

BCTRA Town Hall – Older Adults/LTC

November 9th, 2020

12:00pm

Summary of Resources and Ideas Discussed:

- Virtual Programming
 - YouTube for Arm Chair Travels
 - Interactive Historical Tour of the Legislature in Victoria
 - Victoria Symphony virtual performances
 - Family Council meetings over the phone have been successful
 - Zoom programs – free zoom account allows 40 minute group meetings
 - Older Adults living in the community with dementia
 - Community Churches and organizations offer some virtual opportunities
 - Monthly recreation packages for ADC clients, and then work through it as a group over the phone and/or computer
 - Divide clients amongst staff, every staff is responsible for connecting with specific clients regularly
 - BINGO: delivered laminated cards to clients, and played BINGO over Zoom
 - Uber Conference phone hub/conference call
 - Music and sing-a-longs; Java Music Club
 - Trivia or Discussion groups
- Group Program Adaptations
 - Limiting group sizes – varies depending on health authority/clientele
 - Physical distancing
 - Scenic Drives – size limit depends on size of the bus, client group, health authority
 - Some sites require clients to wear masks on the bus
- Entertainment
 - Indoor entertainer – created a 6x6 enclosed tent to perform indoors in the winter
 - Brandy Moore – Victoria (<https://youtu.be/sUwxY3wzWtY>)
 - Outdoor entertainer – set them up outside near a patio/outside access door and have the residents sit inside (depends on the layout)
 - Virtual entertainment –
 - Some sites have been able to do parades outside the windows, so residents can see. Other sites have been told NO to parades/window entertainment.
- 1-1 Programming
 - Reminiscing
 - Coffee and chat
- Special Events/Holidays
 - Virtual celebration of life/memorial
 - Broadcast on internal TVs
 - Streamed family's celebration of life with small groups of residents

- Celebration of life with music therapist
 - Remembrance Day – roaming cart with small 20 minute program for each neighbourhood
 - Christmas – some sites/HAs are told no trees/greenery decorations that residents could touch (seems to vary depending on type of site)
 - Paper decorations that are one-time use and will be thrown out after the season, some sites were told this was okay.
- Staff Morale
 - Turnover in managers/corporate staff has been difficult.
 - Talking to staff about concerns/fears, or changes to policies around PPE
 - Regular department/staff meetings
 - Daily debriefings; Weekly communications to staff with reminders; Incorporating discussion around fears and concerns into normal staff meetings.
 - Regular PPE training/refreshers
 - Reminding staff, finding positive ways to correct inconsistencies in PPE use as you see them. Try different approaches to the conversation if it's not working.
- Volunteers
 - VCH allows volunteers for essential services, other health authorities are similar.
 - Meal delivery, hospice etc.
 - Some sites treat volunteers like staff, and just must pass screening.
 - Utilizing volunteers as 'social visitors' for residents who do not have family or a designated social visitor already.
 - Added to exemption list for most health authorities, but not all sites are utilizing them.
 - Virtual programs run by volunteers
 - Zoom reading group; discussion groups
 - Phone call tree for residents who don't have computers/technology
 - Gardening volunteers over the summer, without having to enter the building.
 - Volunteer appreciation – events were cancelled for last year, how are people handling this for long-time service etc.
 - Newspaper announcements/newsletters
 - Mail out awards/thank you notes
 - Social media posts of thanks, if the volunteer is okay with it