

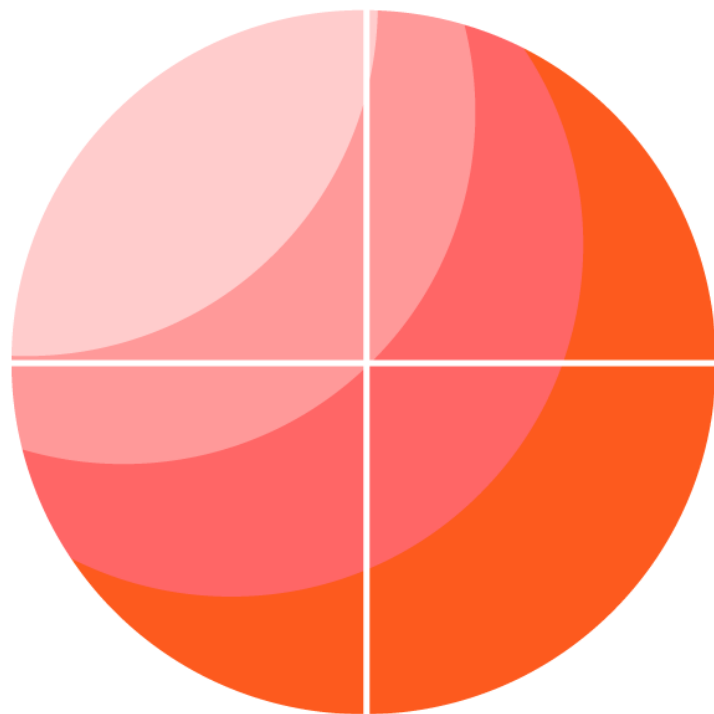
**R**  
**N** the VOICE for  
registered nurses,  
nurse practitioners  
and nursing students  
**A**  
in Ontario  
**O**

# BPSO OHTs Shine During COVID-19

## ***Together We Can Do It!***

A Special Nursing Week Webinar

May 11, 2020  
6:45pm-8:00pm



**COVID-19**

# THE YEAR OF THE NURSE

**2 0 2 0**

**KNOWLEDGE**

**COMPASSION**

**COURAGE**

# Welcome Colleagues!



Doris Grinspun,  
RNAO CEO



Angela Cooper Brathwaite,  
RNAO President

TIME	TOPIC	SPEAKER
6:45-6:50 pm	Welcome & Opening Remarks <ul style="list-style-type: none"> <li>•RNAO Nursing Week Activities</li> <li>•Introduction to the Panel</li> </ul>	Doris Grinspun, RNAO CEO Angela Cooper Brathwaite, RNAO President
6:50-7:50 pm	BPSO OHTs Shining During COVID-19 <ul style="list-style-type: none"> <li>•Panel discussion question: How has your team demonstrated knowledge, compassion or courage during COVID-19?</li> <li>•Q &amp; A</li> </ul>	<b>Esther Moghadam</b> , Ottawa Public Health <b>Kathleen Foley</b> , South Riverdale Community Health Centre <b>Shirlee Sharkey</b> , SE Health <b>Tracey Comeau</b> , Villa Colombo Homes for the Aged <b>Irene Andress</b> , Michael Garron Hospital
7:50-7:55 pm	#Cheer4HealthWorkers #TogetherWeCanDolt	All
7:55-8:00 pm	Closure	Doris Grinspun

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# **RNAO NURSING WEEK EVENTS**



**#TogetherWeCanDolt**  
**#ThankYouNurses**  
**#NursingWeek2020**

**NURSING**  
week

May 11 - 17  
2020



COVID-19

THE YEAR OF  
THE NURSE  
2 0 2 0

KNOWLEDGE  
COMPASSION  
COURAGE

## Nursing Week 2020 Calendar of Events

**Monday, May 11**

6:45 - 8 p.m. (ET)

**COVID-19 Webinar:  
Together We Can Do It**

**May 11 - ongoing**

Scheduled meeting  
throughout the week

**Launch of RNAO's annual  
Take Your MPP to Work Live**

**Tuesday, May 12**

10 - 11 a.m. (ET)

