

## LTC COVID-19

### Maintaining Essential Staffing During the Pandemic

*Long-Term Care settings may experience situations where the care needs of residents are greater than usual or there is a reduced number of qualified staff that have come to work. At these times, it is important to assess the situation and mitigate risk with the following strategies.*

#### General Guiding Principles

- Staffing is planned in advance to maintain expected hours per resident day (HPRD)
- Each LTC site should have an essential staffing plan, developed specifically for their site to be used to support leadership and staff in the event there is reduced staff available. The plan is to include:
  - How to respond to lower than planned HPRD levels
  - How to respond to leadership absence by planning for designated alternates, (e.g. CNE/RCC or Care Manager steps in for DOC, etc.)
  - Where to locate the essential staffing plan so all leads and designated alternates are aware
- Essential staffing plans are initiated when staff is below baseline
- Using team huddles to assess and respond to immediate staffing concerns supports:
  - Prioritizing care needs, appointments, etc.
  - Scheduling break coverage
  - Encouraging collaboration and support for one another
- Where possible, allied health staff are optimized to support care within their scope
- All staff are educated to follow COVID-19 prevention strategies to reduce anxiety/fear
- Goals of care are to be assessed to ensure they are realistic and achievable

#### Mitigation Strategies

- Review staffing needs in each neighborhood to maximize reassigning care staff to areas of greatest need (unless cohorting prevents this)
- Prioritize care needs for the shift during staff huddle (e.g. can a tub bath be converted to a bed bath?)
- Extend shorter shifts to full shifts
- Give casual staff and regular part time staff the opportunity to maximize hours to full time
- Give staff an opportunity to work on days off
- Offer voluntary overtime, including extending shifts
- Give staff opportunity to cancel vacation
- Contact agencies to contract for care staff, housekeeping/dietary, etc.
- Work with current contract agencies to have reassigned, increase above contracts, etc.
- Recruit additional staff
- Reassign allied health staff to support where possible, i.e. Recreation staff, Social Work, etc.
- Sites in a declared Outbreak** may request staffing support from Fraser Health through their Outbreak Response Lead provided all of the above strategies have been exhausted