

# Orientation Checklist for Staff Transitioning to LTC

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This resource was developed in partnership between the North Simcoe Muskoka Specialized Geriatric Services Program and the Orillia Soldiers' Memorial Hospital.

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## Introduction

Thank you for assisting and supporting the residents and staff of our local Long Term Care (LTC)/ Retirement Homes (RH)/ Congregate living homes. Our goal is to help you familiarize yourself with these settings and provide information that is useful to know when supporting older adults and those with cognitive impairments and/or dementia. Please review the following information and resources (embedded links to videos and articles) that are relevant to supporting individuals residing in LTC/RH.

## Understanding Long-Term Care

In Ontario, the average age of LTC residents is 85 years and the majority of residents living in LTC require assistance with their Activities of Daily Living (ADLs). Many residents have physical co-morbidities and 90% of residents have a cognitive impairment; 64% have a diagnosis of dementia (Ontario Long Term Care Association, 2019). The mortality rate of COVID-19 increases with age, frailty and comorbidities making this population of residents at higher risk of the effects of COVID-19. It is reported that approximately 15-20% of residents who are infected with the virus will die; this is about one out of every five infected residents (Iaboni, Grigorovich, Barned, Rodrigues, Kontos, Chu, Astell, & Dementia Isolation Toolkit Team, 2020).

The Ministry of Health oversees hospitals while LTC falls under the Ministry of Long Term Care. The Long Term Care Homes Act provides extensive rules and regulations that must be adhered to. Retirement Homes are regulated by the Retirement Homes Regulatory Authority (RHRA). The difference in regulating bodies' means that some strategies occasionally used in hospital settings, such as physical restraints, are not available in LTC/RH and residents are supported in other ways. In the community, health care providers are working in the residents' home and the Residents Bill of Rights must be followed.

## Orientation Priorities

There is a variety of resources available to support the transition of staff to LTCHs during the COVID-19 period. While staff are encouraged to explore the many resources available to meet learning-specific needs, the following are recommended as priority topics for review:

- Resident Bill of Rights
- Supporting persons living with dementia
- Communication
- Person-centered care
- Assisting with Activities of Daily Living (ADLs)

## Resident Bill of Rights

As per the Long Term Care Homes Act, each Long Term Care Home must educate staff on the Resident Bill of Rights and display the Resident Bill of Rights in the home. The Resident Bill of Rights reminds everyone- residents, staff, family, friends, and neighbors that the Long Term Care Home is the resident's home and that they are valued members of the community.

Please review the links below regarding the Resident Bill of Rights:

- <https://www.youtube.com/watch?v=bi5e4YxEvas&feature=youtu.be>
- [http://www.ontarc.com/assets\\_publications/TOE/RBR\\_LTCHA\\_EN.pdf](http://www.ontarc.com/assets_publications/TOE/RBR_LTCHA_EN.pdf)

### **Supporting Persons Living with Dementia**

With 90% of residents in LTC homes having some type of cognitive impairment, it is imperative to familiarize yourself with what dementia is and how to interact with those residents experiencing cognitive impairments and/or dementia (Ontario Long Term Care Association, 2019).

The Alzheimer Society of Canada (2018) defines dementia as, “an overall term for a set of symptoms that are caused by disorders affecting the brain. Symptoms may include memory loss and difficulty with thinking, problem-solving or language, severe enough to reduce a person’s ability to perform everyday tasks.” Those living with dementia may experience mood and behavioural changes as well. The resources below review strategies that are beneficial when assisting residents with cognitive impairments with and without the use of PPE.

Please review all resources below regarding how to supporting persons living with dementia:

- How to Support Residents Living with Dementia  
<https://clri-ltc.ca/resource/how-to-support-residents-living-with-dementia/>
- Guidance for Supporting Clients who Wander and Require Physical Isolation  
<https://www.rgptoronto.ca/wp-content/uploads/2020/04/FINAL-COVID-19-BSO-RGP-Wandering-Guidelines-2020-04-14-1.pdf>
- Non Pharmacological Approaches to Support Individuals Living with Dementia Maintain Isolation Precautions  
[https://brainxchange.ca/Public/Files/COVID-19/BSO\\_COVID-19-Resource-Dementia-and-Maintaining-Iso.aspx](https://brainxchange.ca/Public/Files/COVID-19/BSO_COVID-19-Resource-Dementia-and-Maintaining-Iso.aspx)

### **Communication**

Dementia can have a profound effect on communication abilities, which can be upsetting and frustrating for the person with dementia and those around them (Alzheimer Society of Canada, 2018). People living with dementia may lose specific communication abilities during the disease process. As the disease progresses, non-verbal communication becomes increasingly important including body language, facial expressions, and gestures. Despite the changes in communication abilities, it is important to remember that communication remains possible (Alzheimer Society of Canada, 2018).

