

LTC/AL PROVIDERS COVID-19 TOWN HALL

FEBRUARY 09, 2021

TO SUBMIT QUESTIONS:

**GO TO /CLICK ON LINK BELOW AND ENTER
THE CODE**

[HTTPS://WWW.SLI.DO/](https://www.sli.do/)

EVENT CODE #LTCAL



We conduct our business on the unceded and traditional shared territories of the Katzie, Semiahmoo, Kwantlen, Kwikwetlem and Tsawwassen First Nations.

AGENDA 2:15PM – 3:00PM

1. **Welcome & Introductions** – Susan Brown, LTC-AL Coordination Centre Director
2. **Vaccine Updates** – David Thompson, Pandemic Planning Advisor
3. **Breakroom Guidelines** – Michelle Merkel, Leader – Special Assignment
4. **Essential Visitor Guidelines** – Janice Lochbaum, Project Leader, Client Advisor, LTC-AL Coordination Centre & Suzanne Fox, Executive Director, LTC & AL Integrated Services
5. **Q & A via *Sli.do***

COVID-19 VACCINE UPDATES

- **First Dose:** 12,133 Residents, 12,594 Staff/Medical Staff and 1,305 Essential Visitors
- **Second Dose:** 64 Residents and 2,600 Staff/Medical Staff
- **Second Dose on Day 42** after First Dose (or a few days after Day 42)
- May not be able to book **Second Dose** appointment until Day 42
- Vaccine availability impacting ability to release online appointments in advance
- Coordinators contacting care homes to plan for on-site vaccination clinics
- Rolling out strategy soon to address first dose vaccine indecisiveness among staff
- Need to maintain good prevention and outbreak management protocols

BREAK ROOM STRATEGIES

FEBRUARY 09, 2021

MICHELLE MERKEL

LEADER – SPECIAL ASSIGNMENT

BREAK ROOM STRATEGIES

- New guidelines
 - Physical Controls
 - Staff Best Practices
 - Food
 - Declutter
 - Cleaning & Disinfecting

POST SIGNAGE

- Post the maximum room occupancy
- Post the “Staying safe during your break” poster

 **Staying safe during your break**
COVID-19 Infection Prevention and Control Guidelines

Before your break

- Disinfect your sitting area with disinfectant wipes
- Hand hygiene + disinfect eye protection, put on clean paper towel
- Hand hygiene, then remove and discard mask
- Hand hygiene, then eat your meal

During break

- Wear a mask when not eating or drinking
- Disinfect your phone
- Do not share food, cutlery and condiments

Before returning to unit

- Do hand hygiene, wear a clean mask and eye protection
- Disinfect table and chair
- Hand hygiene and return to work

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LTC/AL VISITOR COMPLAINTS

FEBRUARY 09, 2021

SUZANNE FOX, EXECUTIVE DIRECTOR, INTEGRATED LTC & AL

JANICE LOCHBAUM, PROJECT LEADER/CLIENT ADVISOR, LTC/CC COORDINATION

VISITOR COMPLAINTS THAT ARE ESCALATED TO MHO/PHO

- Escalation process includes referral to PCQO, working with family and facility to negotiate visit status
- Seven complaints escalated to MHO for recommendations when not able to negotiate an outcome that was acceptable to complainant or facility (since December 2020)

VISITOR COMPLAINTS THAT ARE ESCALATED TO MHO/PHO

- Updated visitor escalation process was posted on MoH and FH website in December 2020, still being tweaked
- New addition to process: If MHO's recommendation is not satisfactory to the complainant or facility, Fraser Health will escalate to Provincial Health Officer for final review

REVIEW OF VISITOR COMPLAINTS IN LTC/AL IN 2020

- Complaints entered into Patient Care Quality Office data in PSLS system for 2020 by either PCQO officers or Janice
- In 2020, 512 complaints/compliments/requests for assistance related to LTC/AL, 408 were COVID-19 related and 108 (21%) had an essential visit component.
- So far in 2021, there have been 15 complaints with essential visit component.

REVIEW OF VISITOR COMPLAINTS IN LTC/AL IN 2020

- Major themes identified:
 - ✓ Request for essential visitor status for “deterioration” in resident (mentally, cognitively, physically, emotionally, or with verbal/non verbal communication or decision making) since pandemic began
 - ✓ Request for essential visitor status for “end of life/palliative” residents who are not actively dying
 - ✓ Lack of flexibility to change social visitor, change essential visitor or add social visitor
 - ✓ Lack of privacy for social visits or inadequate space for indoor or outdoor social visits
 - ✓ Miscellaneous- Multiple areas including vaccinations for essential visitors, dog visits, children visits, requests to take residents out of facility temporarily, outbreak management etc.
 - ✓ First two approximately 2/3 of complaints and most have more than one theme

NEXT STEPS RE: ESSENTIAL VISITS/COMPLAINTS

- Planned reach-out to facility leadership over next 7-10 days for conversations

NEED MORE INFO?

- For more information or questions:
 - janice.lochbaum@fraserhealth.ca ph. # 236-632-1844
 - pcqoffice@fraserhealth.ca 1-877-880-8823

Q&A

To Submit Questions:

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