



Oct. 14, 2021

Dr. Samir K. Sinha
Mount Sinai Hospital
Suite 475 - 600 University Avenue
Toronto, Ontario
M5G 1X5

Re: Health Standards Organization (HSO) consultation workbooks

Dear Samir,

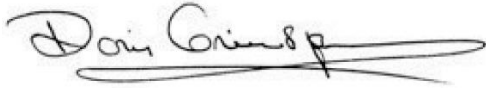
Thank you for the invitation to participate in the technical committee's consultation workbook process. While RNAO supports your commitment to incorporating the views of stakeholders across the country that have an interest in the outcome of your standards development process, please note that RNAO's public policy and clinical policy work is itself the culmination of extensive input and consultation. The sources of input and consultation for RNAO's public policy and clinical policy work are varied. They include the perspectives and experiences of our members (either directly or through RNAO's interest group structure), as well as those of external stakeholders. For this reason, RNAO is providing the attached documentation as representative of the views of our 46,000 RN, NP and nursing student members on the subject of long-term care and, specifically, the issue of care and staffing standards. Please note, we have organized our links to RNAO policy work in accordance with the structure of your consultation workbook.

For many years – and in particular the past 20 months due to the devastating impact of COVID-19 and its variants on the resident population of Ontario's nursing homes – RNAO has led the charge for long-term care (LTC) standards in Ontario. The association has also been at the forefront of the issue nationally and internationally. At the heart of RNAO's advocacy on the matter is our Nursing Home Basic Care Guarantee (NHBCG), first presented in our report titled Mind the safety gap in health system transformation (2016). The NHBCG was presented to Ontario's Long-Term Care Staffing Study Advisory Group in June 2020 and remains the most comprehensive response to the staffing and care crisis in LTC homes. The recommendations of the report were fully adopted by Ontario's Long-Term Care COVID-19 Commission, led by The Honourable Justice Frank N. Marrocco.

It is our view that HSO would do well to, similarly, adopt the NHBCG as its own staffing and service standard. The NHBCG is evidence-based and informed by numerous sources, both internal and external to RNAO's nursing and health policy department and International Affairs and Best Practice Guideline (IABPG) Centre. Incorporated into the NHBCG, for example, is the accumulated wisdom of many people and organizations that have studied the impact of LTC underfunding and understaffing over the last two decades. In June 2020, RNAO captured that history and wisdom in its report titled Long-Term Care Systemic Failings: Two Decades of Staffing and Funding Recommendations. The 35 reports surveyed therein point to the need for the recommendations contained within the NHBCG.

Thank you very much, Samir, for soliciting RNAO's engagement in HSO's consultation process. We have, as you will note from the attached, a wealth of history, experience and expertise on this subject. I trust the attached will be a useful way for you to incorporate the views of RNAO, its 46,000 members, and all of those we listen to and learn from in the health system.

Yours warmly,

A handwritten signature in black ink that reads "Doris Grinspun". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Doris Grinspun, RN, MSN, PhD, LLD(hon), Dr(hc), FAAN, FCAN, O.ONT
Chief Executive Officer



Registered Nurses' Association of Ontario

RNAO resources related to staffing and care in long-term care

October 15, 2021



RNAO resources related to staffing and care in long-term care

1. What does “safe”, “reliable”, “compassionate” and “high quality care” in a long-term care (LTC) home look and feel like to you? Are there different considerations for residents? For staff? For family?

