


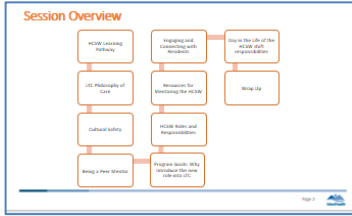








Slides and time schedule	Topics	Presenter
<p>Slide 1 15 minutes</p> 	<p>CNE Zoom Facilitator will assist with onboarding the participants.</p> <p>Allow 5-10 minute delay before starting session.</p> <p>Do:</p> <ul style="list-style-type: none"> • Provide an overview of Zoom functions. • Provide chat box for communication with Zoom administrator for technical concerns. • Acknowledge and reflect on the honour and privilege of working and living on the traditional Coast Salish territory. <p>Ask the Presenters and Participants:</p> <ul style="list-style-type: none"> • Introduce yourself. • Describe your most positive qualities. 	<p>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>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 this role to support residents in care during the COVID-19 pandemic. The aim of this collaboration is to support the new HCSWs as they work their way through school classroom requirements and practicum training at their facility. It is a program that will also support them in their work environments through to when they graduate and become HCAs.</p>	<p>Long-Term Care Education Program Manager</p>

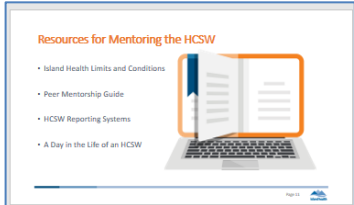
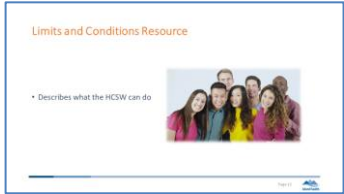
<p>Slide 3 15 minutes</p> 	<p>Say:</p> <p>Thank you for your kindness in volunteering to support the HCSW learning experience. You play an important part in guiding and supporting the HCSW’s learning while they are present in the care home.</p> <p>As a mentor, you develop a relationship with the HCSW where you share your experience, knowledge and connections to support their non-clinical, day-to-day practice.</p> <p>During the session today, we will be learning about being a Peer Mentor and the specific support HCSWs can offer residents and care team members during their learning experience.</p>	<p>Long-Term Care Education Program Manager</p>
<p>Slide 4 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 prepared documents that support your mentorship experience.</p>	<p>CNE/Facilitator</p>
<p>Slide 5 5 minutes</p>	<p>Say:</p> <p>The Long-term Care 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</p>	<p>Site Manager</p>



 <p>The diagram illustrates the 'Long-term Care Philosophy of Care' with a central circle containing 'Resident Family Centered Care' and 'Care'. Surrounding this are four pillars: 'Supporting learning with research, family and quality', 'Empowering individuals, teams, organizations and health systems to excel', 'Building relationships through shared values and experiences', and 'Having conversations with courage and honesty'.</p>	<p><i>connection, learning, integrity, and collaboration</i> guide 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. We connect and engage with residents by considering <i>relationships</i> more important than <i>tasks</i>. 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>Activity:</p> <p>Ask the participants:</p> <ul style="list-style-type: none"> • Review the broader description of Resident Family Centered Care (RFCC) found on the one page document titled <i>Long-term Care Philosophy of Care</i> in your package of materials. Use the document as a guide for mentoring the HCSW. • Describe ways you will display these values. 	
<p>Slide 6</p> <p>5 minutes</p>  <p>The slide titled 'Cultural Safety is about...' lists five points: 'Feeling Respected', 'Feeling understood', 'Feeling honoured', 'Feeling cared for', and 'Feeling that who you are is important'. It also includes 'Feeling included in your own care' and 'Feeling safe to share'. A graphic shows a heart with hands around it, and a red prohibition sign over a person's head. A footer note states: 'Cultural Safety is a part of Living Our C.A.R.E. Values in Island Health. It is an important aspect of improving the health of the residents we serve, and our aboriginal residents in particular.'</p>	<p>Say:</p> <p>Cultural Safety is part of Living our C.A.R.E. values in Island Health.</p> <p>It is an important aspect of improving the health of the residents we serve, and our aboriginal residents in particular.</p> <p>Feeling respected, feeling understood, feeling honoured, feeling cared for, feeling that who you are is important, feeling included in your own care and feeling safe to share.</p>	

<p>Slide 7 15 minutes</p> 	<p>Say:</p> <p>You have been selected to be a Peer Mentor because of your empathetic, collaborative approach to team work, your knowledge, and your expertise.</p>  <p>Activity:</p> <p>Invite participants to explore, in small groups, the qualities that they bring to the mentorship role.</p> <ul style="list-style-type: none"> • Write down, in each care home, 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. 	<p>CNE/Facilitator</p>
<p>Slide 8 5 minutes</p>	<p>Say:</p> <p>Mentorship qualities include:</p> <ul style="list-style-type: none"> • A respectful attitude • Eagerness to help others 	<p>CNE/Facilitator</p>

