



POLICY PAN-06: Staffing Guidelines

Capacity Strategies to Mitigate Staffing Shortages

Infection Control

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Policy

During an emergency, Norview Lodge may be required to reduce staffing levels due to staff illness, and/or staff absences. It is our policy to ensure that Resident quality of care be continued and maintained.

Procedure

- In order to provide continuity of care in a potential staffing crisis-it will be necessary to “cross-train” staff with different skills than their current position requires.
- Volunteers and Caregivers could be trained to help with Resident care and activities of daily living.
- Essential staffing plan – in order to safely manage the care of the Residents and the operation of the home, key positions must be secured.
 - Infection Prevention and Control Lead
 - Manager of Nursing & Personal Care/ Supervisors of Nursing and Personal Care
 - Nursing Staff
 - Housekeeping/Laundry
 - Dietary Staff
 - Dietician
 - Maintenance Staff
 - Security (staff may be deployed)
 - Activation Staff (may be deployed as necessary)
 - Stores Keeper/Purchasing (may be deployed as necessary)

Staffing Plan:

For each Resident Home Area a minimum number of staff will be required at all times.

Position	Days/ Evenings	Nights	Task Priority
RN/RPN 1 RN in the building at all times	1 Registered Staff for each 45 Residents	2 Registered Staff for the home	Dispense all meds, administer controlled or injectable meds, and provide treatment and assessments. Non essential medication and treatments may be placed on hold by Physician/Nurse Practitioner.
PSW/HCA	2 for each RHA or 3 per 45 Residents	1 for each RHA	Direct care of Residents.
Dietary Aides Cooks	1 for each double RHA 2	Reduce cleaning shifts from 2 shifts to 1 shift per week	Provision of food/hydration to Residents, ensure food items available on each RHA, and assist with providing nourishments.
Housekeeping	1 for each double RHA. Decrease H5 or H6 to 1 shift		Focus on horizontal surfaces and washrooms. Regular cleaning of rooms may be designated to "trained" non-essential staff or visitors.
Maintenance	Days – 2	On call 24 hrs per/day, 7 days a week	Ongoing maintenance of the home emergencies.
Laundry	1 for each laundry area		
Activation			Will be "trained" to perform other duties as needed.
"Trained" Volunteer/Visitor			Duties as designated/ required within their scope of training.
Front Health Screener	1 screener available 0530-2200 hrs		Registered staff manage screening from 2200-0530 hrs.

- Utilize RAI Coordinators/CQI Lead/IPAC Lead.
- Utilize Nursing Manager and Nursing Supervisors.
- Contact recent retirees to assist with ADL care for non-ill Residents.

- Utilize staff from alternative departments who have certificates (PSW, Dietary, Housekeeping/ Laundry).
- Change hours of work to better utilize modified workers.
- Depending on situation within the home, move Residents and designate WW as an effective outbreak area as doors can be closed and secured as necessary.
- All Supervisors can work within their departments.
- Division Assistants/Main Receptionist can cover for Unit Clerks, assist with feeding.
- Reduce # of baths per week/ reduce bed strips and laundry.
- Utilize disposable products if they are available ie. paper service for meals.
- Since we are part of Norfolk County, contact Heath and Social Services General Manager to utilize PH nurses if they are available.
- Inquire if other employees that have worked at Norview and moved to other departments in county could make themselves available.
- Contact Local Family Health Teams for Support.
- Contact Fanshawe College for PSW Students.
- Community Volunteers or utilized students to oversee screening desk.
- Utilize media and staff's personal networks.
- Contact Norfolk General Hospital (local hospital) for additional staffing.

Norview Lodge has secured a partnership with an external agency to provide RN/RPN & PSW staff if required.