

# LICENSING'S LATEST RESIDENTIAL CARE NEWSLETTER



Community Care Facilities Licensing

Winter 2021

## Message from the Regional Manager

Happy New Year from the Community Care Facilities Licensing Program! With the New Year comes opportunity to refresh and renew our mindset to focus towards a positive, forward pathway.

I would like to take this opportunity to introduce myself. My name is Michelle Dennis and I am the new Regional Manager for the Community Care Facilities Licensing program. I have been with the CCFL program for 14½ years, working as a child care LO, a residential LO and a supervisor. I am excited to step into the role of Regional Manager and to continue to create opportunities for Licensing to connect and support you and strengthen our partnerships.

It is hard to believe that just over a year ago around this time, the first case of COVID was confirmed in Canada. It has been a challenging and exhaustive year. I have continued to be inspired and encouraged to hear of the creative ways our licensed care providers are following Dr. Bonnie Henry's mantra and demonstrating calmness, kindness and safety in our communities. Reflecting on the past 12 months, I am grateful for our licensed community partners who continue to be in service to and provide care for our most vulnerable populations.

While news of the arrival and administration of vaccine is exciting, please continue to remain vigilant and abide by the [Orders](#) of Dr. Bonnie Henry, Provincial Health Officer and the [BC Centre for Disease Control](#). Please review [COVID-19: BC's Immunization Plan](#) for information about the vaccine roll out and timelines.

Licensing will continue to communicate through messages, shared resources, emails and telephone calls. One of the exciting tools we have implemented is the virtual ZOOM platform. This resource allows us to continue to offer Manager sessions, Orientation sessions, and Health and Safety Inspections using a virtual platform. Please contact our offices directly for information on these sessions.

The Licensing team is excited about what the year holds for us all. We look forward to continuing to work collaboratively with you and support your success. Please free to contact [Licensing](#) for any questions you may have.

Sincerely,

Michelle Michelle Dennis, BSW, MA Ed. | Regional Manager

# 2021

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# Stepping into the New Year

## with Courage and Strength

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Every day is a new beginning.  
Take a deep breath, smile and start again.

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Welcome 2021.



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# Brightening the Days of Persons in Care

By Alanna Larsen | Residential Care Licensing Officer



Within the settings of child care and residential care, you would anticipate it to be a little quieter at this time than in years past, without the added cheer of volunteers, family, and other visitors. However, these spaces are still abundant with the sights and sounds of meaningful life experiences. Entrance doors are closed for all but exceptional circumstances, and so we feel particularly privileged to enter these spaces to collaborate with Licensees, and to witness the boundless, special and heartfelt efforts that are being made to provide comfort, fun, and normalcy to the daily lives of the children, youth, adults, and elders who are supported.

This pandemic has drawn nationwide and international media attention and awareness to issues facing persons in care, particularly in respect to long-term care, visitation, and concerns for social isolation. It is a time that has required an ongoing, intense and unique commitment from management and frontline staff, while the public levels of both empathy and scrutiny that are being directed towards Licensees is unparalleled. In the early days of the pandemic, Licensees were primarily focused on infection control processes and adapting routines to prevent potential exposure and spread of COVID-19. Now, the sustained nature of the changes to our lives, together with concerns about social isolation, have required everyone to turn the lens back to focus on the social well-being of persons in care.

For a Licensing Officer, this means seeking evidence of ongoing planned programs of physical, social and recreational opportunities, as well as of personal care plans that reflect recreation and leisure planning. For the Licensee, this has provided the opportunity for creativity to meet the needs of persons in care in new, innovative, or unexpected ways.

