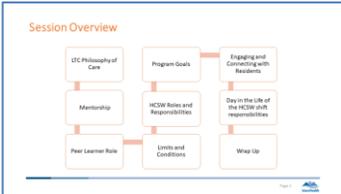


Slides and time schedule	Topics	Presenter
<p>Slide 1 15 minutes</p> 	<p>CNE Zoom Facilitator will assist with onboarding the Zoom participants. Allow 5-10 minute delay.</p> <p>Do:</p> <ul style="list-style-type: none"> • Provide an overview of Zoom functions. • Chat box for communication with zoom administrator for technical concerns. • Acknowledge and reflect on the honour and privilege of working and living on traditional Coast Salish territory. <p>Ask the Learners and Presenters:</p> <ul style="list-style-type: none"> • Introduce yourself. • Describe the most positive quality about yourself. 	<p>CNE</p> <p>Presenters CNE/Facilitator Site Manager Manager Program Practice and Education Activity Coordinator Recreation Therapist Social Worker</p>
<p>Slide 2 5 minutes</p> 	<p>Say:</p> <p>We will be exploring a number of topics today that describe Island Health Resident and Family Centred Care, the HCSW program goals and the documents that support your mentorship experience.</p>	<p>Manager Program Practice and Education</p>

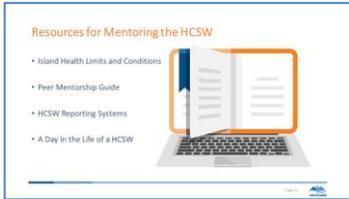
<p>Slide 3 5 minutes</p> 	<p>Say:</p> <p>This collaborative partnership between the Ministry of Health, Colleges and Health Care Regions, is the first of its kind for the Health Care Support Worker role. The Ministry of Health introduced the HCSW role to support residents in care during the COVID-19 pandemic. The aim of this collaboration is to support you, a new HCSW, as you work your way through school classroom requirements and practicum training at your facility. The program supports you, in your work environment through to when you graduate and become an HCA.</p>	
<p>Slide 4 15 minutes</p> 	<p>Say:</p> <p>LTC Philosophy of Care is our belief that persons living in care homes have a right to enjoy the highest possible quality of life and care. Our values of Connection, Learning, Integrity, and Collaboration guides our program to embrace the HCSW role with excitement and appreciation.</p> <p>Our achievement lies in our creativity and curiosity to explore new ways of doing things. We have the integrity to recognize that our future lies in our ability to respond with dedication to forces such as COVID-19 by initiating the HCSW role.</p> <p>We connect and engage with residents by promoting relationships as more important than tasks. We collaborate with each other to understand what nurtures the body, mind and spirit, so that the resident has the best day possible.</p>	<p>Site Manager</p>

	 <p>Activity:</p> <p>Ask the learners:</p> <ul style="list-style-type: none"> • Review the broader description of RFCC in your booklets, which you can use as a mentoring guide for the HCSW role. • Describe how you will display these values. 	
<p>Slide 5</p> <p>5 minutes</p> 	<p>Say:</p> <p>Mentorship is the relationship between two people where an experienced, knowledgeable HCA shares and guides the Health Care Support Worker. The HCA acts as the mentor in this relationship and the HCSW is the learner.</p> <p>The benefits of this relation is two-fold.</p> <p>The mentor benefits because they are able to lead the learner in an area they care about and ensure that best practices are passed along; meanwhile, the learner benefits because they have proven that they are ready to take the next step in their career and can receive the extra help they need.</p> <p>The relationship with your mentor does not end once you have completed your orientation. Consider your peer mentor someone you may ask for guidance at any time.</p> <p>Your learning experience in the LTC care home is one of collaboration with the mentor, care team members and residents, which will enrich your understanding of your role as an HCSW. We look forward to our shared growth as a team.</p>	<p>Manager Program Practice and Education</p>

<p>Slide 6 5 minutes</p> 	<p>Say:</p> <p>Congratulations on beginning this journey learning the HCSW role in LTC. During your care home experience, you will develop relationships with the mentor who will guide and support your learning.</p> <p>These core values will shape your practice experience, as a learner.</p> <ul style="list-style-type: none"> You are responsible for your own learning. By recognizing your knowledge, skills and abilities within your scope of practice, you compare what you need to know to what you do know. You set realistic goals and adjust them based on self-reflection and feedback from your mentor and others. As a reliable member of the care team, you are accountable for the quality of care you provide. 	<p>CNE/Facilitator</p>
<p>Slide 7 15 minutes</p> 	<p>Say:</p> <p>There are many reasons that draw people into this role. Your empathetic, collaborative approach and interest in learning to be an HCA are a few examples.</p> <p>Being a successful learner involves active participation in the learning experience, along with other important qualities.</p>  <p>Activity:</p> <p>Ask the learners:</p> <ul style="list-style-type: none"> Join your colleagues to explore the qualities that you bring to the learner role that will enhance your LTC experience. 	<p>CNE/Facilitator</p> <p>CNE/Facilitator</p>

