

61 CIMIC MEETING BRIEF POINTS

CAF TEAM Downsview 04 June 2020

Summary:

It was indicated that the COVID situation at DOWNSVIEW LONG TERM CARE has stabilized and is in the recovery phase. Overall the facility would be estimated to be YELLOW. The ACCT team has indicated that the LTCF employees are motivated and sincerely dedicated towards their work and further indicated that the greatest shortfall in the facility lies in the lack of management. It is indicated that the Humber River Hospital (HRH) team will be withdrawing out of the facility on 05 June 2020 with only the administrator remaining. This leave a large management gap that the ACCT team expects they will have to fill. The other concern that was raised was related to establishing a universal IPAC procedure. With was adapted slowly but now appears to be in place. The GD task are reported to be largely "one-time tasks" such as constructing new beds and managing the back up of laundry. These tasks are not expected to exceed past 12 June.

PIR1 – How do you feel it has been like to work at the LTCF?

- CAF teams all indicated positive experiences and CAF morale is HIGH.
- LTCF employees have been very receptive to CAF presence and vast majority of interactions are positive.
- Facility is aged but most residents are housed in the "new wing".
- Cockroach infestation persists to a noticeable degree.
- A racoon was also noted to have broken through the ceiling tiles "Mission Impossible style".

PIR 2- How would you describe the working relationship with the LTCF Staff?

- LTCF and HRH staff have universally been supportive and appreciative to CAF presence.
- Good productive cooperation between CAF and LTCF.
- Friction does exist between LTCF staff and HRH team.

PIR 3 – Is there anyway you could have been better prepared to be employed on this task?

- CBRN training – specifically the decom procedure while changing from "dirty" to "clean" clothing
- More practice donning and doffing with actual PPE (as opposed to combat shirts worn backwards to substitute for actual gowns).
- Better admin support. The decontamination MOD tent that was delivered to the LTCF was in fact not tent "centres" but MOD tent "flooring".
- Comms equipment. STILL a reliance on personal call phone data.
- R2MR. No standard package. ACCT conducted their own. GD did not receive any R2MR package prior to entering the facility.
- Both CAF teams abhor the idea of returning to Blackdown. Their experience there "sucked the life right out of you". Some concern of hiding symptoms to avoid returning.

PIR 4 - Was there any issue that you feel should be raised to higher?

- Large concern with the timing of arrival. It was noted by ACCT that 26 residents died due to dehydration prior to the arrival of the CAF team due to the lack of staff to care for them. They died when all they need was "water and a wipe down".
- Lack of management. HRH team leaving on 05 June 2020 with no identified replacement.
- PSW staff operating at 80% - even that number may be exaggerated.
- 30-40 new PSW employees slotted to begin work in the "next couple of days".
- ACCT indicated their biggest PSW concern is IPAC protocols. IPAC "specialist" brought in by HRH is "new to the job" and "doesn't know what she's doing". IT was indicated by ACCT that IPAC specialist has been relying on CAF members for advice and guidance. As a result, there has been confusion among the PSW as to the standard. This was indicated to have been "sorted" but will need some time to confirm.
- ACCT has noted that there is no RN from the facility on staff.
- If current trajectory maintained, facility COULD be GREEN in as little as 5 days.

PIR 5 – How do you feel the facility will do once the CAF has left?

- The ACCT indicated they had faith in the PSW's, however without management in place they expressed concern over the longevity of the facility.

PIR 6 – Has there been any mention or discussion from the LTCF on how the facility plans on moving forward without the CAF?

- The ACCT indicated that there does not appear to be any noticeable plan in place.

PIR 7 – Has there been any media presence?

- No media has been seen on site.
- No interaction between media and any CAF member from the Downsview team.

PIR 8 – Is there any positive story or highlight that you could share?

- From the ACCT – "every day"
- It was indicated by both CAF teams that there are daily moments that each member hangs onto.
- From playing cards with residents, to sit down conversations.
- resident recovered from COVID and regularly is walking with and talking with CAF members.