RNAO resources	Links	References
<i>Person- and Family-Centred Care</i> , 2015 replaced <i>Client Centred Care</i> , Revised 2006	RNAO.ca/sites/rnao-ca/files/FINAL_Web_Version_0.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>Person- and family-centred care</i> . Toronto (ON): RNAO; 2015.
<i>Preventing and Addressing Abuse and Neglect of Older Adults: Person-Centred, Collaborative, System-Wide Approaches</i> , 2014	RNAO.ca/sites/rnao-ca/files/Preventing_Abuse_and_Neglect_of_Older_Adults_English_WEB.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>Preventing and addressing abuse and neglect of older adults: Person-centred, collaborative, system-wide approaches</i> . Toronto (ON): RNAO; 2014.
<i>Promoting 2SLGBTQI+ Health Equity</i> , 2021	RNAO.ca/sites/rnao-ca/files/bpg/2SLGBTQI_BPG_June_2021.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>Promoting 2SLGBTQI+ health equity</i> . Toronto (ON): RNAO; 2021.
<i>Supporting and Strengthening Families Through Expected and Unexpected Life Events</i> , 2002	RNAO.ca/sites/rnao-ca/files/Supporting_and_Strengthening_Families_Through_Expected_and_Unexpected_Life_Events.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>Supporting and strengthening families through expected and unexpected life events</i> . Toronto (ON): RNAO; 2002.
<i>Care Transitions</i> , 2014	RNAO.ca/sites/rnao-ca/files/Care_Transitions_BPG.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>Care transitions</i> . Toronto (ON): RNAO; 2014.
<i>A Palliative Approach to Care In The Last 12 Months of Life</i> , 2020	RNAO.ca/sites/rnao-ca/files/bpg/PALLIATIVE_CARE_WEB.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>A palliative approach to care in the last 12 months of life</i> . Toronto (ON): RNAO; 2020.
<i>A Proactive Approach to Bladder and Bowel Management in Adults, Fourth Edition</i> , 2020 replaced <i>Promoting Continence Using Prompted Voiding</i> , 2011 and <i>Prevention of Constipation in the Older Adult Population</i> , 2011	RNAO.ca/sites/rnao-ca/files/bpg/Bladder_and_Bowel_Management_FINAL_WEB.pdf	Registered Nurses’ Association of Ontario (2020). <i>A proactive approach to bladder and bowel management in adults, Fourth edition</i> . Toronto (ON): RNAO; 2020.
<i>Assessment and Care of Adults at Risk for</i>	RNAO.ca/sites/rnao-	Registered Nurses’ Association of Ontario

RNAO resources	Links	References
<i>Suicidal Ideation and Behavior</i> , 2008	ca/files/Assessment and Care of Adults at Risk for Suicidal Ideation and Behaviour 0.pdf	(RNAO). <i>Assessment and care of adults at risk for suicidal ideation and behaviour</i> . Toronto (ON): RNAO; 2008.
<i>Assessment and Management of Foot Ulcers for People with Diabetes, Second Edition</i> , 2013	RNAO.ca/sites/rnao-ca/files/Assessment and Management of Foot Ulcers for People with Diabetes Second Edition1.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Assessment and management of foot ulcers for people with diabetes, Second edition</i> . Toronto (ON): RNAO; 2013.
<i>Assessment and Management of Pain, Third Edition</i> , 2013	RNAO.ca/sites/rnao-ca/files/AssessAndManagementOfPain_15_WEB_FINAL_DEC_2.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Assessment and management of pain, Third edition</i> . Toronto (ON): RNAO; 2013.
<i>Assessment and Management of Pressure Injuries for the Interprofessional Team, Third Edition</i> , 2016 replaced <i>Assessment and Management of Stage I to IV Pressure Ulcers</i> , 2007	RNAO.ca/sites/rnao-ca/files/Pressure Injuries BPG.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Assessment and management of pressure injuries for the interprofessional team, Third edition</i> . Toronto (ON): RNAO; 2016.
<i>Assessment and Management of Venous Leg Ulcers</i> , 2007	RNAO.ca/sites/rnao-ca/files/Assessment and Management of Venous Leg Ulcers.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Assessment and management of venous leg ulcers</i> . Toronto (ON): RNAO; 2007.
<i>Delirium, Dementia, and Depression in Older Adults: Assessment and Care, Second Edition</i> , 2016 replaced <i>Caregiving Strategies for Older Adults with Delirium, Dementia and Depression</i> , 2010 and <i>Screening for Delirium, Dementia and Depression in Older Adults</i> , Revised, 2010	RNAO.ca/sites/rnao-ca/files/bpg/RNAO Delirium Dementia Depression Older Adults Assessment and Care.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Delirium, dementia, and depression in older adults: Assessment and care, Second edition</i> . Toronto (ON): RNAO; 2016.
<i>End-of-Life Care During the Last Days and Hours</i> , 2011	RNAO.ca/sites/rnao-ca/files/End-of-Life Care During the Last Days and Hours 0.pdf	Registered Nurses' Association of Ontario (RNAO). <i>End-of-life care during the last days and hours</i> . Toronto (ON): RNAO; 2011.
<i>Oral Health: Supporting Adults Who</i>	RNAO.ca/sites/rnao-	Registered Nurses' Association of Ontario

