

## TR TALK TUESDAY – LTC Tips and Resources

Thank you to everyone who joined us for our very first TR Talk Tuesday video conference!

This document is a compilation of all the great resources and ideas that were shared by our TR attendees.



Link to video recording

<https://transcripts.gotomeeting.com/#/s/ef133d35ffec098ac9a46e0638eeac10a67d79887e481d29ad1f6110cf3217f2>

### CAN YOU HELP?

- Would you like to participate in a future TR Talk Tuesday? Let us know by taking our survey:

<https://www.surveymonkey.com/r/TRTalkTuesday>

- Survey: TRs supporting LTC residents during COVID-19 - V1.0

TRO and the Ontario Association of Residents' Councils (OARC) are seeking feedback on how LTC homes are supporting families to socially connect while physically distancing. Families and residents are desperate to connect during these difficult times and we are looking to provide some guidance and best practices for homes to initiate virtual connection. We know that many homes are doing this with success. Your feedback will help the OARC and Family Councils Ontario (FCO) learn from your experiences and share best practices more broadly.

Deadline is April 6. <https://www.surveymonkey.com/r/LTCTRCOVID19>

**#Weareallinthistogether #TRforAll #TRTalkTuesdayLTC**

## KEEPING RESIDENTS CONNECTED WITH LOVED ONES, FRIENDS

### Virtual connection apps

- FaceTime
- Skype
- Facebook messenger
- Phone visits

### Social distancing visits

- Help facilitate visits for patients with their families through their room windows
- Facilitation tip from Joyce Lafontaine: We **set up a second activities calendar to facilitate virtual visits**. It helps structure resources to make sure everyone has access when they need it. We also set up the calendar with a complete resident list to make sure no resident fall through the cracks. We have some residents who can self-facilitate their own virtual visits, so we support as needed, but focus our time on those who need the help. We also print off their own schedules so they know when their visits/virtual sessions are coming.

### Print/paper correspondence

- Laura shared how staff at her home **painted windows with inspirational messages** and pictures for the families to drive by and see. One message states, “Your loved ones are being cared for and are safe.”

### Tips on handling print cards/messages from outside the home

- From Brooke Thompson: Some homes are not currently allowing any external cards, and are instead **encouraging family and friends to email the home**. Staff then print out the email and read it to residents as if they are receiving a letter
- From Erin Apothecary: **Consider scanning cards** and then giving the printed scans out to residents
- From Michelle Fleming: With art I’m collecting – I collect it from people’s porches (they leave it in plastic bag). I wear gloves and wash hands in between. I leave the bag in my garage for a week before I deliver to the care home, just to give time for the virus to die if it’s on the paper.

### Online resources

- CBC article featuring **Lyndsey Charles** and how she helped coordinate virtual visits between patients and volunteers.  
<https://www.cbc.ca/news/canada/hamilton/palliative-care-covid-19-virtual-visit-hhs-1.5513354>  
 Lyndsey arranged trial visits with volunteers first to ensure the process would go smoothly in the patient’s room. She also provided suggestions for conversations for volunteers if patients had difficulty carrying on conversation.

- **Postcrossing**

<https://www.postcrossing.com/>

This website allows you to send real paper postcards and receive postcards back from random people around the world.

- **My talking pet**

[https://play.google.com/store/apps/details?id=info.wobamedia.mytalkingpet.free&hl=en\\_CA](https://play.google.com/store/apps/details?id=info.wobamedia.mytalkingpet.free&hl=en_CA)

A great app for pet therapy volunteers to record a message from their furry friend that is missed by the staff and patients.

- **Family Council of Ontario**

[www.fco.ngo](http://www.fco.ngo)

As mentioned during our discussion, FCO has since released its [Virtual Visits Toolkit](#).

## SOCIAL DISTANCING TIPS

- Tape off areas on the floor to space out chairs during group activities
- Put brakes on wheelchairs during activities
- Reconfigure furniture in common areas to accommodate social distancing
- Rotate small groups using common areas

## ACTIVITY IDEAS DURING SOCIAL DISTANCING

- Virtual card games: <https://www.cardzmania.com/>
- Hallway bingo
- Mobile ice cream cart that comes to each resident's room

### Entertainment

- Remote performances: Consider asking entertainers who would normally come to the care home to perform remotely. Connect them to the residents through FaceTime to enable interaction between entertainer and residents.
- Organize “porch concerts” and other outdoor performance to facilitate social distancing

## Online resources

- [Boredom Busters](#) from Michelle Fleming at Ontario CLRI at Bruyère and iGen Ottawa
- **Amazon Firesticks** – makes any TV a smart TV to access online channels and apps  
<https://www.amazon.ca/Amazon-LY73PR-amazon-fire-Stick/dp/B0791TX5P5>
- [Spring Activity Kit](#) from Jacqueline Veenendaal at West Lincoln Memorial Hospital (kits prepared by Hospital Elder Life Program – HELP), contains word puzzles, crosswords, stress balls given out to patients, colouring pages, etc.