**RNAO's ECCO 3.0 Release event**

**Tuesday, May 12**

2 - 3 p.m. (ET)

**Presentation of Nursing Now  
Ontario Awards**

**Thursday, May 14**

10 - 11 a.m. (ET)

**Re-introduction to RNCareers.ca  
& tips on Cover Letters & Resumes**

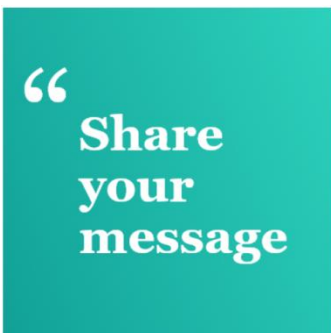
**Friday, May 15**

1:15 - 2 p.m. (ET)

**Release of the BPG  
Oral health: Supporting adults who  
require assistance, Second Edition**

**RNAO Nursing  
Week Portal:  
[RNAO.ca/nursing-  
week-2020](https://RNAO.ca/nursing-week-2020)**

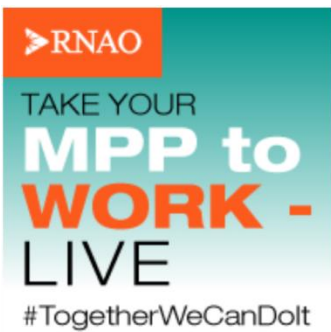
# Nursing Week Portal



Nursing Week Thank You Message & Campaign  
May 11 – 17, 2020



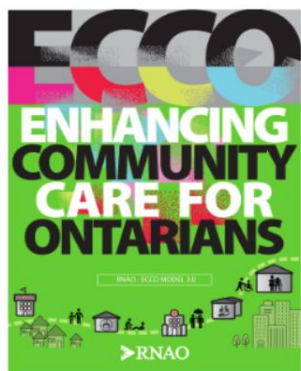
Nursing Now Ontario Awards  
May 12  
2:00- 3:00 p.m



Take Your MPP To Work - LIVE  
#TogetherWeCanDolt  
May 11 – 17



Re-introduction to RNCareers.ca  
Tips on Cover Letters and Resumes  
May 14  
10:00 - 11:00 a.m.



Enhancing Community Care for Ontarians (ECCO) 3.0  
May 12  
10:00 - 11:00 a.m



BPG Revision - Oral Health: Nursing Assessment and Intervention  
May 15  
1:15. - 2:00 p.m.



# Best Practice Spotlight Organization Ontario Health Team



R N A O  
BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION  
O H T

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*For integrated systems of care*

**GOAL:** To optimize people's outcomes through evidence-based practice and robust staff engagement within organizations and across health sectors

# Four teams presenting today

R  
N  
A  
O

## Ottawa East Health Team/ Équipe Santé Ottawa Est



## East Toronto Health Partners



## Southlake Community



## North Western Toronto



# Today's Panel



**Esther Moghadam**  
 Director, Health Promotion & Chief Nursing Officer  
 Ottawa Public Health –  
 Santé publique Ottawa