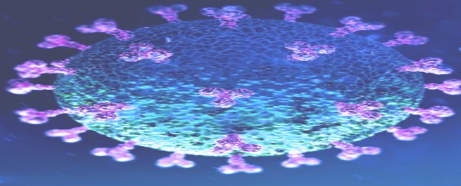


The current abundance of inspirational ideas and supports for persons in care are impressive! Our Island community has been moved both figuratively and literally by entertainers and exercise instructors performing from outside of care homes, where they encourage participation through windows and patios; we have felt comforted to see children continue to have the opportunity to heartily play with one another in child care; we have been impressed at the masterful adoption of technology to support connection and program participation in new ways (e.g. window visits, phone and video recreational programming); and we love the images that have been shared of clever ways of hosting programs at a distance, such as doorway Bingo.



These endeavours are powerful signs that Licensees remain motivated and aligned towards strengthening connection and enhancing well-being during a challenging time, and we thank you wholeheartedly for continuing to ensure that everyone continues to experience fun and play. On our visits, we look forward to hearing more about the resourceful ways that Licensees are providing recreation and leisure opportunities.

# COVID-19 Update



## Province-wide restrictions



### Provincial Health Orders



**BC COVID-19 Restrictions  
Extended Indefinitely**  
(as of February 5, 2021)



BC Centre for Disease Control

### COVID-19 Vaccination Plan

#### [Vaccinations At A Glance](#)

- What is the COVID-19 vaccine?
- Who will get the vaccine?
- Who should not get the vaccine?

#### [Vaccinations for Covid-19](#)

- How COVID-19 vaccines work
- COVID-19 vaccines authorized for use in Canada
- Reasons to get vaccinated

#### [BC's Plan for Vaccine Distribution](#)

- Groups that will get vaccinated first
- Transportation, storage and handling in BC
- How to get a COVID-19 vaccine?

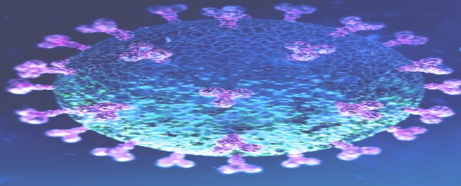
#### [Vaccine Eligibility](#)

- Populations eligible to receive approved COVID-19 vaccines in BC

#### [BC's COVID-19 Vaccination Program](#)

- Main website

# COVID-19 Update



COVID-19 IN BC

## COVID-19: BC's Immunization Plan

- Prepared for BC Ministry of Health
- January 22, 2021

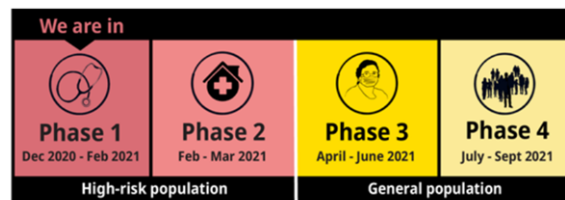


Stay Informed Via These Resources:  
[gov.bc.ca/COVID-19](http://gov.bc.ca/COVID-19) | [bccdc.ca](http://bccdc.ca) | 1-888-COVID19

Symptom Self-Assessment:  
[covid19.thrive.health](http://covid19.thrive.health)



## BC's COVID-19 Immunization Plan will happen in four phases



### Phased Plan

- Four phases\* for immunization based on expert advice and guidance from the National Advisory Committee on Immunization, BC's Immunization Committee, and public health leadership committee.
- Based primarily on age, focusing on protecting people most susceptible to severe illness and death from COVID-19.
- Focus of Phase 1 and Phase 2 is protecting those most vulnerable to severe illness first.
- Focus of Phase 3 and 4 is on vaccinating the general public.

