Designing Long-Term Care Homes: Rethinking the future
a moment of silence
Poll: What is your primary role?
Webinars & Discussions

CBR Canada hosts webinars and live online discussions to build capacity and foster community-based research excellence. Below are webinar recordings and event summaries, organized from the most recent to earlier. Upcoming webinars and discussions are posted on the Events page.

2022  2021  2020  2019  2018  Earlier
Live Discussion Agenda

Welcome, Land Acknowledgements & Overview

Setting the Context

Breakout discussions

Large Group Debrief

Closing
Prof. Chantal Trudel, Director of Community Engagement and Associate Professor, School of Industrial Design, Carleton University

Soo Wong, Former MPP and Long-Term Care Advocate
Long-Term Care homes during the pandemic
lessons learned and rethinking the future

Chantal Trudel
Director, Centre for Community Engagement
Associate Professor, Carleton University Faculty of Engineering and Design, School of Industrial Design

Soo M. Wong
Ontario Liberal Candidate, Scarborough-Agincourt
Former Nursing Professor, School of Health Sciences Humber College
Former Executive Director, Not-For-Profit LTC Home in GTA
Former Member of the Legislative Assembly of Ontario, MPP for Scarborough-Agincourt
Leadership, Management and Design
LTC Homes during the COVID-19 Pandemic

Prior knowledge & experience brought to managing the pandemic (SARs)
Comprehensive & transparent communications
Managing Ministry of Long-Term Care and Public Health Directives
Being proactive
Ongoing education & training of staff, families & volunteers
Daily audits completed by staff at all levels
Hosting regular staff recognition events
Design of LTC Home beyond Ministry focus on ventilation & PPE
LTC reform – funding, staffing & design of LTC homes
Research Objective and Questions

What ‘works well’ and ‘not so well’ in LTC homes within the context of the pandemic from the perspective of staff, residents, and their families?

What were challenges related to design of home?  
How did the home need to be adapted?  
What innovations did participants bring?  
What are unmet needs and opportunities for change?
Participants, data collection and analysis

9 Long Term Care homes in Ontario:
- 6 homes completed data collection, 3 others still in progress (6 not-for-profit, 3 for-profit)

35 participants to-date (first 6 homes):
- 8 residents, 16 family members, 11 staff (Administrator, Director of Nursing, Director Environmental Services, Electrician, Environmental Service Worker, Facilities Management, Infection Prevention and Control Professional, Program Director, Registered Nurse, Registered Practical Nurse, Unit Support Worker, Nutritional Manager)

Floorplan analysis of existing home designs (first 6 homes):
- 53 physical distancing and wheelchair planning studies conducted to assess crowding

Qualitative analysis (coding and theming) of self-reports using NVivo (first 6 homes):
- staff photo diaries: 457 images documenting factors related to home design
- interviews/focus groups (residents, staff, family): ~200,000 words or 400 single-spaced pages
Documenting Home Design

Excessive Signage Workload & Fatigue
Laminated 5000 safety procedures signs to place around the home and on every door. Laminating these sheets makes it easier to take them down or post them up.

Workeround Shared Rooms
Staff built a wall between the beds in the double shared rooms.

Design Around Massive PPE Storage & Waste
H3 bought enough PPE for daily use and in case of an outbreak. Every room needed a garbage can for donning and doffing PPE, H3 bought hundreds of garbage cans.
“As far as I’m concerned, for poor sanitation and for social reasons. I think all long-term care homes should have everybody have their own room and their own bathroom.” Resident

“Then eventually, in more recent months, we were allowed to go outside that unit. But really, you had to just be going outside. You couldn’t be traipsing around on the first floor doing your walk, and you had to go outside, and for her, when she was still with her walker, that was a bit too much for her, was too far you see. So, then we would stay on her unit. And it’s only when she went to the wheelchair that then we could readily bring her outside. So that was because we know mobility is so important in terms of their general function and in terms of stuff like just mental wellbeing. The exercise is extremely important.” Family member
## Categories discussed frequently by participants