**Kathleen Foley**  
 Director of Quality Improvement and Evaluation  
 South Riverdale Community Health Centre



**Shirlee Sharkey**  
 President & CEO  
 SE Health



**Tracey Comeau**  
 Executive Director,  
 Villa Colombo Homes for the Aged



**Irene Andress**  
 VP, Patient Experience, Health Professions & Chief Nursing Executive  
 Michael Garron Hospital




## Esther Moghadam

Director, Health Promotion & Chief  
Nursing Officer

Ottawa Public Health –  
Santé publique Ottawa

Ottawa East Health Team/ Équipe  
Santé Ottawa Est BPSO OHT



# VIANurse Covid 19 Pandemic Ottawa Public Health Preliminary Findings

ESTHER MOGHADAM

DIRECTOR, HEALTH PROMOTION & CHIEF NURSING OFFICER

DIRECTRICE DE LA DIRECTION DE LA PROMOTION DE LA SANTÉ ET INFIRMIÈRE EN  
CHEF

MAY 11, 2020

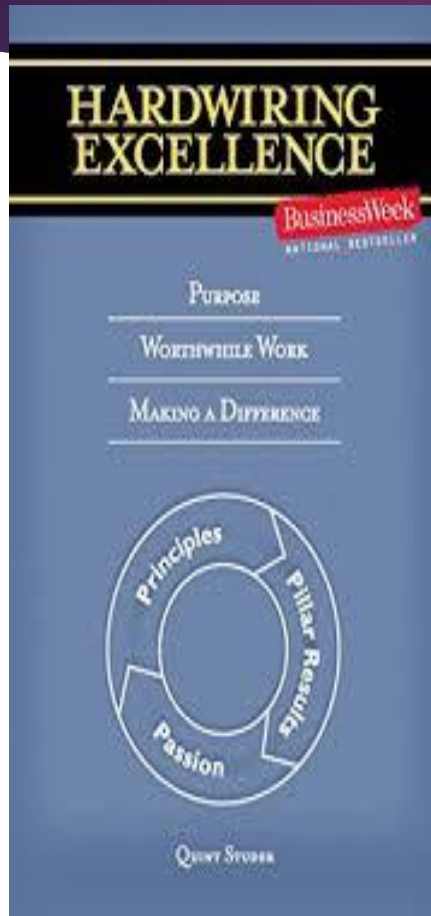
# Introduction

- ▶ Thank you to the RNAO
- ▶ The Perfect Storm
  - ▶ OPH IMS response instituted in late January 2020
  - ▶ First Covid 19 case in Ottawa on March 11<sup>th</sup>
  - ▶ Assumed the Planning Chief role in OPH-IMS on March 13<sup>th</sup>

# VIANurse @ OPH

- ▶ Recruitment Dates and Process
  - ▶ Within 3 days
    - ▶ 85 responded to the RNAO email
    - ▶ 62 followed up with resumes
    - ▶ 40 were hired
  - ▶ Hired approximately 100 nurses in two weeks
  - ▶ Currently 63 on our roster
- ▶ Evaluation Survey
  - ▶ Sent to 63 staff recruited through VIANurse on May 7<sup>th</sup>
  - ▶ 5 questions based on “Hardwiring Excellence”
  - ▶ 16 responses received (Response Rate=25%)

# Hardwiring Excellence



Hardwiring Health by entrepreneur and management consultant Quint Studer (The Studor Group):

“Partnering with healthcare organizations to develop the strategies and solutions they need to own their future. We work closely with partners to implement effective strategies and practical solutions to align leadership teams, attract, retain and promote talent and improve organizational culture.”

Adapted for use by The Ottawa Hospital and the Mayo Clinic (among others).



a) Now that you have been here for two months, how do we compare to what we said?

No clear answer.

- A Positive experience for majority of respondents
- Respondents gained confidence over time, but initial training and orientation were stressful “like being thrown into the lions den”



## b) What are we doing well?

Providing tools to support work  
(wiki, electronic record).