RNAO resources	Links	References
<i>Require Assistance, Second Edition, 2020</i> replaced <i>Oral Health: Nursing Assessment and Interventions, 2008</i>	ca/files/bpg/RNAO_Oral_Health_Supporting_Adults_Who_Require_Assistance_Second_Edition_FINAL_WEB_Dec_2020.pdf	(RNAO). <i>Oral health: Supporting adults who require assistance, second edition.</i> Toronto (ON): RNAO; 2020.
<i>Preventing and Addressing Abuse and Neglect of Older Adults: Person-Centred, Collaborative, System-Wide Approaches, 2014</i>	RNAO.ca/sites/rnao-ca/files/Preventing_Abuse_and_Neglect_of_Older_Adults_English_WEB.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Preventing and addressing abuse and neglect of older adults: Person-centred, collaborative, system-wide approaches.</i> Toronto (ON): RNAO; 2014.
<i>Preventing Falls and Reducing Injury from Falls, Fourth Edition, 2017</i> Replaced <i>Prevention of Falls and Fall Injuries in the Older Adult, 2011</i>	RNAO.ca/sites/rnao-ca/files/bpg/FALL_PREVENTION_WEB_1207-17.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Preventing falls and reducing injury from falls, fourth edition.</i> Toronto (ON): RNAO; 2017.
<i>Promoting Safety: Alternative Approaches to the Use of Restraints, 2012</i>	RNAO.ca/sites/rnao-ca/files/Promoting_Safety_-_Alternative_Approaches_to_the_Use_of_Restraints_0.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Promoting safety: Alternative approaches to the use of restraints.</i> Toronto (ON): RNAO; 2012.
<i>Reducing Foot Complications for People with Diabetes, Revised 2007</i>	RNAO.ca/sites/rnao-ca/files/Foot_Complications_Diabetes_Updated.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Reducing foot complications for people with diabetes, revised.</i> Toronto (ON): RNAO; 2007.
<i>Risk Assessment and Prevention of Pressure Ulcers, Revised, 2011</i>	RNAO.ca/sites/rnao-ca/files/Risk_Assessment_and_Prevention_of_Pressure_Ulcers.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Risk assessment and prevention of pressure ulcers, revised.</i> Toronto (ON): RNAO; 2011.
<i>Supporting Adults Who Anticipate or Live with an Ostomy, Second Edition, 2019</i> replaced <i>Ostomy Care and Management, 2009</i>	RNAO.ca/sites/rnao-ca/files/bpg/OSTOMY_FINAL_WEB_Updated_July_5.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Supporting adults who anticipate or live with an ostomy, second edition.</i> Toronto (ON): RNAO; 2019.
<i>Ontario's Long-Term Care Homes IPAC Human Resources Survey Report (Dec. 4, 2020)</i>	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477635	
<i>Nursing Home Basic Care Guarantee: RNAO Submission to the Long-Term Care</i>	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=47	

RNAO resources	Links	References
<i>Staffing Study Advisory Group</i> (June 9, 2020)	7632	
<i>Long-Term Care Systemic Failings: Two Decades of Staffing and Funding Recommendations</i> (June 5, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477637	
<i>Palliative Care Delivery in Long-Term Care during the COVID-19 Pandemic</i> (April 16, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?path=%2FDocuments	
<i>RNAO Long-Term Care commission Submission – Part 1</i> (Oct. 1, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?path=%2FDocuments	
<i>Transforming long-term care to keep residents healthy and safe</i> (2019)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477634	
<i>Public Inquiry into the safety and security of residents in long-term care homes system: Closing submission of the Registered Nurses’ Association of Ontario</i> (Sept. 20, 2018)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477633	
<i>Mind the safety gap in health system transformation: Reclaiming the Role of the RN</i> (2016)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477639	

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.