<table>
<thead>
<tr>
<th>400+ coded references</th>
<th>300+ coded references</th>
<th>200+ coded references</th>
</tr>
</thead>
<tbody>
<tr>
<td>522 – UX/accessibility ‘action’</td>
<td>365 – MSD 13 ‘furnishings/furniture’</td>
<td>270 – Home Areas ‘storage’</td>
</tr>
<tr>
<td>508 – UX ‘emotional aspects’</td>
<td>355 – IPAC ‘additional precautions’</td>
<td>258 – Home Areas ‘entrance and exit area’</td>
</tr>
<tr>
<td>472 – Home Areas ‘resident room’</td>
<td>354 – IPAC ‘cleaning &amp; disinfection’</td>
<td>254 – Home Areas ‘shared staff spaces’</td>
</tr>
<tr>
<td>424 – Home Areas ‘shared spaces’</td>
<td>303 – IPAC ‘PPE’</td>
<td>253 – UX/Accessibility ‘cognitive’</td>
</tr>
<tr>
<td>417 – Goals ‘wishes &amp; suggestions’</td>
<td></td>
<td>252 – MSD 11 ‘equipment/personal equipment’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>242 – Home Areas ‘washroom/resident hygiene’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>234 – Home Areas ‘outdoor areas’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>215 – Home Areas ‘hallways’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>212 – UX/usability ‘efficiency’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>207 – MSD 27 ‘communication/information’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205 – IPAC ‘COVID-19 testing’</td>
</tr>
<tr>
<td></td>
<td></td>
<td>205 – Home Areas ‘spatial layout’</td>
</tr>
</tbody>
</table>
Draft Details

Table of Contents
- Operation and Infection Prevention and Control...
- DRAFT AMENDMENT
- Legal Notice for Draft Amendments
- CSA Z8004
- Preface
  - 0 Introduction
  - 2 Referenced publications
  - 3 Definitions and abbreviations
  - 4 Organizational Commitments
  - 5 Operations
  - 6 Quality Improvement
  - 7 Infection Prevention and Control
  - 8 Design
  - 9 LTCH building systems

Operation and Infection Prevention and Control of Long-term Care Homes (New Standard)

Designation: Z8004
Source: CSA
Contact: cassandra.guilla@csagroup.org
Contact name: Cassandra Guilla
Review start date: Feb 10, 2022
Review end date: Apr 11, 2022
Categories: Health Care and Medical Devices

Draft Scope/Description:
For guidance on how to navigate the online public review site, and for more information on the scope, background and content of the CSA Z8004 Standard please see the following instructional videos:

Registration & site navigation: https://youtu.be/lksjV_HrND0
Standard overview: https://youtu.be/vKgBWu43xCw

1.1
This Standard provides guidance on safe operating practices, design, and infection prevention and control in long-term care homes while incorporating a people centered perspective. The Standard takes into consideration what is
Long-Term Care homes during the pandemic
lessons learned and rethinking the future

Get in touch…
Chantal Trudel
chantal.trudel@carleton.ca
Soo M. Wong
soowong@bell.net
Let’s pass the mic over to you
Guidelines for break-out discussions

Discussion questions will be posted in the chat, as well as in the agenda circulated by google doc.

Some groups may be self-moderated.

Each group will nominate a group note taker.

Type notes in the Google doc provided in the chat.

After the rooms close, we will hear high-level insights from your conversations.

Notes will be used to create an infographic summarizing our conversations.
Discussion Questions

1. Name, location, role
2. Select one of 3 questions to explore:

- From your experience, what do you think needs to change to improve the design of homes to better support residents, visitors, and healthcare workers? (i.e., from ‘blue sky’ ideas to small changes that will make a difference)

- When someone moves into Long-Term Care they are leaving their home, and possibly their community all under short notice to receive care that can no longer be adequately provided in their own home. What would help this transition to Long-Term Care and enable residents to make this new environment their home? What aspects of the design or system might help or hinder this transition?

- What actions or advocacy efforts could bring about the much-needed changes to better support people living and working in Long-Term Care, especially under pandemic conditions? As a health care professional, caregiver, or community-based researcher what action can you take right now to advocate for the seniors/residents in LTC Homes?
Report back & debrief
UPCOMING WEBINAR & LIVE DISCUSSION:

MARCH 17, 2022, 12PM ET
MARCH 24, 2022, 12PM ET

Register:
www.communityresearchcanada.ca/events
e-Newsletters

The CBR Canada e-Newsletter is released every Fall, Winter and Spring, providing updates on the latest news, resources, and opportunities in Canadian-led community-based research.

Subscribe to the e-News

Don't miss community-based research news and events.

Email Address *

* Indicates required

Powered by MailChimp

Subscribe
“Tell us what you think!”

Feedback Form:
CBRCanada Webinars and Discussions

Start
press Enter
Thank you

www.communityresearchcanada.ca

@CbrcResearch