

Courageously Living Through COVID-19 Together: Residents and Families

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Family
Councils
Ontario



Ontario
Association
of Residents'
Councils

Our Time Together:

- 1) Explain who we are
- 2) Candidly discuss this unprecedented time
- 3) Acknowledge how the COVID-19 crisis has reshaped our lives

Guest: Patient Ombudsman Executive Director

- 4) Explore how we have risen to the challenge with grace and courage, harnessing collaborative relationships to find solutions and support
- 5) Question & Answer

Family Councils Ontario (FCO)

- Family Councils of Ontario leads and supports families in improving quality of life in long-term care.
- We do this by working collaboratively with our partners to cultivate effective Family Councils; advance public policy and system planning; and mobilize knowledge exchange.
- Charitable Not-for-Profit, funded by the Ontario Ministry of Long-Term Care

Family Councils Ontario (FCO)

- Services:
 - Consultations with Family Council members & LTC home staff
 - Education and training on creating and maintaining effective Councils
- Our impact
 - Effective Family Councils
 - Strong, collaborative relationships between families and home staff
 - Culture change
 - Family voice embedded in LTC system & decisions

Ontario Association of Residents' Councils (OARC)

- Not-for-Profit, funded by Ministry of Long-Term Care and through membership base

Mission: To empower Ontario long-term care residents to understand their rights, share their lived experience, and inspire a better tomorrow.

- Education – support effective & sustainable Residents' Councils, community
- Collective voice, advise on policy & regulatory development
- Positive culture change

Ontario Association of Residents' Councils (OARC)

Board of Directors = Residents in LTC homes



Sharron Cooke
President



David Kent
Vice President



Devora Greenspon
Treasurer



Reid Walker
Secretary



Denise Burke
Director



Lloyd Foster
Director



Virginia Parraga
Director



Carolynn Snow
Director



Jamie Ward
Director



Maurice Bourdon
Delegate Member



Barry Hickling
Delegate Member



Murray Woodcock
Delegate Member

Vision:

Every LTC resident in Ontario shapes the place they call home.

Unprecedented Time in LTC

- **LTC living has changed**
- Prior to COVID-19
 - Human Resources (HR) shortages, 3 plagues of LTC
 - Volunteers & family visitors vital to the home
 - Activities, celebrations, trips, community engagement
- Then COVID-19 – changed everything
 - Ambiguity and uncertainty
 - Homes closed to visitors, activities changed

COVID-19 Reshaped our Lives

Courage:

the ability to do something that frightens one, or, strength in the face of pain or grief

- Government messaging to LTC includes:
 - No visitors
 - Emergency Order to increase HR capacity
 - Discharge of residents during pandemic
 - Communication is needed
 - Testing: who, when

Ministry Directives

Restriction on LTC Home Visitors

- Only essential visitors permitted
- Protect residents from contracting and spreading COVID-19
- Significant cost – psychological, emotional, practical
- Virtual Visit Toolkit

Virtual Visit Toolkit

Tech, not touch...for now

VIRTUAL VISITS TOOLKIT

APRIL 2020



Helping seniors use technology to see and connect with their families during the COVID-19 pandemic is absolutely critical. Never before have residents in long-term care and retirement communities felt more isolated and removed from normal life. Many people's mental and emotional well-being is at stake.

AN ORGANIZED METHOD FOR SETTING UP
VIDEO CALLS BETWEEN RESIDENTS AND THEIR
LOVED ONES DURING THE COVID-19 CRISIS

Virtual Visit Toolkit

Poll

Do you think that virtual visits can help you and your loved one feel more connected?