RNAO resources	Links	References
<i>Person- and Family-Centred Care</i> , 2015 replaced <i>Client Centred Care, Revised 2006</i>	RNAO.ca/sites/rnao-ca/files/FINAL_Web_Version_0.pdf	Registered Nurses’ Association of Ontario (RNAO). <i>Person- and family-centred care</i> . Toronto (ON): RNAO; 2015.
<i>Preventing and Addressing Abuse and Neglect of Older Adults: Person-Centred,</i>	RNAO.ca/sites/rnao-ca/files/Preventing_Abuse_and_Neglect_of_Older_A	Registered Nurses’ Association of Ontario (RNAO). <i>Preventing and addressing abuse</i>

RNAO resources	Links	References
<i>Collaborative, System-Wide Approaches</i> , 2014	dults_English_WEB.pdf	<i>and neglect of older adults: Person-centred, collaborative, system-wide approaches</i> . Toronto (ON): RNAO; 2014.
<i>Promoting 2SLGBTQI+ Health Equity</i> , 2021	RNAO.ca/sites/rnao-ca/files/bpg/2SLGBTQI_BPG_June_2021.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Promoting 2SLGBTQI+ health equity</i> . Toronto (ON): RNAO; 2021.
<i>Supporting and Strengthening Families Through Expected and Unexpected Life Events</i> , 2002	RNAO.ca/sites/rnao-ca/files/Supporting_and_Strengthening_Families_Through_Expected_and_Unexpected_Life_Events.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Supporting and strengthening families through expected and unexpected life events</i> . Toronto (ON): RNAO; 2002.
<i>Care Transitions</i> , 2014	RNAO.ca/sites/rnao-ca/files/Care_Transitions_BPG.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Care transitions</i> . Toronto (ON): RNAO; 2014.
<i>Reuniting family with their loved ones in long-term care homes during COVID-19: Essential family care partners: A safe, humane and step-by-step approach</i> , July 15, 2020	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477636	
<i>Suggestions and Strategies for Isolating Residents in Long-Term Care</i> (April 2, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477628	

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

RNAO resources	Links	References
<i>Adopting eHealth Solutions: Implementation Strategies</i> , 2017	RNAO.ca/sites/rnao-ca/files/bpg/Adopting_eHealth_Solutions_WEB_FINAL.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Adopting ehealth solutions: Implementation strategies</i> . Toronto (ON): RNAO; 2017.
<i>Developing and Sustaining Interprofessional Health Care: Optimizing patients/clients, organizational, and system outcomes</i> , 2013	RNAO.ca/sites/rnao-ca/files/DevelopingAndSustainingBPG.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Developing and sustaining interprofessional health care: Optimizing patients/clients, organizational, and</i>

