LTC teams.

Collaborative Project partners include the Regional Palliative Care Network, Champlain Hospice Palliative Care Program, Ontario Palliative Care Network, Registered Nurses' Association of Ontario, Ontario Caregiver Organization, Provincial Palliative Consultant Network, Ontario Long Term Care Association, Family Councils Ontario, Ontario Long Term Care Clinicians, University of Ottawa, and the Bruyère Research Institute.

*"It really highlighted some gaps we have had for years involving different stakeholders, like ensuring that families are involved. Helpful to understand where we are at and how we can move forward."*

- LTC home participant

## Empowering LTC Educators to Enhance Learner Engagement

Educators in LTC homes play an important role in creating psychologically safe, motivating and relational learning spaces, a prerequisite to improving staffing levels and care quality. The virtual *Specialized Educator Certificate in LTC (SECL)* allows LTC educators to upgrade their skills through experiential learning while building a collaborative peer network via three levels (Best Practices, Intermediate and Advanced).

The inaugural round of SECL Level One ran in fall 2021 with **50 participants** from **37 different LTC homes**. The Ontario CLRI team received more than **400 applications** for the program, which was higher than expected and confirmed the demand from LTC educators for these opportunities. Participant feedback noted the intention to use the tools through the certificate program in practice.

Ontario CLRI at Baycrest team noted that LTC educators can enhance a wide variety of educational programs by using a specific set of competencies, including:

1. **learner engagement** (e.g., ensuring psychological safety, co-creating learning experiences);
2. **adaptation** (i.e., tailoring education to meet a given situation);
3. **facilitation**; and,
4. **coaching** the application of learning into practice.

A new round of the certificate program will run in the fall of 2022.

*“I am so grateful for the opportunity to participate in the [SECL] course. Initially, I had some trepidation about the gaming part but was excited for the content ... The experience was affirming, stretching and confidence-building. You are such supportive educators - nudging us to look at issues in new ways, to creatively approach the art of facilitation and to appreciate what learners bring to the ‘stage.’”*

- SECL participant



## Fostering Person-Centred Care Through EDI Initiatives

The Supporting Equity, Diversity and Inclusion in Long-Term Care (EDI) initiative (led by the Ontario CLRI at Bruyère and supported by the Ontario CLRI at the RIA) develops and spreads resources that support EDI in LTC and informs diversity and inclusion across all Ontario CLRI activities.

In 2021-22, the EDI initiative built on the success of the [Embracing Diversity Toolkit](#), which was identified as a promising practice by the National Institute on Ageing's "[Leaving No One Behind](#)" report, by planning a virtual forum for more than 300 registrants. [Allied for Inclusivity in LTC: A Forum to Build Connections](#) aimed to demystify EDI-related topics and provide effective ways to influence organizational change.



In addition, the EDI team launched [two printable EDI calendars](#) based on the success of the digital calendar that was launched the year prior and contributed to numerous sector initiatives to nurture equity, diversity and inclusion in the LTC sector.

- **Supported the Ottawa Senior Pride Network's Health and LTC Committee** in completing a Workbook submission to the HSO National Standards Technical Committee about 2SLGBTQI+ lived experience to help inform the development of LTC national standards.
- **Invited by Rainbow Health Ontario** to provide input into the development of an e-Learning series of modules about 2SLGBTQI+ Aging. Supported bringing together 2SLGBTQI+ older adults to provide input from a lived experience lens to the development of the series.
- **Supported the Canadian Standards Association** in the recruitment of individuals representing the older adult 2SLGBTQI+ community, and organizations that support that community, in coming together to participate in a Town Hall session to support the integration of perspectives of lived experience into the standards development (for the National LTC Standards – Operations and Infection Control).
- **Invited by the City of Toronto Seniors Services and Long Term Care** to be a reviewer of the revised Toolkit to support 2SLGBTQI+ Seniors.

The work of the EDI initiative is guided by the [Supporting Diversity and Inclusion in Long-Term Care Advisory Committee](#) and other experts, including persons with lived experience.

*“Excellent speakers and thanks to all of the organizers. This forum touched the surface of many interesting ideas. I now have the contacts to learn more.”*

- Family member, Forum attendee

# Learnings and Future Directions

The Ontario CLRI intentionally invested in capacity for program and project evaluation in 2021-22. Information from this expansion has gathered frontline impact, provincial reach and value of a comprehensive scope that addresses broad perspectives and needs of the sector. With the launch of a Program Impact Assessment survey (May 2022), we will document the impact, value and reputation of the Ontario CLRI as a responsive program that supports the LTC sector as it transitions to the new LTC legislation and engages in quality improvement. We are also dedicated to strengthening our own internal processes and practices, such as supporting equitability of our programming to Francophone communities, ensuring AODA compliance, and better understanding the unique characteristics of our stakeholders.

From LTC-specific IPAC education to the current efforts to address workforce retention and recruitment, LTC stakeholders and government agencies continue to look to the Ontario CLRI to help address rising challenges, bring collaborators and stakeholders together, and facilitate education and training. Through our newest initiative, the PREP LTC project, we will deepen engagement with LTC homes to develop effective clinical placements that encourage the pursuit of careers in LTC. We will mobilize feedback directly from homes to inform the Ontario CLRI, government and stakeholders' work in the sector.

In the next two years, **we will increase and adjust our offerings** based on data-informed impact and grow/develop innovative strategies around virtual and blended education, workforce retention and recruitment, and knowledge mobilization (e.g., in IPAC in LTC, palliative care, mental health) **to support homes** as they navigate new legislation and regulations **to ultimately enhance the quality of life and well-being of those who live and work in long-term care.**



*“My interaction with CLRI over the past year has made a big difference in my family’s long-term care environment.”*

- Family member

*“I always turn to the CLRI website if I need more resources/education to support my staff.”*

- LTC home leader

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