### Info about the kits:

These kits should be utilized for patients at risk of delirium (75+ and at least one of the following: cognitive impairment, sensory impairment, change in mobility/ADLs, dehydration, sleep deprivation). Each kit contains a range of senior-friendly resources for your staff to utilize for delirium prevention, as well as some educational material for staff and family/visitors.

### Kit contents:

Spring themed activity kits (variety of puzzles and colouring pages as well as calendars for orientation and a copy of the 6 proven strategies poster)

- A binder with range of puzzles, word searches, Sudoku etc. for cognitive stimulation as well as master copies of calendar's for the months of March and April, All About Me poster and delirium education materials
- Crayons and colouring pencils
- Ear plugs for sleep promotion
- Stress ball type squeeze balls for hand exercise's/fiddling
- 3 Women's type magazines
- 4 National Geographic magazines

Please encourage staff to use the items included in the kits, everything is strictly SINGLE USE ONLY and we will replenish the items as needed.

## HELP RESIDENTS UNDERSTAND CHANGES DUE TO THE PANDEMIC

- Do daily news update with small groups, talk about all the changes that are occurring, directives from government/public health
- Share positive inspirational stories and even some humour along with information
- Post pictures or posters that explain why residents are in isolation, or why they cannot visit with loved ones at this time, or can only visit through their window
- If appropriate, therapeutic lying about why loved ones cannot visit (e.g. they're away on vacation)

### Online resources

- **Tool for dealing with grief** (see page 9 of this document)  
<https://clri-ltc.ca/files/2018/12/LTC-Staff-Grief-and-Resilience-Workbook.pdf>

## REMOTES: STRATEGIES TO ENSURE THEY DON'T GO MISSING

- Use Velcro to attach to TVs, walls and elsewhere
- Take them with you to and from programming areas
- **Add a Tile:** <https://www.thetileapp.com/en-ca/>

## CLEANING/SANITIZING REMOTES AND OTHER EQUIPMENT

- Use electronic alcohol wipes for gently cleaning TV remotes, iPads, joysticks, etc.
- Consider placing iPads in clear Ziploc bags for patients in isolation to hold on their own
- Carry disposable wipes with you everywhere!
- Oxivir TB wipes also recommended
- Some homes are no longer using hard-to-clean or communal activity items, e.g. baby dolls, companion animals, puzzles, etc. If possible, consider steaming equipment such as baby dolls or companion animals.
- **Get residents involved in cleaning!** Here's a tip from Joyce Lafontaine: We try to run Montessori-style programs for residents to sanitize their own items, or help clean around the home. We have had some pretty successful programs and lots of engagement! It's getting the residents to help out and educating them about germs and their safety. Two birds, one stone!

## SHARING GOOD NEWS

- Post a “joke of the day and quote of the day” board and update it often – great for patients and staff
- Make a thank you sign with messages from family and staff thanking all the staff during this time
- Sidewalk chalk is a great way to colour up the front entry ways, with messages of love, appreciation, inspiration

### Online resources

- [www.somegoodnews.com](http://www.somegoodnews.com) (from actor John Krasinski of “The Office”)
- <https://www.goodnewsnetwork.org/>

## PERSONAL CARE FOR TRs AND OTHER STAFF

- From Laura: Do staff appreciation days, theme days, etc. We did a pajama day last week and offered in-house coffee. We are doing a jersey day on Thursday. Keeping the fun up is important for staff morale.
- From Jacqueline: Create a “gratitude board” to be placed at the staff entrance.
- From TRO: Search online for breathing exercises or meditation. Here’s a link to one of our past webinars that might help you as well as your residents called “Breathe: Heal Yourself from the Inside Out” presented by Joseanne Spiteri, R/TRO, Certified Yoga Instructor.

<https://register.gotowebinar.com/register/8432961009603818497>

## OTHER RESOURCES

- **Sign up for the Ontario CLRI newsletter**

<https://clri-ltc.ca/subscribe/>

Ontario CLRI is also working on other resources, including dealing with grief, communicating with family members, and peer support guides.