RNAO resources	Links	References
		<i>system outcomes</i> . Toronto (ON): RNAO; 2013.
<i>Developing and Sustaining Nursing Leadership, Second Edition, 2013</i>	RNAO.ca/sites/rnao-ca/files/LeadershipBPG_Booklet_Web_1.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Developing and sustaining nursing leadership, second edition</i> . Toronto (ON): RNAO; 2013.
<i>Developing and Sustaining Safe, Effective Staffing and Workload Practices, Second Edition, 2017</i> replaced <i>Workplace health, safety and Well-being of the Nurse</i>	RNAO.ca/sites/rnao-ca/files/bpg/Staffing and Workload Practices 2017.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Developing and sustaining safe, effective staffing and workload practices, second edition</i> . Toronto (ON): RNAO; 2017.
<i>Intra-professional Collaborative Practice among Nurses, Second Edition, 2016</i>	RNAO.ca/sites/rnao-ca/files/bpg/Intra-professional Collaborative Practice 042017.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Intra-professional collaborative practice among nurses, second edition</i> . Toronto (ON): RNAO; 2016.
<i>Managing and Mitigating Conflict in Health-care Teams, 2012</i>	RNAO.ca/sites/rnao-ca/files/Managing-conflict-healthcare-teams_hwe_bpg.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Managing and mitigating conflict in health-care teams</i> . Toronto (ON): RNAO; 2012.
<i>Preventing and Mitigating Nurse Fatigue in Health Care, 2011</i>	RNAO.ca/sites/rnao-ca/files/Preventing and Mitigating Nurse Fatigue in Health Care.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Preventing and mitigating nurse fatigue in health care</i> . Toronto (ON): RNAO; 2011.
<i>Preventing Violence, Harassment and Bullying Against Healthcare Workers, Second Edition, 2019</i> replaced <i>Workplace Health, Safety and Well-Being of the Nurse, 2008</i> and <i>Preventing and Managing Violence in the Workplace, 2009</i>	RNAO.ca/sites/rnao-ca/files/bpg/Preventing violence harrassment and bullying against health workers final.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Preventing violence, harassment and bullying against health workers, second edition</i> . Toronto (ON): RNAO; 2019.
<i>Professionalism in Nursing, 2007</i>	RNAO.ca/sites/rnao-ca/files/Professionalism in Nursing.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Professionalism in nursing</i> . Toronto (ON): RNAO; 2007.

RNAO resources	Links	References
<i>Ontario's Long-Term Care Homes IPAC Human Resources Survey Report</i> (Dec. 4, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477635	
<i>Nursing Home Basic Care Guarantee: RNAO Submission to the Long-Term Care Staffing Study Advisory Group</i> (June 9, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477632	
<i>Long-Term Care Systemic Failings: Two Decades of Staffing and Funding Recommendations</i> (June 5, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477637	
<i>Palliative Care Delivery in Long-Term Care during the COVID-19 Pandemic</i> (April 16, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?path=%2FDocuments	
<i>RNAO Long-Term Care commission Submission – Part 1</i> (Oct. 1, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?path=%2FDocuments	
<i>Transforming long-term care to keep residents healthy and safe</i> (2019)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477634	
<i>Public Inquiry into the safety and security of residents in long-term care homes system: Closing submission of the Registered Nurses' Association of Ontario</i> (Sept. 20, 2018)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477633	
<i>Mind the safety gap in health system transformation: Reclaiming the Role of the RN</i> (2016)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&openfile=477639	

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

RNAO resources	Links	References
<i>Adopting eHealth Solutions: Implementation Strategies</i> , 2017	RNAO.ca/sites/rnao-ca/files/bpg/Adopting_eHealth_Solutions_WEB_FINAL.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Adopting ehealth solutions: Implementation strategies</i> . Toronto (ON):