Ministry Directives

Emergency Order: March 23

- Relaxed legislation to provide flexibility
- HR: create a larger pool
- Decreased documentation & reporting requirements
- Care conferences and physical exams deferred
- Non-essential training/orientation of new staff members deferred
- NOT a “open the doors and let anyone in” situation

Ministry Directive

Staffing

- Restrict the further spread of COVID-19
- Building on CMOH Directive # 3 re: limiting employees to working at 1 home
- Emergency order: LTC home staff can only work at 1 in-scope location (as of 12:01 AM Wed April 22)
- LTC employers must ensure that all employees only work at 1 in-scope setting

Ministry Directives

Discharge of Residents

- No visits off site any longer
- No overnight/out for dinner visits
- 21 days Leave of Absence (LOA) overlooked now
- If family takes resident home, it is for the duration of the pandemic – resident is discharged and cannot return until pandemic is finished
- Emotionally charged decision

Discharge Checklist

Several tools have been created to assist you and your loved one make a thoughtful, well reasoned decision whether or not to move out of the LTC home:

a) Researchers from the Ottawa Hospital, the University of Ottawa, the Champlain Local Health Integration Network, and the National Institute on Ageing (NIA)
<http://www.ontarc.com/documents/resources/20200417COVID-MoveFromLongTermCare.pdf>

b) The National Initiative for the Care of the Elderly (NICE) and CanAge
<http://www.ontarc.com/documents/resources/20200417UofTNiceCOVID19FamilyCareToolOntario.pdf>

CHECKLIST



The Ottawa Hospital | L'Hôpital d'Ottawa | uOttawa | NIA NATIONAL INSTITUTE ON AGEING

During the COVID-19 pandemic, should I or my family member go to live with family or stay in the long-term care or nursing home?

It can be hard to decide about leaving a long-term care or nursing home during the pandemic. Working through the 6 steps of this decision aid can help prepare you and your loved ones to better discuss your options with your family member's care providers.

This decision aid is for you if: Check one

- You live in an Ontario long-term care or nursing home because your care needs could not be safely met in the community. Due to the COVID-19 pandemic you are thinking about going to live with family* and are deemed capable of making your own decisions about place of care. Source: <https://www.ontario.ca/government/book-leave-term-care>
- You are a legal substitute decision maker (e.g. have power of attorney for personal care) for a family member living in an Ontario long-term care or nursing home who has been assessed as incapable of making decisions about place of care. Due to the COVID-19 pandemic, you are thinking about taking your family member to live in the community with family*. Source: <https://www.attorneygeneral.jus.gov.on.ca/english/family/ogp/leavefacility/2020.pdf>
- You are a family member who is affected by this decision. As you use this decision aid, keep in mind that the resident or legal substitute decision maker is responsible for requesting a formal discharge from the long-term care or nursing home and for the discharged resident's care, safety and well-being. Source: <https://www.ontario.ca/laws/regulation/20093>

Step 1: Why are you thinking of leaving your family member's current place of care?

Why?

For how long?

Step 2: What care is required and who can provide it in the home?

Before deciding, you need to know what care needs to be given in the home. Ask a registered nurse or doctor to get the details about the required amount of care.

- monitoring personal safety and wellbeing 24 hours a day.
- personal care needs (e.g. moving/transferring, toileting/ incontinence care, dressing, grooming).
- medicines, treatments, dietary needs, social needs and other medical needs.

When you have the details, list each care item and think about the skills people in the family home. Beside each care item, identify who has the skills to provide the care (e.g. 2 people to transfer to chair), and how often (e.g. 24-hour day). For how many weeks can people give care? Can it be given in the home? Do you need outside home care services? Do you need government-funded through the Local Health Integration Network (LHIN)?

Source: <https://www.ontario.ca/laws/regulation/20093>

*This decision aid refers to a family home, but some may be thinking about a long-term care or nursing home.

TO STAY OR TO GO ?

Moving Family from Institutional Care to your Home During the COVID-19 Pandemic

Ontario

Ministry Directives

Communication

- Directive #3, April 1
 - LTC homes must keep staff, families and residents informed about COVID-19
 - Tool designed to assist LTC homes in communicating with families
 - OARC & FCO bulletins

Communication Matters!

April 2020

QUICK 10 - COVID19 LONG-TERM CARE HOME UPDATE CHECKLIST

USE THIS CHECKLIST TO IDENTIFY WHAT INFORMATION YOU NEED TO GIVE TO FAMILIES.