 <p>Peer Mentor Qualities</p>	<ul style="list-style-type: none">• Ability to give honest and compassionate feedback• Reflective listening• Empathy• Enjoyment from seeing others succeed• Belief that helping others helps everyone• Likes to guide others, rather than be the expert• Positive outlook• Honesty and integrity• Belief in the importance of sharing knowledge and experience <p>These qualities help LTC care team members flourish in LTC by encouraging personal growth and satisfaction with supporting a colleague to be an accomplished member of the team.</p>	
<p>Break: 10 minutes</p>		

<p>Slide 9</p> <p>5 minutes</p> <p>Why introduce the new role into Long-term Care?</p> <ul style="list-style-type: none"> • Increase HCA hires • Enhance residents quality of life • Improve entry to health careers • Provide "job ready" graduates 	<p>Say:</p> <p>There are many reasons for introducing this role.</p> <ul style="list-style-type: none"> • It 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 healthcare careers by providing on-the-job learning to become a certified HCA. • Introducing the HCSW role in the care homes helps them build their knowledge and skills in a safe environment, and generates 'job ready' graduates. 	<p>CNE/Facilitator</p>
<p>Slide 10</p> <p>5 minutes</p> <p>HCSW Role and Responsibilities</p> <ul style="list-style-type: none"> • Important member of the care team • Connects and engages with residents • Supports and provides assistance • Restocks supplies 	<p>Say:</p> <p>The HCSW is an important member of the team and has a number of responsibilities during their two-week learning experiences in the care home. The focus of their learning is on connecting and engaging with residents. They act as an HCA partner for non-clinical resident-care activities, such as restocking supplies. We will be looking at the detail of their role and responsibilities later in this session.</p> <p>The HCSW learning experience begins at the college with the students completing a number of online learning modules such as, <i>Interpersonal Communication</i>, and <i>Work Role: Introduction to Practice</i>.</p> <p>Next they will first complete their care home experience.</p> <p>Once they complete the care-home experience, they return to their college for classroom learning.</p> <p>They will attend HCA classroom sessions followed by onsite work as an HCSW at the care home.</p>	<p>CNE/Facilitator</p>

<p>Slide 11</p> <p>5 minutes</p> 	<p>Say:</p> <p>We will be reviewing four resources developed to help you support the HCSW:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The <i>Island Health Limits and Conditions</i> document will help you understand what the HCSW can do. It describes the role and responsibilities of the HCSW and the limits and conditions. Please review the document during this session. <ul style="list-style-type: none"> <input type="checkbox"/> On page 4 of the document, there is a description of the documentation activities. In Island Health, the HCSW will only participate in documenting with their Peer Mentor or other regulated health care team member on the PSLs. <input type="checkbox"/> The <i>Peer Mentorship Guide</i> describes the mentorship and learner roles and responsibilities. <input type="checkbox"/> <i>HCSW Roles and Responsibilities: A Day in the Life</i> will describe the HCSW activities while working in the care home. 	<p>CNE/Facilitator</p>
<p>Slide 12</p> <p>10 minutes</p> 	<p>Say:</p> <p>Please review the <i>Island Health Limits and Conditions: Health Care Support Worker Resource</i> document during your session. 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>The <i>HCSW Role and Responsibilities (A Day in the Life)</i> document provides the details of what the HCSW can do.</p>	<p>CNE/Facilitator</p>

	<p>Ask the Participants:</p> <ul style="list-style-type: none"> • Are there any limits and conditions you wish to discuss further? 	
<p>Break: 10 minutes</p>		
<p>Slide 13 20 minutes</p> 	<p>Say:</p> <p>Please review the <i>Peer Mentorship Guide</i> and corresponding <i>Getting to Know your Site Orientation Checklist</i>.</p> <p>The <i>Peer Mentorship Guide</i> describes the roles and responsibilities of the mentor and learner. Over the 16-week care home learning experience, please use this guide to enhance your mentorship abilities.</p> <p>An important ability as a mentor is to hold debriefing conversations with the learner.</p> <p>The <i>Getting to Know your Site Orientation Checklist</i> is the guide for the HCSW to check off the completed activities during their two-week care home orientation.</p> <p> Activity:</p> <p>Ask the participants:</p> <ul style="list-style-type: none"> • Listen to the recording of a debriefing conversation. • Turn to page 2 of the Health Care Support Worker Peer Mentorship Guide and follow along with Question 2 of the debriefing conversation. • Note any enhanced communication skills you learn from listening to the conversation. 	<p>CNE/Facilitator</p>

Do:

- Play Audio (the script is provided below).