Clean, safe environment

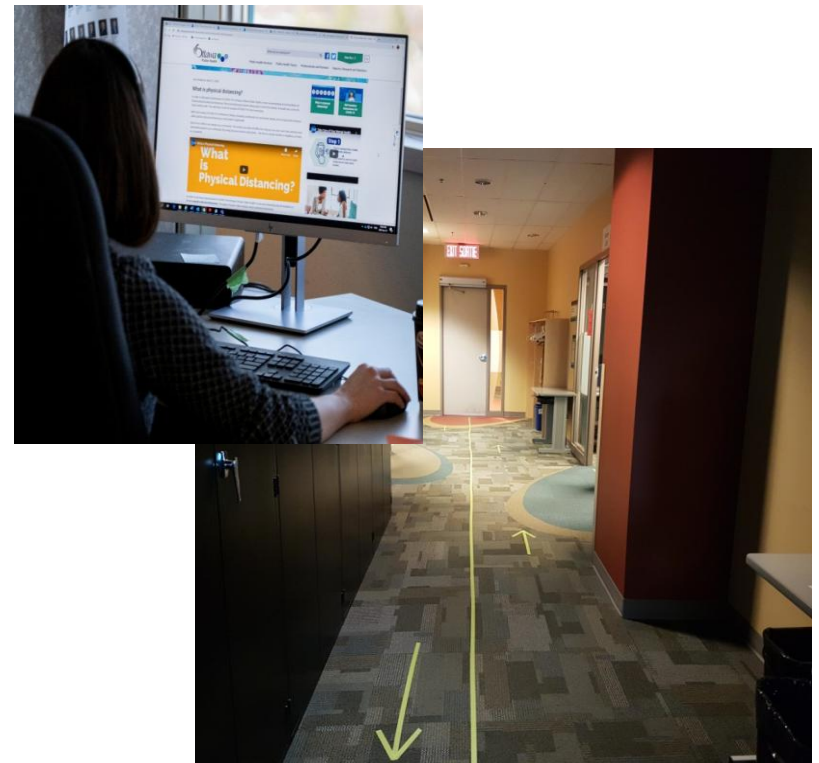
Responsive staff

Supervisors

Communication (and processes  
like morning huddles)

Supportive environment

Made joining OPH easy











# Lessons Learned

1. VIANurse is an extraordinary recruitment tool
2. VIANurse RNs talented skill mix – knowledgeable, committed, adaptable and motivated
3. Managers receiving VIANurses must practice humility – your organization can learn from VIANurses
4. Organizations need to consider providing a professional support network (e.g. role of a buddy)
5. Organizations must understand that rapid organizational growth is dynamic and complex
  - ▶ Rapidly changing environment challenging to communicate
  - ▶ Staff and management learning as a team – challenges for organization, but important to “master”
  - ▶ Important to ensure quality checks are in place in recruitment process, training, orientation and operations.



## **Kathleen Foley**

Director of Quality Improvement  
and Evaluation

South Riverdale Community  
Health Centre

East Toronto Health Partners  
BPSO OHT



## South Riverdale COMMUNITY HEALTH CENTRE

6  
sites



- 1 head office at 955 Queen Street East
- 2 Gower Street
- 2A The Marketplace
- 1245 Danforth
- 134 Sherbourne
- 720 Bathurst

99  
access  
points



### Addressing Stigma

*"They have a welcoming and destigmatized attitude when providing care. This is a place where I can address my personal and health issues without feeling judged."*



srchc.ca

@SRiverdaleCHC

South Riverdale Community  
Health Centre - SRCHC

Results from our 2019  
Client Engagement Survey

### ACCESS



87%  
of clients are able to access  
services in a language of  
their choice



84%  
of clients can get  
an appointment  
when they need one



85%  
of clients say that the  
programs and services  
offered by SRCHC meet  
their needs



# Reflections

- Worked tirelessly and collaboratively to deliver essential services through a global pandemic
- Formed a number of strategic partnerships to maximize impact to address needs of priority populations in crisis
- Continued to advocate for inclusion, health equity and social justice





# Working with East Toronto Partners: Outreach to Shelters , Respite & Group Homes

- Needs assessment re COVID-19
- Support to procure Personal Protective Equipment (PPE)
- Increase staff capacity around PPE and infection control via education and question/answer sessions
- Assessment and screening for COVID-19 and support people in isolation
- Transfer clients to an isolation hotels







Community  
Engagement &  
Wellness

# Next Steps: Redesigning Systems and Programs

How do we...

- Increasing in-person client visits, maintaining safety and access to preventative care?
- Virtual Services, how do we support clients?
- Virtual group programming what is the need and how do we deliver?





# Device Drive



Accepting drop-offs in the blue bins at 2 Gower St. and 955 Queen St. E.



Donate your old devices, mobile phones and chargers

and help us connect to those in need in your neighborhood



#devicedrive  
srchc.ca/devicedrive



**INCREASE LOCAL CONNECTIVITY**

Please consider making a monetary donation to activate used phones.