## COVID-19 Immunization Plan

Phase 1 Dec 2020 to Feb 2021	Phase 2 Feb to Mar 2021	Phase 3 April to June 2021	Phase 4 July to Sept 2021
High-Risk Population		General Population	
<ul style="list-style-type: none"> <li>• Residents, staff, and essential visitors to long-term care and assisted living</li> <li>• Individuals assessed for and awaiting long-term care</li> <li>• Hospital health care workers who may provide care for COVID-19 patients</li> <li>• Remote and isolated Indigenous communities</li> </ul>	<ul style="list-style-type: none"> <li>• Seniors aged 80+ who are not yet immunized</li> <li>• Indigenous seniors aged 65+, Elders, and additional communities not yet immunized</li> <li>• Hospital staff, community GPs and medical specialists not yet immunized</li> <li>• Vulnerable populations in select congregated settings</li> <li>• Staff in community home support and nursing for seniors</li> </ul>	People aged 79 to 60, in five-year increments: <ul style="list-style-type: none"> <li>• 79 to 75</li> <li>• 74 to 70</li> <li>• 69 to 65</li> <li>• 64 to 60</li> <li>• People aged 69 to 16 who are clinically extremely vulnerable</li> </ul>	People aged 59 to 18, in five-year increments: <ul style="list-style-type: none"> <li>• 59 to 55</li> <li>• 54 to 50</li> <li>• 49 to 45</li> <li>• 44 to 40</li> <li>• 39 to 35</li> <li>• 34 to 30</li> <li>• 29 to 25</li> <li>• 24 to 18</li> </ul>
Once additional vaccines are approved and become available, people between the ages of 18 and 64 who are front-line essential workers or work in specific workplaces or industries may be included in the later part of Phase 3.			
The timeline for BC's COVID-19 Immunization Plan may change based on vaccine availability. Information last updated: January 22, 2021.			

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## Are You Prepared for an Outbreak?

### What You Need to Know

Island Health continues to respond and support Licensee's during this pandemic. With each experience, Licensing has learned from the situation and has been able to apply and implement the gained information to better improve our services.

To ensure your site is prepared to respond to COVID situations, it is important to have a COVID policy in place. Please see below for some important points to consider as you develop your response plan.

#### Cleaning & Infection Protocols

Extra cleaning of the outbreak unit or building will be required.

- How will your cleaning protocols change in the event of an outbreak?
- Does your site have additional cleaning staff?
- Does your site have written protocols in place for cleaning of high touch surfaces in the event of an outbreak?
- Do you complete regular hand hygiene audits?
- Have staff been trained on donning and doffing of PPE?

#### Staffing & Cohorts

If you have a large site, in the event of an outbreak, only the affected unit(s) may be isolated.

- Does your site have the ability to cohort staff if needed?
- Do you have the staffing to keep nurses, RCA's, and housekeeping to specific units only and not go between units?
- Do you have an emergency response plan for critical staff shortages? Large casual pool and staff?
- Have staff in all type of service care been trained on proper hand hygiene, donning and doffing of PPE? Trained on infection control?
- Does your program have the ability to bring in extra staff if needed?

#### Breaks & Break Rooms

Staff break rooms have been identified as areas with high rates of transmission for COVID-19.

- Do you have the ability to keep staff from different units separated during break times?
- How is the site ensuring social distancing in break rooms?
- How often are the break rooms cleaned? Do staff clean after each use? How often is this monitored?

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# Are You Prepared for an Outbreak?

## What You Need to Know, *continued*....

### Current Persons in Care Information

Ensuring information for all persons in care is up to date and accessible will promote faster communication to families and representatives.

- Do you have the current MRP and family contact information on file for all persons in care?
- Do you have email addresses for all family members/representatives to be able to send email blasts?

### Current Staff Information

- Do you have stored in one place the name, date of birth and Personal Health Number of all staff in case staff are required to have COVID-19 test?

This can take time to collect from staff, and in the event of an outbreak, swabs could be ordered to be done very quickly. Having this information ready in the event that Public Health comes into the site to conduct testing allows for a smoother and more proficient process.