RNAO resources	Links	References
<i>Developing and Sustaining Interprofessional Health Care: Optimizing patients/clients, organizational, and system outcomes</i> , 2013	RNAO.ca/sites/rnao-ca/files/DevelopingAndSustainingBPG.pdf	RNAO; 2017. Registered Nurses' Association of Ontario (RNAO). <i>Developing and sustaining interprofessional health care: Optimizing patients/clients, organizational, and system outcomes</i> . Toronto (ON): RNAO; 2013.
<i>Developing and Sustaining Nursing Leadership, Second Edition</i> , 2013	RNAO.ca/sites/rnao-ca/files/LeadershipBPG_Booklet_Web_1.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Developing and sustaining nursing leadership, second edition</i> . Toronto (ON): RNAO; 2013.
<i>Developing and Sustaining Safe, Effective Staffing and Workload Practices, Second Edition</i> , 2017 replaced <i>Workplace health, safety and Well-being of the Nurse</i>	RNAO.ca/sites/rnao-ca/files/bpg/Staffing_and_Workload_Practices_2017.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Developing and sustaining safe, effective staffing and workload practices, second edition</i> . Toronto (ON): RNAO; 2017.
<i>Intra-professional Collaborative Practice among Nurses, Second Edition</i> , 2016	RNAO.ca/sites/rnao-ca/files/bpg/Intra-professional_Collaborative_Practice_042017.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Intra-professional collaborative practice among nurses, second edition</i> . Toronto (ON): RNAO; 2016.
<i>Managing and Mitigating Conflict in Health-care Teams</i> , 2012	RNAO.ca/sites/rnao-ca/files/Managing-conflict-healthcare-teams_hwe_bpg.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Managing and mitigating conflict in health-care teams</i> . Toronto (ON): RNAO; 2012.
<i>Preventing and Mitigating Nurse Fatigue in Health Care</i> , 2011	RNAO.ca/sites/rnao-ca/files/Preventing_and_Mitigating_Nurse_Fatigue_in_Health_Care.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Preventing and mitigating nurse fatigue in health care</i> . Toronto (ON): RNAO; 2011.
<i>Preventing Violence, Harassment and Bullying Against Healthcare Workers, Second Edition</i> , 2019 replaced <i>Workplace Health, Safety and Well-Being of the Nurse</i> , 2008 and <i>Preventing and Managing Violence in the</i>	RNAO.ca/sites/rnao-ca/files/bpg/Preventing_violence_harrassment_and_bullying_against_health_workers_final.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Preventing violence, harassment and bullying against health workers, second edition</i> . Toronto (ON): RNAO; 2019.

RNAO resources	Links	References
<i>Workplace</i> , 2009		
<i>Professionalism in Nursing</i> , 2007	RNAO.ca/sites/rnao-ca/files/Professionalism_in_Nursing.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Professionalism in nursing</i> . Toronto (ON): RNAO; 2007.
<i>Long-Term Care Systemic Failings: Two Decades of Staffing and Funding Recommendations</i> (June 5, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&opensearchfile=477637	
<i>Nursing Home Basic Care Guarantee: RNAO Submission to the Long-Term Care Staffing Study Advisory Group</i> (June 9, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&opensearchfile=477632	
<i>Mental Health and Well Being: Resources for Psychosocial Support during the COVID-19 Pandemic</i> (April 8, 2020)	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&opensearchfile=477629	

5. What specifically would make a LTC 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?

RNAO resources	Links	References
<i>Person- and Family-Centred Care</i> , 2015 replaced <i>Client Centred Care</i> , Revised 2006	RNAO.ca/sites/rnao-ca/files/FINAL_Web_Version_0.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Person- and family-centred care</i> . Toronto (ON): RNAO; 2015.
<i>Supporting and Strengthening Families Through Expected and Unexpected Life Events</i> , 2002	RNAO.ca/sites/rnao-ca/files/Supporting_and_Strengthening_Families_Through_Expected_and_Unexpected_Life_Events.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Supporting and strengthening families through expected and unexpected life events</i> . Toronto (ON): RNAO; 2002.
<i>Reuniting family with their loved ones in long-term care homes during COVID-19: Essential family care partners: A safe, humane and step-by-step approach</i> , July 15, 2020	RNAOBOX.RNAO.ca/index.php/s/RMkxKDFi6Rq393R?dir=undefined&path=%2FDocuments&opensearchfile=477636	

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

RNAO resources	Links	References
<i>Care Transitions</i> , 2014	RNAO.ca/sites/rnao-ca/files/Care_Transitions_BPG.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Care transitions</i> . Toronto (ON): RNAO; 2014.
<i>Person- and Family-Centred Care</i> , 2015 replaced <i>Client Centred Care</i> , Revised 2006	RNAO.ca/sites/rnao-ca/files/FINAL_Web_Version_0.pdf	Registered Nurses' Association of Ontario (RNAO). <i>Person- and family-centred care</i> . Toronto (ON): RNAO; 2015.