**DONATE TODAY!**

South Riverdale COMMUNITY HEALTH CENTRE #devicedrive srchc.ca/devicedrive

Accepting donations to SRCHC Canada Helps



South Riverdale COMMUNITY HEALTH CENTRE

# Media

**“Since Covid began, we’ve seen the highest number of overdoses since 2017”: What happens when the opioid epidemic meets a global pandemic?” By Jason Altenberg, Toronto Life (April 14, 2020)**

<https://torontolife.com/city/since-covid-began-weve-seen-the-highest-number-of-overdoses-since-2017-what-happens-when-the-opioid-epidemic-meets-a-global-pandemic/>

**“People needing addiction services feeling 'abandoned' during pandemic”, National Post (April 9, 2020)**

<https://nationalpost.com/pmnl/news-pmnl/canada-news-pmnl/people-needing-addiction-services-feeling-abandoned-during-pandemic>



# Media

**“Toronto's unregulated opioid supply more contaminated than any other unregulated drug, report finds”, by Jennifer Stranges at St Michael’s Hospital, Medical Xpress (April 29, 2020)**

<https://medicalxpress.com/news/2020-04-toronto-unregulated-opioid-contaminated-drug.html>

**“Coronavirus: Ontario Opioid Crisis Worsens during Pandemic as services for drug users are scaled back”, Global News, (April 30, 2020)**

<https://globalnews.ca/news/6890040/coronavirus-opioid-crisis-worsens-ontario/>





# Research

## Report

“What’s in Toronto’s Drug Supply? Results from Samples Checked by Toronto’s Drug Checking Service October 10, 2019 - March 31, 2020”. Centre on Drug Policy Evaluation (April 14, 2020) More information and report:

<https://cdpe.org/project/drug-checking-services/>

## Funding Received

In collaboration with Ryerson University, Professor Sepali Guruge, Faculty of Community Services – examining social isolation during COVID-19 with immigrants families living in high density, high rise communities. More Information:

<https://www.ryerson.ca/fcs-news-events/news/2020/05/ryerson-funding-covid19-rapid-response-round1/>



South Riverdale  
COMMUNITY  
HEALTH CENTRE

# Research

## Funding Application

In collaboration with University of Toronto's Dalla Lana School of Public Health, the Faculty of Medicine and University Health Network, "Phones for Healthier Ontarians in EDs and CHC's: Community Needs Met by Cellular Telephone (PHONE-CONNECT) " a mixed method study to assess the role of provider's role in facilitating phone access and if it leads to better health care for marginalized people.





## **Shirlee Sharkey**

President & CEO

SE Health

Southlake Community and North  
Western Toronto BPSO OHT



## Tracey Comeau

Executive Director

Villa Colombo Homes for the Aged

North Western Toronto BPSO OHT





# Villa Colombo Toronto









## **Irene Andress**

VP, Patient Experience, Health Professions & Chief Nursing Executive

Toronto East Health Network, Michael Garron Hospital

East Toronto Health Partners BPSO OHT





# Please Call Me \_\_\_\_\_

# This is MY STORY

Things I'd like you to know about me:

Loved ones, Pets, Interests, Places, Favorite things, Job / Career, Volunteer Work, Awards, Artwork, Photographs etc.

Used with permission and gratefully acknowledging St. Joseph's Health Centre





# Please Call Me

# This is MY STORY

Things I'd like you to know about me:

Lined writing area for patient information.

*Pets*  
*Loved ones*  
**Places**  
*Interests*

*Volunteer Work*  
**Job / Career**  
*Favorite things*

*Photographs*  
*Artwork*  
**Awards**





Things I'd like you to know about me:

I LOVE to sing. I have sung my whole life and I can still do! I have a gorgeous voice. I had my own pianist - Lilian Hess, around 60 years back and I still remember her. I was also a hair dresser and I owned my own hair dressing shop on Queen's St. I am from the beaches and I loved to walk on the boardwalk. I loved gallivanting down to the lake and chit chatting with my daughter. I also enjoy sitting at Tim Hortons opposite to the beach and get some coffee. Flowers at Kew gardens are my most favorite!