COVID-19 UPDATES TO SHARE

- Number of cases of COVID-19 in our home (staff vs residents)
 - Confirmed:
 - Suspected:
 - Symptomatic:

Communication Matters!

- OARC has launched a **NEW** Communications Tool to keep residents informed:

<http://www.ontarc.com/documents/comtemp/20200417ComTipsTemplate.docx>

- Customizable template outlining changes in resident routines (meal service, bathing)
- Opportunity to make residents feel connected and supported

[Consider printing on home letterhead]

Resident Communications Update: [insert home name]	Date:
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Dear Resident:
At _____ home, we are experiencing some operational changes and shifts in routine related to the management and/or prevention of the COVID-19 virus. We want to reassure you that we are taking important steps to keep you safe and informed. We will be circulating and posting home-specific and provincial updates on a weekly basis. Our team is always available to answer your questions and to ensure you feel supported during this time. Thank you!

CURRENT COVID-19 STATUS IN OUR HOME:
Number of Resident Cases _____
Number of Staff Cases _____
or include celebratory statement as appropriate: Our Home is COVID-19 free!
[insert specific information about COVID-19 testing if applicable]

- *EXAMPLE: Starting X, all residents and team members will be tested for COVID-19*

THIS IS HOW WE ARE KEEPING YOU SAFE:

Infection Control: [include specific information about home efforts in this area]

- *EXAMPLE: You will notice that all team members/staff are wearing masks and other protective equipment while interacting with you and providing care – this is to keep you safe! You may not easily recognize your care team while they're donning these protective items, but we will continue to introduce ourselves by name and role to keep you at ease.*
- *EXAMPLE: You may be asked to self-isolate in your room or temporarily relocate to another part of our home. We have been advised by the Ministry and Public Health to try and keep non-affected residents apart from those experiencing symptoms to prevent further spread.*

Bathing Schedules/Guidelines: [include specific information about changes affecting bathing/care]

- *EXAMPLE: Bathing schedules have been temporarily adjusted to avoid using communal spaces– each resident will receive an in-room sponge bath in lieu of their regularly scheduled shower/bath in the tub or shower rooms.*

Food/meal service: [include specific information about changes in meal service]

- *EXAMPLE: Meal times will be staggered with 2 seatings to allow for residents to be more spaced out in the dining rooms OR meal service will temporarily take place in resident rooms*

Miscellaneous: [include other areas of resident life that may be temporarily impacted]

- *EXAMPLE: All resident mail and care packages received from family/friends will be kept securely in a room for 3-4 days and disinfected prior to delivery. Please excuse this delay.*
- *EXAMPLE: Access to outdoor courtyards has been temporarily limited (expand on rationale)*

STAYING CONNECTED: [include any innovative program opportunities here – see ideas below]

- Are you establishing virtual connection opportunities for residents? Check out the Virtual Visits toolkit to get started: <http://www.ontarc.com/covid-19/virtual-visits-toolkit.html>
- Consider registering for one of OARC's new LTC Resident Forums to stay informed and connect with other residents across the province for support and sharing: <https://attendee.gototraining.com/14948757107395787522>
- Looking for inspiration and resources for keeping residents engaged? <http://www.ontarc.com/covid-19/resident-activities.html>

Do you still have questions about COVID-19?

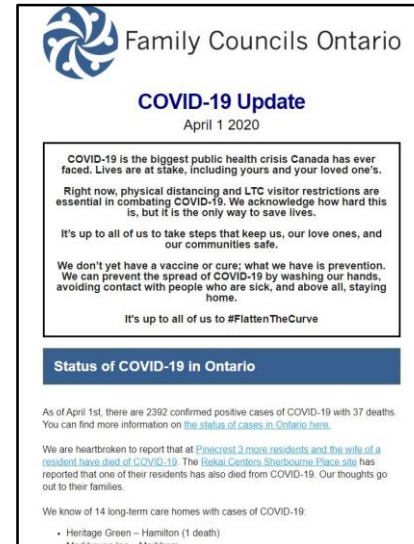
Contact _____ (Administrator/Director of Care) at:
_____ extension _____ or email: _____

We are in this together and we'll get through this together.