### Reliable Resources

Additional COVID-19 resources and outbreak information for long term care can be found on Island Health's website at <https://www.islandhealth.ca/covid-19-resources-ltc> including:

- ◇ 14 – Day Isolation on Return to LTC
- ◇ Social visiting Guidelines
- ◇ LTC Screening by Greeter
- ◇ Social Visiting LTCF guideline
- ◇ COVID-19 Outbreak LTC Response Protocol
- ◇ COVID-19 Outbreak in LTC: Transitioning between Zones

**Infection Prevention and Control (IPAC)** resources for long term care including precaution signs, hand hygiene, additional precautions and infectious diseases can also be found on Island Health's website at <https://www.islandhealth.ca/learn-about-health/infection-prevention-control-ipac/ipac-resources>

~ Confidence comes from being prepared ~

- John Wooden



## January was... Alzheimer Awareness Month

Working in care, many of us have the opportunity and responsibility to support people who are living with dementia. Looking at Alzheimer's Disease alone, it is estimated that one million Canadians will be diagnosed with Alzheimer's in the next decade.

While many people who live with dementia remain in the community and function with the support of their physicians, long-term care homes play an important role in supporting people living with dementia. In British Columbia, approximately 64% of the residents live with dementia in long term care (Seniors Advocate of British Columbia, 2018).

**IG Wealth Management's Walk for Alzheimer's** is held annually to raise funds that support dementia-based community programs and services and education initiatives that benefit people living with dementia, as well as their families. To participate or to donate, visit [www.walkforalzheimers.ca](http://www.walkforalzheimers.ca).

Both in our home lives and in care settings, we have had to adapt the way we fulfill healthy activities during COVID-19 restrictions. It's important to know that among other health benefits, you are lowering risk of dementia when you support people to participate in all of the following: physical and social activity, brain challenging learning and play, healthy eating, and stress management.

Keep on with all of that great work you do with all ages of the persons you support in these behaviours, and be sure to give yourself both the time and care to engage in these too.

By Alanna Larsen & William Hames  
Residential Care Licensing Officers

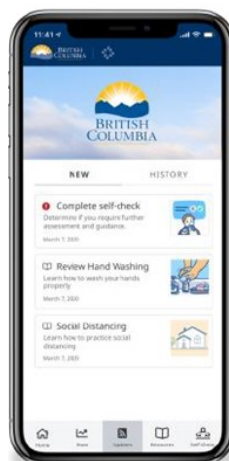


## Island Health COVID-19 Testing Centre

Available for individuals experiencing symptoms of COVID-19.

### Call Centre Hours

Monday - Sunday  
8:30am - 8pm  
1-844-901-8442



## BC COVID-19 Support App

Stay informed with the COVID-19 Support App where health and safety recommendations are personalized and based on your own risk factors. Download it from the Google or Apple app stores to receive timely updates with important news and alerts from BC's Ministry of Health. Recommendations and content are automatically updated based on the latest BC COVID-19 guidelines.





**JANUARY**

**Alzheimer's Awareness Month**

**Bell Let's Talk Day**  
January 29, 2021

**National Non-Smoking Week**  
January 17-23, 2021

**FEBRUARY**

**National Heart Month**

**Family Day**  
February 15, 2021

**Pink Shirt Day**  
February 26, 2021

**MARCH**

**Nutrition Month**

**APRIL**

**National Oral Health Month**

**Good Friday** | **Easter Monday**  
April 2, 2021 | April 5, 2021

**World Health Day**  
April 7, 2021

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**2021**

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# FREQUENTLY ASKED QUESTIONS

**Q:** Do persons in care have to get the vaccine?

**A:** Getting the vaccine is a personal choice – they are not obligated to be immunized.

**Q:** How do vaccines work?

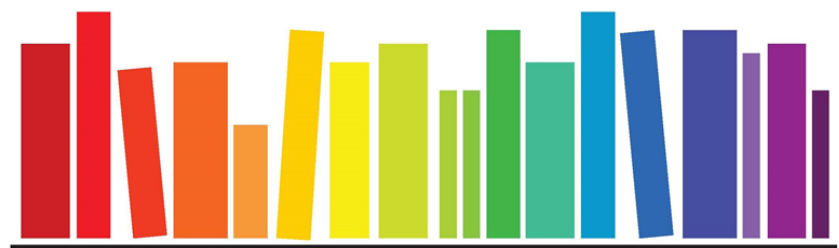
**A:** Vaccines work by teaching your body's immune system to remember and recognize a virus. Your body can then defend you if you are exposed in the future. Vaccines save lives by preventing disease, especially for people most likely to have severe illness. If enough people are vaccinated, it makes it difficult for the disease to spread. This gives everyone protection through 'herd immunity'.