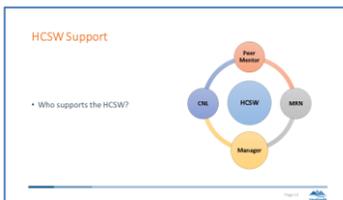
	<ul style="list-style-type: none"> • In each care home, write down your individual qualities on the template in your booklet (for 5 minutes). • Be prepared to share your discoveries with the larger group <p>Do:</p> <ul style="list-style-type: none"> • Help participants form small groups and provide instructions on how to work in groups to complete this activity. • Join the groups and support the conversations. • Ask participants to share their findings with the larger group. • Ask the participants to describe their qualities and to compile a list by copying the qualities from a prepared template onto a blank template. 	CNE/Facilitator
<p>Slide 8 5 minutes</p> 	<p>Say:</p> <p>Describe the learner qualities as having: A respectful attitude, eagerness to learn, ability to self-reflect, flexible, empathetic, compassionate, motivated, patient, kind, caring, positive attitude, open to receiving feedback, talented at time management, clear communication, confidence, conscientious, honesty and integrity.</p> <p>These qualities help to develop a successful HCSW by encouraging personal growth and satisfaction in becoming an accomplished member of the team.</p>	CNE/Facilitator
<p>Break: 10 minutes</p>		

<p>Slide 9 5 minutes</p> 	<p>Say: There are many reasons for introducing this role.</p> <ul style="list-style-type: none"> • This role will increase availability of HCA hires during the pandemic. • In the absence of family and volunteers during the pandemic, the HCSW connection and engagement with residents will further enhance their quality of life. • This role will improve access to health care careers by providing on the job learning to become a certified Health Care Assistants (HCA). • Introducing the HCSW role in the care homes helps you build your knowledge and skills in a safe environment and generates 'job ready' graduates. 	<p>CNE/Facilitator</p>
<p>Slide 10 5 minutes</p> 	<p>Say: As a HCSW, you are an important member of the healthcare team and have a number of responsibilities during your four-week learning experiences in the care home. The focus of your learning is on connecting and engaging with residents. You act as an HCA partner for non-clinical resident care activities, such as restocking supplies. We will be looking at the detail of your role and responsibilities later in this session.</p> <p>Provide a brief summary of the HCSW learning pathway.</p> <p>The partnership between college and health regions is the opportunity to support individuals without health care knowledge to learn the HCA role through step-by-step learning and practice experiences. The first step of this experience will introduce the HCSW to the care homes. During each period, you will develop your experience in engaging and connecting with residents while learning some of the</p>	<p>CNE/Facilitator</p>

	<p>responsibilities of an HCA.</p> <p>The mentor will connect with you during your entire experience. Consider this time to reflect on your successes and growth in practice.</p>	
<p>Slide 11 5 minutes</p> 	<p>Say:</p> <p>We will be reviewing four resources developed to help you understand the role and responsibilities.</p> <p>The <i>Island Health Limits and Conditions</i> document will help you understand what you can do as an HCSW.</p> <p>The <i>Peer Mentorship Guide</i> will provide you with the description of mentorship and learner roles and responsibilities.</p> <p>The HCSW reporting system will describe who will be supporting you when questions and concerns arise.</p> <p><i>A Day in the Life of the HCSW</i> will describe your HCSW activities while working in the care home.</p>	<p>CNE/Facilitator</p>
<p>Slide 12 10 minutes</p> 	<p>Say:</p> <p>Please review the <i>Island Health Limits and Conditions</i> Resource Document.</p> <p>This document describes the role and responsibilities of the HCSW and their limits and conditions.</p> <p>On page 4 of the document, there is a description of the documentation activities. In Island Health, the HCSW will only participate on documenting with their mentor or other regulated health care team member on the PSLs.</p> <p>When we review the <i>HCSW Roles and Responsibilities (A Day in the Life)</i> resource,</p>	<p>CNE/Facilitator</p>