Staying Informed and Communicating Sensitive with Stakeholders

Consider sharing/subscribing to our Communications:

- FCO: <https://fco.ngo/covid-19>
- OARC: <http://www.ontarc.com/covid-19-updates.html>
- Ongoing updates residents, family members, team members



Family Councils Ontario
COVID-19 Update
April 1 2020

COVID-19 is the biggest public health crisis Canada has ever faced. Lives are at stake, including yours and your loved one's.

Right now, physical distancing and LTC visitor restrictions are essential in combating COVID-19. We acknowledge how hard this is, but it is the only way to save lives.

It's up to all of us to take steps that keep us, our love ones, and our communities safe.

We don't yet have a vaccine or cure; what we have is prevention. We can prevent the spread of COVID-19 by washing our hands, avoiding contact with people who are sick, and above all, staying home.

It's up to all of us to #FlattenTheCurve

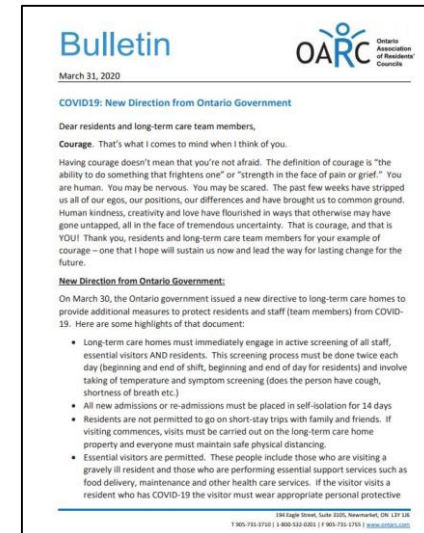
Status of COVID-19 in Ontario

As of April 1st, there are 2392 confirmed positive cases of COVID-19 with 37 deaths. You can find more information on [the status of cases in Ontario here](#).

We are heartbroken to report that at [Pinexcrest 3 more residents and the wife of a resident have died of COVID-19](#). The [Reka Centers Sherbourne Place site](#) has reported that one of their residents has also died from COVID-19. Our thoughts go out to their families.

We know of 14 long-term care homes with cases of COVID-19:

- Heritage Green – Hamilton (1 death)
- Markham Inc. – Markham



Bulletin **OARC** Ontario Association of Residents' Councils
March 31, 2020

COVID-19: New Direction from Ontario Government

Dear residents and long-term care team members,

Courage. That's what I comes to mind when I think of you. Having courage doesn't mean that you're not afraid. The definition of courage is "the ability to do something that frightens one" or "strength in the face of pain or grief." You are human. You may be nervous. You may be scared. The past few weeks have stripped us all of our egos, our positions, our differences and have brought us to common ground. Human kindness, creativity and love have flourished in ways that otherwise may have gone untapped, all in the face of tremendous uncertainty. That is courage, and that is YOU! Thank you, residents and long-term care team members for your example of courage – one that I hope will sustain us now and lead the way for lasting change for the future.

New Direction from Ontario Government:

On March 30, the Ontario government issued a new directive to long-term care homes to provide additional measures to protect residents and staff (team members) from COVID-19. Here are some highlights of that document:

- Long-term care homes must immediately engage in active screening of all staff, essential visitors AND residents. This screening process must be done twice each day (beginning and end of shift, beginning and end of day for residents) and involve taking of temperature and symptom screening (does the person have cough, shortness of breath etc.)
- All new admissions or re-admissions must be placed in self-isolation for 14 days
- Residents are not permitted to go on short-stay trips with family and friends. If visiting commences, visits must be carried out on the long-term care home property and everyone must maintain safe physical distancing.
- Essential visitors are permitted. These people include those who are visiting a gravely ill resident and those who are performing essential support services such as food delivery, maintenance and other health care services. If the visitor visits a resident who has COVID-19 the visitor must wear appropriate personal protective

1-800-793-3719 | 1-800-932-0201 | 1-905-751-1751 | [info@ontarc.ca](#)

Assistant Deputy Minister of LTC:

“We sincerely appreciate the supportive communications that you have been putting out to assist us in keeping residents safe.”