**Q:** What is the policy if a person in care goes home for a day visit and then returns to the facility?

**A:** If families take loved ones home, regardless of the length of the visit, the resident will have to isolate for 14 days upon return to the facility (Long Term Care).

**Q:** What type of mask do I need to wear when I visit someone in a long-term care facility?

**A:** Visitors to long-term care facilities are required to wear "medical grade" masks that should be provided by the operator (3-layer cloth masks are not permitted).



## Residential Care Online Resources

- **BC Centre for Disease Control COVID –19** found at <http://www.bccdc.ca/health-info/diseases-conditions/covid-19> & <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care>
- **BC Government Office Provincial Health Officer COVID-19 (Novel Coronavirus)** found at <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- **Government of Canada Coronavirus disease (COVID-19)** found at <https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- **Island Health Covid-19** found at <https://www.islandhealth.ca/learn-about-health/covid-19>
- **Nurses and Nurse Practitioners of BC COVID Info & Resources** found at <https://portal.nnpbc.com/covid-resources/>
- **Covid-19: BC's Immunization Plan** found at <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/vaccines#phases>

# WORD SEARCH

The current COVID-19 situation puts extra pressures on mental health due to lack of connection and physically distancing for ourselves and those we serve. Since researchers find that “single tasking” eliminates stress on the frontal lobe, we wanted to offer you a focused Word Search on key terms associated with Bell Let’s Talk Day and Pink Shirt Day.

Consider what these terms mean to you while emphasizing mental health at your sites by clicking on the links below to access resources and events.

Q F M W N M X P B P Y C C B F  
L T E N R E A W A R E N E S S  
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F V A R N T H F G M T B H X Z  
H H B M I S W N T S E L R A Y  
N H T L A E H L A T N E M T L  
I O A A X F F S D M B J I O I  
T I I T L L A A E U W N A W F  
X R X T U E T T L L U Z T P E  
J E O Q C S Y L P M F A V L S  
Z E L P S E Y M M I N C D F P  
F W K W P I N O D P V B A P A  
K D B B N U C N W O T W C R N  
T L P G Y C S E O R I O B F E  
S S E N D N I K M C B Y Q Z M

**AWARENESS, BULLYING, COMMUNITY, CONNECTION, KINDNESS, LIFESPAN,  
MENTALHEALTH, SELFCARESELFEESTEEM, SELFEESTEEM, SUPPORT**

**[Bell Let’s Talk Day - January 29, 2021](#) - [Pink Shirt Day—February 26, 2021](#)**

By Sue Green & Jaclyn McColl | Residential Care Licensing Offices



# CONTACT US

**LICENSING OPEN SIX DAYS A WEEK**

Monday - Friday | 7:00 am - 5:00 pm

Saturday 8:30-4:30pm

## Community Care Facilities Licensing

**South Island (Gateway Village)**

#201-771 Vernon Ave.  
 Victoria, BC V8X 5A7  
 Ph: 250.519.3401  
 Fax: 250.519.3402

**Central Island**

#29-1925 Bowen Road,  
 Nanaimo BC, V9S 1H1  
 Ph: 250.739.5800  
 Fax: 250.740.2675

2041 Tzouhalem Road,  
 Duncan, BC V9L 5L6  
 Ph: 250.739.5800  
 Fax: 250.740.2675

**North Island**

#200-1100 Island Highway,  
 Campbell River, BC V9W 8C6  
 Ph: 250.850.2110  
 Fax: 250.850.2455

Dun- 355 – 11th Street,  
 Courtenay, BC V9N 1S4  
 Ph: 250.331.8620  
 Fax: 250.331.8596

<https://www.islandhealth.ca/our-services/community-care-facilities-licensing>