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”?

Mentor: “What went well today”?

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.”

Mentor: “What activities did you feel comfortable and competent completing?”

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 a lovely time visiting with their daughter.”

Mentor: “What areas would you strengthen”?

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.”




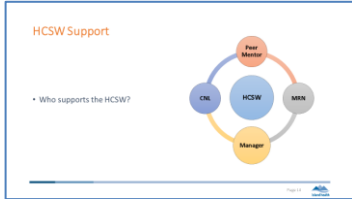
Activity

Ask the participants:

- Practice Question 1 of the debriefing conversation with a partner.
- Use the debriefing conversation guide in your booklet.

Say:

Practice Scenario

	<p>Mentor: “Can you share a couple of words on how you are feeling about your day today”?</p> <p>Learner: “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: “Thank you for sharing your feelings. What can you do to learn more about the residents?”</p> <p>Learner: “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 participants:</p> <ul style="list-style-type: none"> • Share a couple of words about how you are feeling about the debriefing activity. 	
<p>Slide 14</p> <p>5 minutes</p> 	<p>Say:</p> <p>The Peer Mentor, the Most Responsible Nurse, the CNL, and the Manager are available to support you and the HCSW.</p> <p>If you have performance concerns about the HCSW, please contact the Manager.</p> <p>The Most Responsible Nurse and CNL are available for any issues and concerns about unit operations.</p>	<p>CNE/Facilitator</p>

Slide 15

15 minutes



Say:

Activity Coordinator:

Welcome from Yucalta Lodge. I'm excited about this new role and I'm looking forward to working with you. We will be meeting with you and the HCSWs tomorrow to learn more about how we will be supporting you and the HCSW.

Recreation Therapist:

The HCSW role is a great opportunity to have enhanced social support for residents during the COVID-19 pandemic. The Cumberland Lodge Recreation Team members are looking forward to working with you in supporting the HCSW learning experience. We will be meeting with you today and tomorrow to learn more about how we will be supporting you and the HCSWs.

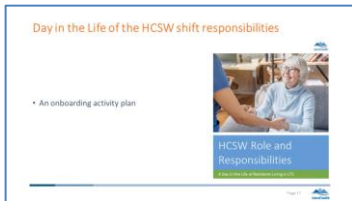
Social Worker: Resident Social History


Everyone has a story; *social history* is the resident's life journey, which is a collection of past and present experiences. Things you will find in a social history are the resident's unique qualities, strengths, spiritual practices, education, employment, hobbies, interests, any significant events, and any words of wisdom that may help you get to know the person. Gleaning info from a social history will help you understand what matters to them. In addition, knowing some of a resident's social history will make the resident feel you are genuinely interested in their past and present, which goes a long way to making them feel comfortable with you.

Resident Plan of Care

The HCSW will join in to report at the start of each shift and huddle to gather resident information, and share, with the care team, resident expressions of distress, discomfort, and behavioural changes. The HCSW will review residents' plans of care and Activities of Daily Living (ADLs), to learn about the residents' current needs, and get tips on connecting and engaging with them. If you have questions about the recreation or

Activity Coordinator
Recreation Therapist
Social Worker

	<p>therapy programs provided, please connect with the Activity Workers, Rehab Aide or Therapists.</p> <p>Accompany resident to meal, activities and therapy services</p> <p>When accompanying residents, it is important to understand, accept, and appreciate their uniqueness. Being in the moment with them and being interested in and validating their feelings are great ways to connect and engage with the residents. HCSWs will be able to accompany residents to activities under the direction of the Rehab Aide/Activity Worker. We will be coordinating a list of residents for the HCSW to connect and engage. We look forward to having the HCSW participate with residents for reading and other programs under the direction of the activity worker/rehab aide.</p> <p>Set up Virtual Visits</p> <p>The HCSW will be spending time helping residents connect with family and friends using FaceTime, Skype, and window visits. At times, the resident may need some help communicating during the visit, so the HCSW 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>	
<p>Slide 16 15 minutes</p> 	<p>Say:</p> <p><i>A Day in the Life of an HCSW</i> will help you understand the roles and responsibilities of HCSWs 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><i>A Day in the Life of an HCSW</i> was developed for the participating care homes on Vancouver Island. Some details, such as break schedules and activities, may differ in your unit.</p>	<p>CNE/Facilitator</p>

	<p>Ask the Participants:</p> <p>Please review the document. We are here to discuss any questions that may arise.</p>	
<p>Slide 17</p> <p>5 minutes</p> 	<p>Say:</p> <p>Thank you for your participation in the session today.</p> <p>Ask the Participants:</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>