

Pandemic Emergency Management – Challenges & Solutions

Challenge:

Orientation for redeployed staff

Solution:

Creation of a pre-orientation video

- Contingency planning for staff shortages in congregate care settings identified a redeployment opportunity for a pool of community support workers.
- The plan is to prepare 3-4 staff to be available to be redeployed per home. The identified community support workers are familiar with the people supported, but have had limited opportunity to be in their homes.
- To reduce the traffic in the homes, it was necessary to figure out how to familiarize the redeploying staff with the home, without having to physically go into it; that is when the idea of a virtual tour of each home came to light.
 - o The videos are 7mins long and are meant to familiarize staff with the nuances of the home and personalities of the people living in it (i.e. where food is, where water shut off is, someone's favourite tea cup, etc.)
 - o CL Owen Sound turned this into a contest to motivate staff to complete the orientation video for their respective home. Two prizes consisting of CL swag and take-out food for home for:
 - The first team to submit a video; and,
 - The most creative.
- In addition to the orientation videos, which will be uploaded to ShareVision (database staff have access to), PRN support plans, personal profiles (overview of the person's likes, dislikes, favourite music, triggers, motivations), bathing protocols, etc., will also be available for staff to refer to.
 - o The re-deploying staff will have access to this information off-site to familiarize (or refresh) themselves with the people supported and the home before arriving

Steps to Implement:

1. Pandemic management team met to determine how to provide orientation for staff who are redeploying
 - o While having to follow compliance measures, it is important to provide a seamless transition for the redeployed staff, one that has the least impact on the people supported
2. Communicated the redeployment process and how the virtual orientation tour was going to be included via memo to staff

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3. Rolled out contest for orientation videos
4. Included videos and relevant information on the people supported on ShareVision for virtual orientation

Results

1. How effective was this?
 - Very. It's still early in the process, but staff have been responding well. It has created a fun spirit and activity for the home.
2. Was this efficient? Was it quick to implement?
 - Yes.
3. Would you recommend this to other agencies?
 - Yes, it is a cost effective and creative way to quickly familiarize staff with the home they may be re-deployed to.

Additional Considerations:

- Feedback from staff for orientation preference. There is a consensus that in-house orientations are preferred; however, using some elements of the virtual orientation will simplify the process in the post-pandemic environment.
- People supported and staff has expressed appreciation for thinking outside the box for staff relief.

Lessons learned:

- Provide photos of the people supported with their information on ShareVision, it helps connect the information to the person
- If it was one person developing all the videos, there would be more consistency to them (i.e. all showing med rooms, water shut off etc.); however, given exposure mitigation strategies, having current staff create them reduces contacts in the home and still relays the necessary onboarding/redeploying information

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