Communication

Poll

Are you satisfied with the communication that your LTC home has been providing you regarding COVID-19?

Covid-19 Testing

- LTC prioritized in province
- Increased testing has been defined: April 21 memo
- All residents and staff are to be tested
 - Priority is with homes in outbreak or where symptoms are apparent– immediate testing of all residents and staff
 - Surveillance testing to begin in other homes
 - Public Health Unit develop plan to ensure that all residents and staff are tested
- Assured that there are sufficient tests to meet demand



Patient Ombudsman Ombudsman des patients

- Executive Director – Craig Thompson
- Provincial call: **Shining a light on concerns in LTC homes during the COVID-19 Crisis - Patient Ombudsman is making a public appeal for stories and concerns.**
- www.patientombudsman.ca
- [1-888-321-0339](tel:1-888-321-0339)

Patient Ombudsman appeal for complaints



- Call our complaints line and leave a message **1-888-321-0339** or submit a complaint in writing (form available online). www.patientombudsman.ca
- **Consent** - To proceed with your complaint we may need consent (resident, Substitute Decision Maker, Power of Attorney)
- **Individual complaints** – Complaints must be submitted by an individual. If the complaint is submitted by the Family Council or Resident Council, we ask that you can nominate one individual to complain on behalf of the group.
- **Office of last resort.** We ask that you still try to complain to the home first. If there is no response or the response is unsatisfactory – contact us.
- All urgent complaints will be escalated as necessary.

Harnessing Collaborative Relationships to find Solutions & Support:

“TOGETHERNESS”

- Association/sector level
- LTC home level
- Tools, resources, bright light ideas


Tools, Resources, Bright Light Ideas

Toronto · Video

How an east-end Toronto hospital is helping long-term care homes fight COVID-19



New initiative providing support to 8 long-term care facilities in city's east end

 Talia Ricci · CBC News · Posted: Apr 08, 2020 6:00 AM ET | Last Updated: April 8



Michael Garron Hospital is reaching out to long-term care facilities in Toronto's east end to help them stop the spread of COVID-19. 1:40



Tools, Resources, Bright Light Ideas

Niagara Falls long-term residence staff greeted by loving ovation of thanks

NEWS Apr 11, 2020 by Niagara Falls Review St. Catharines Standard



Family members gathered outside Chippawa Creek At Bella Care Residence in Niagara Falls on Friday to show their appreciation for the staff who care for their loved ones. - Alison Langley, Torstar

Recreation Therapy professor unites kids, community and alumni to spread positivity at Niagara's long-term care homes

Posted on April 9, 2020 by Jessica Torok in Campus Update, Community, COVID-19, School of Community Services



Tools, Resources, Bright Light Ideas

- Letter writing
- Registered Nurses Association of Ontario (RNAO) Facebook page
- 1:1 activities
- <http://javagp.com/creating-calm/>



Tools, Resources, Bright Light Ideas

- Donation of Personal Protective Equipment (PPE), meal service trays
- Window visits



Hope...

- Collaboration & creativity
- Heartfelt connection between people
- Human Resource solutions
- Social awareness: LTC is excellent place to live and work
- Simple pleasures vs. complicated processes
- Teamwork
- Our commitment to you – lasting change



Question and Answer

Type your questions into the Chat Box on your
Toolbar or Unmute your line to ask/share

Thank you!



Patient Ombudsman
Ombudsman des patients

www.patientombudsman.ca
[1-888-321-0339](tel:1-888-321-0339)

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<https://fco.ngo/covid-19>



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