P.S.:- I like to call medicines as "Vitamins"

Pets  
Loved ones  
Places  
Interests



Bill Beith & Keith Turvey in 1980



Roy Jr, Roy Sr, Helen & Bill Beith



Helen Beith, Monica, Lorraine & Isobel - 1969



Isobel & Helen - 1960



Isobel, Bill, Jim & Allison - 1991

Volunteer Work  
Job / Career  
Favorite things

<https://www.youtube.com/watch?v=10GpfJAw9IU>



# **QUESTIONS & RESOURCES FROM LAST WEEK**



QUESTION FROM LAST WEEK	ANSWER/RESOURCE
When will elective surgeries take place?	See Ontario Government plan, announced May 7 <a href="#">here</a>
Shouldn't hospitals be encouraging all staff who see patients virtually to work from home?	See Canadian Government <a href="#">here</a> Monitor Ontario government guidelines <a href="#">here</a>
Is there discussion about having universal cloth mask wearing for all in public?	See Public Health Ontario document <a href="#">here</a>
What is the status of telehealth (people are not able to reach the nurses)?	See response in media <a href="#">here</a> and <a href="#">here</a> See Doris' blog, April 6, <a href="#">here</a>
How can we get involved in volunteering ?	VIANurse program involves paid positions Consider your local community organizations or MPP
Are there more research opportunities available to get involved in regards to COVID?	See Doris' blog, April 20, <a href="#">here</a>
Can you explain what the 2 family visitation protocol will look like when allowed?	Watch for Ontario government announcements and see framework <a href="#">here</a>
What is the likelihood to get COVID again after being recovered?	Knowledge about COVID-19 is still evolving. Get updates on research <a href="#">here</a>
What do we know about false negatives/positives	Evidence is emerging. See PHO document <a href="#">here</a> ; John's Hopkins information <a href="#">here</a>

# PROTOCOLS AND RESOURCES SHARED BY PARTICIPANTS LAST WEEK

## **CPR Guidance during the COVID-19 Pandemic**

<https://www.heartandstroke.ca/articles/modification-to-hands-only-cpr-during-the-covid-19-pandemic>

<https://www.redcross.ca/training-and-certification/first-aid-tips-and-resources/first-aid-tips/first-aid-protocols-for-an-unresponsive-person-during-covid-19>

USA resource:

<https://advantageontario.informz.ca/advantageontario/data/images/CPR%20Guidance%20During%20the%20COVID-19%20Pandemic.pdf>

## **CNO resources**

Standards and decision making <https://www.cno.org/en/trending-topics/novel-coronavirus/>

Nurse and NP related resources: <https://www.cno.org/en/trending-topics/covid-19-practice-resources/>

Decisions About procedures and Authority to help with decision making in these areas [https://www.cno.org/globalassets/docs/prac/41071\\_decisions.pdf](https://www.cno.org/globalassets/docs/prac/41071_decisions.pdf)

# #TogetherWeCanDolt

▶ RNAO

## Let's cheer for health workers

Every night  
@ 7:30 local time



#TogetherWeCanDolt  
#Cheer4HealthWorkers

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# Why are you thankful for nurses?

Share your message now to celebrate Nursing Week (May 11 - 17)



#NursingWeek2020 #YearOfTheNurse #TogetherWeCanDolt

“

Shoutout to all the NICU nurses at Sunnybrook Health Sciences Centre! You continue to inspire me with your hard work and dedication to the babies and their families during these difficult times.”

- Christine Buchanan, RN, BNSc, MN

Nursing Week May 11 - 17



#NursingWeek2020 #YearOfTheNurse #TogetherWeCanDolt

“

Thank you to all of the nurses who take the time to hold their patients' hands, who take the time to listen, who pull out their phones to video call their patients' loved ones, that forgo their breaks and lunches, that stay overtime, that pick up extra shifts, and that move away from their home to protect their loved ones. We appreciate you!”

- Christina Medeiros, RN, BScN, BPHE, BEd, MN, PhD Student

Nursing Week May 11 - 17



#NursingWeek2020 #YearOfTheNurse #TogetherWeCanDolt

“

Thank you Doris Grinspun for your steadfast leadership during COVID-19. No doubt your advocacy has saved lives.”