Please review the resources below regarding communication tips and strategies:

- Communication Tips (Video)

<https://alzheimer.ca/en/on/We-can-help/Resources/Shifting-Focus/Communication-tips>

- 10 Communication Tips  
<https://alzheimer.ca/sites/default/files/files/national/for-hcp/10-communication-tips.pdf>
- Communicating with Residents during COVID-19  
<https://brainxchange.ca/Public/Files/COVID-19/Person-Behind-the-Mask-Alzheimer-Society-Peel-Miss.aspx>

### **Person-Centered Care**

The Alzheimer Society of Canada describes person-centred care as, “a philosophy that recognizes that individuals have unique values, personal history and personality and that each person has an equal right to dignity, respect, and to participate fully in their environment (2019). The goal of person-centred care is to promote collaboration and partnerships among care home staff, people with dementia and their families that enhance health outcomes, quality of life, and quality of care for people living with dementia (Alzheimer Society of Canada, 2019).

Please review the resources below that outline the values of person-centered care:

- Person-Centered Language  
<https://cli-ltc.ca/files/2020/04/Summary-of-Person-Centred-Language.pdf>
- PIECES of my Personhood  
[https://northeast.behaviouralsupportsontario.ca/Uploads/ContentDocuments/Personhood%20form%20-%20%20Fillable%20Form%20%20Final%202019%20\(002\).pdf](https://northeast.behaviouralsupportsontario.ca/Uploads/ContentDocuments/Personhood%20form%20-%20%20Fillable%20Form%20%20Final%202019%20(002).pdf)
- All About Me Tool  
[https://alzheimer.ca/sites/default/files/files/national/core-lit-brochures/all\\_about\\_me\\_a\\_conversation\\_starter\\_e.pdf](https://alzheimer.ca/sites/default/files/files/national/core-lit-brochures/all_about_me_a_conversation_starter_e.pdf)

### **Assisting with ADLs**

The majority of residents in LTC will require assistance with ADLs such as mobilizing, getting out of bed, eating, dressing, or toileting (Ontario Long Term Care Association, 2019). Generally, individuals residing in RH require less assistance with ADLs than those living in LTC; however, they may still require some level of assistance.

Please review the resources below that outline potential tasks and strategies to assist with ADLs:

- Supporting the Mobility of Residents in LTC  
<https://cli-ltc.ca/resource/supporting-the-mobility-of-residents-living-in-long-term-care/>
- Providing Support at Meal Times

[https://alzheimer.ca/sites/default/files/files/national/brochures-day-to-day/dd300-03e-2018-meal%20times-final-md.pdf?\\_ga=2.19223419.2134644778.1588183630-1560867322.1582750388](https://alzheimer.ca/sites/default/files/files/national/brochures-day-to-day/dd300-03e-2018-meal%20times-final-md.pdf?_ga=2.19223419.2134644778.1588183630-1560867322.1582750388)

- Providing Assistance with Personal Care  
[https://alzheimer.ca/sites/default/files/files/national/brochures-day-to-day/day-to-day-series\\_personal-care.pdf](https://alzheimer.ca/sites/default/files/files/national/brochures-day-to-day/day-to-day-series_personal-care.pdf)

## Additional Resources & Supports

For additional resources specific to supporting older adults through COVID 19, please refer to the following resources and websites:

- COVID-19 LTC Orientation for Redeployed Healthcare Workers: Supporting Clients with Dementia and Responsive Behaviours, Regional Geriatric Program of Toronto: Archived Webinar to be available by April 12, 2020 [YouTube Channel](#)
- Ethical Guidance for those working in LTC  
<https://brainxchange.ca/Public/Files/COVID-19/Ethical-Guidance-for-LTC-v1-4-23-20.aspx>
- Tip Sheet for Care Providers Completing Nasal and Throat Swabs with Clients with Cognitive Impairments  
<https://www.rgptoronto.ca/resources/covid-19/>
- Centres for Learning, Research & Innovation in Long Term Care (CLRI)  
<https://clri-ltc.ca/orientation/>
- BrainXChange  
<https://brainxchange.ca/Public/Resource-Centre-Topics-A-to-Z/COVID-19.aspx>
- North Simcoe Muskoka Specialized Geriatric Services  
<http://nsmsgs.ca/42/COVID-19/>

The NSM Psychogeriatric Resource Consultants (PRCs) are available to support staff working with older adults. PRCs are very familiar with both LTC/RHs and are more than willing to answer questions, provide additional education and case consultation.

NSM Psychogeriatric Resource Consultants (PRCs):

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## References

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