

World Humanitarian Day

Creating Connections That Matter In Long-term Care

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I would like to acknowledge and feature the Long-term Care (LTC) program for World Humanitarian Day (August 19th). Every worker, whether in direct care, support services or leadership, has continued to work with conviction and compassion while managing the whole progression of the pandemic since March of 2020.

Long-term care is the most vulnerable sector for COVID-19 and everyone working in LTC adapted to and remained resilient with changes to policies and procedures, family complaints including very volatile situations due to visitation policies, increase in responsive behaviours of residents, daily staffing level issues, site leaders managing the fear and anxiety of COVID and tragic personal matters of staff.

Life still goes on despite being in the middle of a pandemic. Every member of the LTC team had to adapt to increased workload with all the IPAC measures we implemented to manage COVID outbreaks/enhanced surveillance, COVID prevention preparation, COVID Greeters, COVID Resource coaches program, COVID simulations, changes to visitation restrictions etc...

People who came to work despite knowing they would be working short; those who worked double shifts or picked up on their days off or gave up their vacations to make sure their coworkers were not working at critical staffing levels; and those who demonstrated courage to accept the vaccine despite their apprehensions; and those who showed such compassion to residents during the heat wave by making sure they had cold clothes to cool down because the site did not have air conditioning.

And the amazing breaking down of silos amongst different departments/program partners and between owned/operated and affiliate sites to collaborate together on a united front to keep all sites safe. We were

all in a volatile, uncertain, complex and ambiguous (VUCA) situation and crisis.

As we move towards the recovery stage of the crisis, it is important to show gratitude to the dedicated teams of Long-term care.

World Humanitarian Day is a day to celebrate and recognize all the efforts and hard work to make the LTC program function and operate and continue to do our part to keep the residents and staff safe.