- Susan McNeil, RN, MPH

Nursing Week May 11 - 17



#NursingWeek2020 #YearOfTheNurse #TogetherWeCanDolt

“

I'm grateful to all the RNs, NPs and nursing students I've met through my role at RNAO. I'm also proud to be the daughter of an RN. To all nurses this Nursing Week, thank you for everything you do! Your dedication, compassion and empathy is appreciated during this difficult time.”

- Alicia Saunders

Nursing Week May 11 - 17



#NursingWeek2020 #YearOfTheNurse #TogetherWeCanDolt

“

A special thank you to all of the NPs, RNs, RPNs, and nursing students in the Algoma District for keeping our communities safe and healthy! You are all remarkable and a true example of the power of nursing in Northern Ontario. Cheers to you today and always! Happy Nursing Week!”

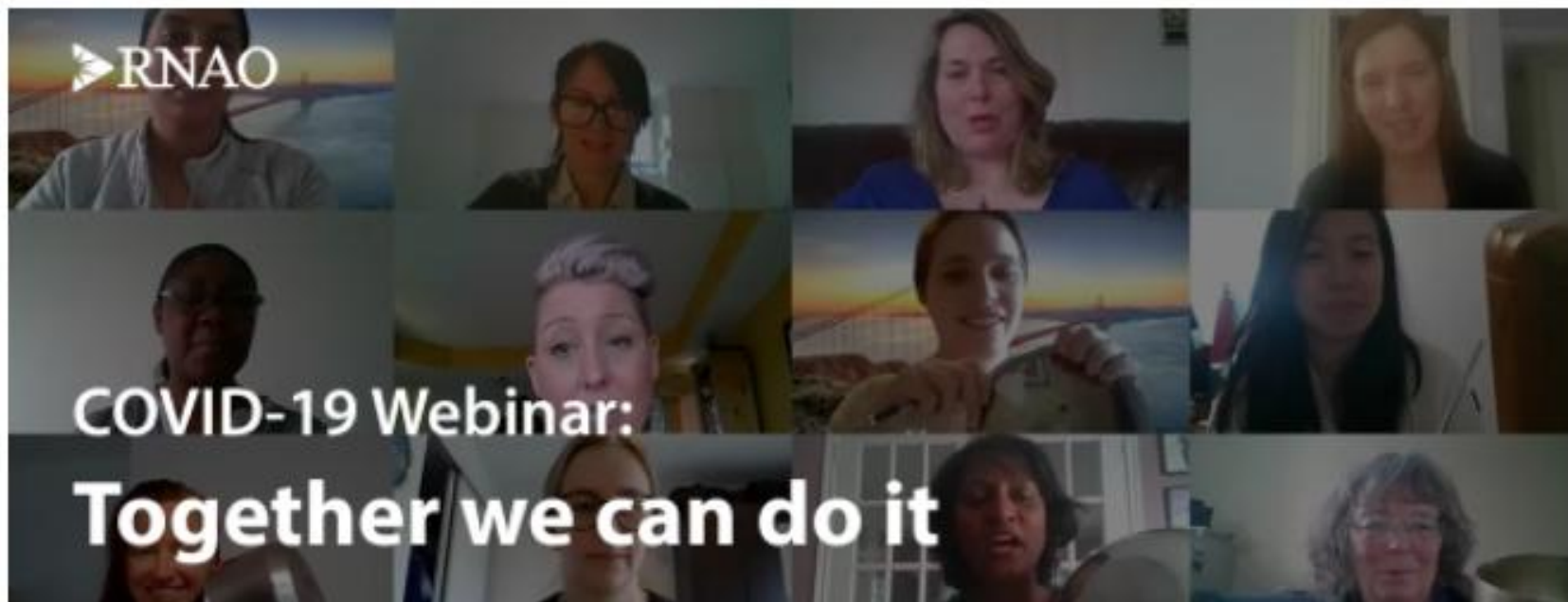
- Lillian Bressan, RN, BScN

Nursing Week May 11 - 17



#NursingWeek2020 #YearOfTheNurse #TogetherWeCanDolt

# Next Zoominar: Monday, May 25 6:45pm (Toronto time)



Hosted by RNAO CEO Doris Grinspun  
Monday evenings, from 6:45 - 8:00 p.m. (ET)

