



Info RI-RTF

Vol. #1, 2021-09-17

Welcome!

We are pleased to introduce the first edition of our news bulletin, INFO RI-RTF. Its purpose is to:

- Update staff about the policies, procedures and services of Miriam Home and services, a member facility of CIUSSS West-Central Montreal
- Clarify roles and responsibilities with you, our partners in residential services
- Feature contributions on various themes, such as leisure activities, fall prevention strategies and menu suggestions

We aim to publish three or four editions per year, and would welcome your ideas and suggestions for articles to share. Contact Nathalie Buckingham at Miriam Home about any ideas involving content.

Working together increases the quality of services for our shared clients!



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COVID Update – The Year in Review:

Bravo for your hard work in keeping clients and staff safe



We would like to express our gratitude for the excellent work by our RI-RTF resources network in managing the unprecedented demands related to the COVID-19 pandemic. It is due to your commitment, collaboration and hard work that we have been successful in protecting the health and safety of our vulnerable clients. Together we all mastered:

- Universal precautions
- PPE use – masks, ocular protection, gowns, gloves
- Fast-changing Ministry directives
- Explaining complex directives in a simple way to our clients
- New disinfection protocols
- Physical distancing

Special thanks to members of staff who experienced COVID-19 outbreaks. We know how difficult it was to manage these situations, which is why we are so impressed and appreciative of all of your best efforts to take care of our clients. Now that we have all been vaccinated, we hope a return to normal conditions will get under way this fall.

COVID-19 Vaccination Clinics – A Huge Success!

Thank you to all the staff, pivotal workers/educators, Miriam Home professionals and resource workers for the successful COVID-19 vaccination clinics.

Miriam Home is pleased to announce that 238 clients have had at least one dose of the Pfizer vaccine. With seven clinics held between January and July of this year, not only we were able to vaccinate clients, but the caregivers and parents of these clients in their natural home received at least one dose from our clinics. Miriam Home clinics were held at Maimonides Geriatric Centre, RI Maison Shalom, Decarie Square and Miriam Home LBCC (auditorium).

Even though your staff member and client(s) have been vaccinated and/or had COVID-19, we recommend that staff, clients and families continue to follow the established COVID-19 protocols.

If you, an employee and/or a family member/loved one who resides in your resource would like to be vaccinated, you can visit ClicSante (www.clicsante.ca) and/or book an appointment through the Quebec Government at 514-644-4545 or at www.quebec.ca/vaccinocovid.



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Verification of vaccination rate in RI-RTF

Recently in the news about the vaccination, the Quebec Government has announced his intention to include RI-RTF in the decree. All of us working with clients (directly and indirectly) will likely be required to be fully vaccinated by October 15th 2021. This includes RI-RTF home managers and staff. You may also be aware that the ARIHQ is in favour of this government position of mandatory vaccination for health and social service workers including RI-RTF.

Therefore, we will be reaching out to verify if the home managers and their staff are willing to share with us, on a voluntary basis, their vaccine status and proof. We are awaiting details on the application of the decree, which we will of course share with you when we receive them.

RI-RTF Training Schedule 2021-2022

As you are aware, part of our annual planning is to offer training to staff on important topics that help to improve services to our clients. Unfortunately, during the COVID-19 pandemic, we were unable to do so. However, we are now picking up where we left off.

In spring 2021, we targeted two important types of training:

- Law 90
- Policy on preventing the mistreatment of clients

To date, we have completed 14 training sessions on Law 90 for 152 RI-RTF resource managers and their staff (* see note on requests for training new staff). As well, four sessions on client mistreatment prevention (*maltraitance*) were given by our risk management team and, over the past three months, presented by Laurie Bouchard.

Moving forward, we plan to offer training on our aging policy (November 2021), client de-escalation (December 2021) and on the *Cadre de référence* (in February 2022).

(*) Special note on training requests involving Law 90 for new staff administering or distributing medication:

It is very important for ALL RI-RTF resources to ensure that any staff you hire are trained by our CUISSS before being allowed to administer or distribute medication to our clients. You will receive an email containing the procedure to request training for staff, as well as the training program itself. Watch for it and follow it carefully!



Roles and Responsibilities When a New Employee Arrives

We realize that in our network of RI-RTF homes, no resource manager can accomplish everything alone. Your staff plays a central role in providing safe and high-quality services to our residential clients. We also realize that you regularly have staff turnover, as we do at Miriam Home in CIUSSS West Central Montreal.

The following is a summary of how responsibilities are shared when you have a new staff person.

RI-RTF Manager Responsibilities

Recruiting and Hiring Staff

Ensure new employee meets General Criteria of *Cadre de Référence*, including:

- Training in RCR
- Undergoing police background check, which is kept on file

Afterward, transfer to Miriam Home a copy of the RCR certification and a declaration that the police check was completed.

Orientation and training of staff, including:

- Introducing employee to clients and their families (during visits)
- Familiarization with all contents of blue binder
- Reviewing profile and IP of each user
- Reviewing expectations re approach to clients and families: client-centred, empathy, promotion of relationship with family
- Reviewing the schedule and operations of the home
- Reviewing the activities and stimulation of clients
- Reviewing whom to contact in case of emergency
- Reviewing contact people at Miriam for clients (pivotal worker, nurse, resource worker and any involved professionals)
- Reviewing service agreement

Advise CIUSSS you have a new employee. Request training from CIUSSS about:

- Law 90 (for any employee who is allowed to administer or distribute medication)
- Dysphagia (if home has clients identified as being at risk for dysphagia)

CIUSSS West Central Montreal Miriam Home responsibilities

File documentation received in resource file

Pivotal worker can be contacted to ensure that support is available to orient your staff about:

- Specific user protocols, such as PAM-TGC (client behaviour plan)
- Healthy aging (risk of falling, depression, signs and prevention of dementia)
- Maintaining skills (what this would entail)
- Rehab (learning objectives)
- Leisure/stimulation
- Control measures (to ensure these are not used without our knowledge)
- NVCi basics or full training, as needed
- Fall prevention
- Transition process

Provide training, when requested, about:

- Law 90
- Dysphagia
- Incident/accident report
- Universal precautions
- Handwashing and PPE