	<p>note any enhanced communication learning this offers you.</p> <p>Do:</p> <ul style="list-style-type: none"> • Play Audio (the script is provided below). <p>Mentor: “I would like to spend some time with you talking about how your day went for you. Is this a good time to have this conversation”?</p> <p>Mentor: “What went well today”?</p> <p>Learner: I really had a wonderful time connecting with residents. I learned a lot about what is important to the resident from their social history and plan of care.</p> <p>Mentor: “What activities did you feel comfortable and competent completing”?</p> <p>Learner: “I set up the Zoom visit with some problems at first and asked for help from the activity worker. Next time, I won’t wait so long to ask for help. The resident had lovely time visiting with their daughter.”</p> <p>Mentor: “What areas would you strengthen”?</p> <p>Learner: “I could improve my time management. I found that I was scrambling to make the appointment for the scheduled visit. I will pay more attention to the schedule in the future”.</p> <p> Activity</p> <p>Ask the learners:</p> <ul style="list-style-type: none"> • Practice question 1 of the debriefing conversation with a partner in your group. • Use the debriefing conversation guide in your booklet. 	<p>CNE/Facilitator</p>
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	<p>Say:</p> <p>Practice Scenario.</p> <p>Mentor asks: “Can you share a couple of words on how you are feeling about your day today”?</p> <p>Learner says: “I was comfortable with learning the HCA non-clinical duties but I’m feeling shy about connecting with residents because they don’t know me”.</p> <p>Mentor says: “Thank you for sharing your feelings. What can you do to learn more about the residents”?</p> <p>Learner says: “I’m thinking I can ask you, activity workers and rehab aides, more about the resident and read the resident’s social history and plan of care”.</p>  <p>Activity (roundtable discussion)</p> <p>Ask the learners:</p> <ul style="list-style-type: none"> • Share a couple of words about how you are feeling about the debriefing activity. 	CNE/Facilitator
<p>Slide 14</p> <p>5 minutes</p>	<p>Say:</p> <p>The peer mentor, the most responsible nurse, CNL, and manager are available to support you.</p> <p>If you are absent for any reason or other related concerns, please contact your manager.</p>	CNE/Facilitator

	<p>The most responsible nurse and CNL are available for any issues and concerns about unit operations.</p>	
<p>Slide 15 15 minutes</p> 	<p>Say:</p> <p>Welcome from (site name). We are excited about this new role and are looking forward to working with you and learning more about how we can support you.</p> <p>The HCSW role is a great opportunity to have enhanced social support for residents during the COVID-19 pandemic. The recreation team members are looking forward to working with you.</p> <p>Resident Social History</p> <p>Everyone’s story includes a collection of past and present experiences that shape their life’s journey. Learning what matters to the resident is an important part of engaging and connecting with residents. Knowing about the resident’s unique qualities, strengths, spiritual practices, education, employment, hobbies and interests will shape your everyday conversations. Resident and Family Centred Care is made possible by your genuine interest when listening and responding to significant events and any words of wisdom from the resident and family.</p> <p>Resident Plan of Care</p> <p>You will join in report at the start of each shift and huddle to gather resident information and share, with the care team, resident expressions of distress,</p>	<p>Activity Coordinator Recreation Therapist Social Worker</p>

discomfort, and behavioural changes. You will review resident plans of care and Activity of Daily Living (ADL) to learn about the resident's current needs and tips on connecting and engaging with residents. If there are questions about the Recreation or Therapy Programs provided, please connect with the Activity workers, Rehab aide or Therapists.

Accompany Resident to Meals, Activities and Therapy Services

When accompanying residents, understanding, accepting, and appreciating their uniqueness can happen. Being in the moment with them, being interested and validating their feelings is way of connecting and engaging. You will be able to accompany resident to activities under the direction of the Rehab Aide/Activity Worker. We will be coordinating a list of residents for you to connect and engage. We look forward to having you participate with residents for reading and other programs, while under the direction of the Activity worker/Rehab aide.

Set up Virtual Visits

You will be spending time helping residents connect with family and friends using FaceTime/Skype/Zoom and window visits. At times, the resident may need some help communicating during the visit, so you will be present. To help with the coordination of all visits, the Activity Worker/Rehab Aide or Therapist will provide a list and schedule.

<p>Slide 16 15 minutes</p> 	<p>Say:</p> <p>This guide will help you understand your roles and responsibilities in supporting residents. The role and responsibilities are organized into three scheduled shifts, 07:00-15:00, 15:00-23:00, and 23:00-07:00.</p> <p>This guide is for the participating care homes on Vancouver Island, and it will vary in some of the details of break schedules and activities.</p> <p>Please review the guide - we are here to discuss any questions that may arise.</p> <p>Ask the Learners:</p> <ul style="list-style-type: none"> • Describe an example of your role and responsibility. 	<p>CNE/Facilitator</p>
<p>Slide 17 5 minutes</p> 	<p>Say:</p> <p>Thank you for your participation in the session today.</p> <p>Ask the Learners:</p> <ul style="list-style-type: none"> • Share your key take-away learnings. • Complete the evaluation form found inside your booklet. Your feedback is very important to us to be able to give you the best experience possible in your new role. 	<p>CNE/Facilitator</p>