



Designated Care Partners

Colouring It for our Residents

#NotJustAVisitor



Long Term Care



- LTC homes recognized the negative impacts of social isolation during the pandemic
 - Learned of Hotel Dieu Grace's work in this area and were grateful to receive a copy of Hotel Dieu Grace's Caregiver plan and policy.
 - Our team used these templates to create a long term care version; Designated Care Partners (DCP)
- Our DCP Committee started meeting on June 30th to work through the details of a pilot program; researched many supports and resources to help determine what fit with long term care.
- On July 31st, our LTC Designated Care Partner Program Pilot was presented to the Grey Bruce Public Health who gave their approval for our homes to proceed.
- The LTC DCP version was presented to Minister Fullerton's team in August for their review.
- Pilot Residents identified their 2 DCPs and first visits started on August 13th. Our pilot was based on a slow and grow approach. As of September 9th our program was available to all residents.





Engagement

- Many team members were emotionally affected and saw firsthand the isolation impacts on the residents and were eager to find a solution.
 - Pilot Program was introduced at group huddles to gather feedback.
- For the DCP pilot program to be successful we required support from all departments including, Medical Director, Family and Resident councils who reviewed the pilot.
 - Presented the DCP to families through a Virtual Town Hall Meeting; opportunity for questions and discussion.
 - Each DCP identified for the Pilot was contacted and explained their roles and responsibilities.





DCP Roles

- Families and caregivers are essential to the physical, emotional, social and spiritual wellbeing of our residents.
- We recognize that each resident's needs are unique, our program allows for the DCP to provide the necessary social engagement that fulfills the needs of the individual.
- Interaction and support from the DCPs improve resident quality of life:
 - Emotional & Physical support
 - Nutritional intake
 - Communication
 - Wandering/behaviours
 - Personal Care (ADLs)
 - Depression
 - Mobility
 - Participation, etc.





DCP Requirements

- Our DCPs are required to follow these guidelines:
 - Attest to negative COVID-19 testing every 14 days
 - Our homes offer onsite COVID testing for DCPs
 - Complete education;(approximately 1 hour)
 - Online learning or Course Booklet
 - Wear PPE during visit
 - Wear photo identification
 - Be actively screened upon arrival and when exiting (electronic screening tool)
 - Review DCP policy monthly/or updated
 - Sign a commitment FORM





DCP Highlights

- Partnership with Surge Learning
 - Easily tracks completion reports, courses are easily accessed, and site is user friendly.
- Screening and tracking Tool
 - Electronic tool allows us to input contact information and identify the date/time and home area for possible contact tracing.
- Photo Identification
 - DCP emails photo and care community creates onsite for quick access.
- Scheduling
 - DCP visits are not required to be pre-scheduled.
- Evaluation Survey
 - Surveys will be rolled out in the upcoming weeks to DCPs, residents and staff for their feedback.





DCP Highlights

- 326 long term care Residents
- 345+ DCPs registered
- 170 actively and safely supporting residents
- 129 completed DCP education online through Surge Learning
- 190 COVID tests completed for DCPs to date





Testimonials

Our DCP program has been well received and we currently have over 340 DCPs registered with over 170 actively visiting in the care communities.

- “Being a DCP means the world to me and my mom. It is wonderful that I can see my mom whenever I want. I notice a great improvement since being able to come into the home and spend quality time with her in her room. The stimulation during these visits has really helped with her overall emotional health and also has improved her cognition and forgetfulness. Mom moved into Rockwood in April a very difficult time with so many visiting restrictions, I am beyond thankful that I can be her DCP.”
 - Meranie Plews DCP/daughter
- “It means everything to me that Meranie can come and see me, she is all I got.”
 - Olive Moulden, resident



Testimonials

- “I have been given the opportunity as a Designated Care Partner for my mother to once again reconnect physically and emotionally with her after a lengthy period of isolation. The joy I see on her face during our visits is so uplifting and reaffirms that this program is tremendously beneficial for the well being of our loved ones and their Designated Care Partners. I am so grateful to be able to participate once again as part of my mother’s care team.”
 - Mary Jane MacArthur, DCP





Questions

