

National Long-Term Care Services Standard

Roundtable Facilitator Guide & Workbook

AUGUST 2021

This Roundtable Facilitator Guide & Workbook is designed to be used to facilitate a group consultation. To fill out the Consultation Workbook for Individuals please see www.longtermcarestandards.ca/engage





In response to the federal government's commitment to improving long-term care services across Canada, the Standards Council of Canada (SCC), Health Standards Organization (HSO) and the Canadian Standards Association (CSA Group) are working collaboratively on developing two new complementary standards for long-term care homes that are shaped by the needs of residents, families, and the long-term care workforce.

What is the purpose of this Facilitator Guide and Workbook?

This Facilitator Guide and Workbook has been developed to help you facilitate roundtable discussions with participants to capture their perspectives and will contribute to the development of HSO's new National Long-Term Care Services Standard.

Roundtable participants could include one or more long-term care residents, family members, long-term care staff, or anyone else interested in providing input on improving the delivery of long-term care in Canada.

This Facilitator Guide and Workbook begins with a section called *Tell Us About Yourself* (demographics of participants) followed by a section with six open-ended discussion questions.

Facilitating these discussions and encouraging reflection upon these questions will help us get more specific input that will support the development of HSO's National LTC Services Standard.

Tell Us About Yourself

Here we will ask participants some questions about them and their background.

The goal of this section is to help us understand the breadth of those participating in your discussion and ensure that the input we are receiving is representative of Canada's diverse population. Completing this section is optional.

There are several ways you could gather the information for this section.

If you have a smaller group, you could ask the participants the questions at the start of the session. With a larger group, you might ask participants to fill out a short survey that you pass around (see Appendix B).

In a virtual setting, you could ask participants to change their name on the platform you are using to include their role, organization, and region. For example, "JohnS_Nurse_LTC_ON".

1. If you are submitting this Facilitator Guide and Workbook on behalf of an organization or organizations, please list them. Otherwise, please describe your group and how you relate to long-term care.

2. How many individuals participated in the discussion? _____

To complete this section please select all the responses that apply to the participants in your group.

3. Where do the participants live?

- Newfoundland and Labrador
- Nova Scotia
- Prince Edward Island
- New Brunswick
- Quebec
- Ontario
- Manitoba
- Saskatchewan
- Alberta
- British Columbia
- Nunavut
- Northwest Territories
- Yukon
- Prefer not to answer

4. What are the roles of your participants (i.e. how are they related to long-term care)?

- Long-term care Home Resident
- Family Member, Friend or Unpaid Caregiver to a Long-term care Home Resident
- Long-term care Health Care Provider (Nurse, Personal Support Worker/Care Aide etc.)
- Long-term care non-Health Care Provider Staff (Maintenance, Kitchen Staff etc.)
- Long-term care Home Manager/Administrator
- Long-term care Organization Representative
- Long-term care Researcher
- Government Official
- Other [Please specify] _____
- Prefer not to answer

Roundtable Discussion

In this section, you will guide a roundtable discussion on questions focused on themes that were highlighted in HSO's inaugural National LTC Standards Survey.

Encourage reflections and sharing from participants and capture these experiences in the space provided below each question in this Facilitator Guide and Workbook.

You can also let participants know that they can use the chat function in the platform you are using (i.e Zoom, GoogleMeet, etc.) if they prefer to engage in that way.



In HSO's inaugural National LTC Standards Survey we heard that some of the most important things to achieving safe, reliable and high-quality care are leadership, appropriate funding and staffing models and an unwavering commitment to the quality of care and life of residents and their families.

1

What does "safe", "reliable", "compassionate" and "high-quality care" in a long-term care home look and feel like to you? *Are there different considerations for residents? For staff? For family?*

2

How do you balance and respect the rights and quality of life of residents with the need to keep them safe? *For example: Balancing individual resident's autonomy and choice when implementing strong infection prevention and control and practices?*

In HSO’s inaugural National LTC Standards Survey we heard that some of the most important things to maintaining a healthy and competent workforce are ensuring a positive, supportive, and caring work environment and ensuring high quality training and opportunities for continuing education are provided.

3

What does a “positive, supportive, and caring work environment” look like and what makes it possible?



4

What supports are essential to maintain a “healthy and competent” workforce?



In HSO's inaugural National LTC Standards Survey we heard that one of the most important things to achieving high quality resident-and-family-centered care is ensuring that residents and family are active members of care teams within long-term care homes that exemplify the qualities of a "home".

5

What specifically would make a long-term care home feel more like a home? *For example: What does a resident's experience or care look like? What does family involvement look like? What type of activities are available? What are the mealtimes and food like? What do the resident rooms and common spaces look like?*

6

You may want to ask your group/organization some additional questions about the delivery of high-quality long-term care services and/or the development of national long-term care standards. Provide the question(s) you pose and the answer you receive.