



## HOMES AND SENIORS SERVICES

**POLICY & PROCEDURE NUMBER: 1.33**

**DEPARTMENT:** Administration

**SUBJECT:** *Staffing Plan – Nursing and Personal Support Services*

**APPROVAL DATE:** October 2019

**REVIEW DATE:** December 2020; March 2022

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### **POLICY**

The Administrator and Manager of Resident Care (MRC) will maintain a written staffing plan for the nursing and personal support services of the Home.

### **PROCEDURE**

1. The staffing plan will:

- Provide for a staffing mix that is consistent with residents' assessed care and safety needs and that meets the requirements as specified by the Long-Term Care Homes (LTCH) Act, 2007
- Set out the organization and scheduling of staff shifts
- Promote continuity of care by minimizing the number of different staff members who provide nursing and personal support services to each resident
- Include a back-up plan for nursing and personal care staffing that addresses situations when staff, including the staff who must provide the nursing coverage required cannot come to work
- A Staffing Contingency plan during an outbreak must be in place and include the following (also see Administration Policy 1.36 Operational Scheduling Cohorting Plan):
  - In order to meet staffing requirements of a Home during an outbreak/pandemic, staffing needs may not be met with internal County of Elgin employees alone, and additional resources may be required. The following strategies may be considered/undertaken to ensure adequate staffing levels as defined by the Home Operations Management team are achieved:
    1. Recruitment campaigns facilitated by Human Resources
    2. Utilization of redeployed County of Elgin staff as available/appropriate
    3. Engagement of contracted agency staff with signed contracts and all necessary documentation
    4. Increase agency contracts as applicable
    5. Reach out to local Hospitals (i.e. MEST – Mobile Enhancement Support Teams) & community agencies (i.e. LHIN, Ontario Health, Family Health Teams, Red Cross, etc.)



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2. The Administrator/Manager of Resident Care will evaluate and update the staffing plan for the nursing and personal support services annually.
3. A written record of the annual evaluation will be retained by the Administrator/MRC that includes the date of the evaluation, the names of the persons participating in the evaluation, a summary of the changes made, and the date those changes were implemented.

### References:

1. LTCH Act, 2007 and Ontario Regulation 79/10
2. Administration policy – CQI – 4.8 Annual Program Evaluation
3. Administration policy 1.36 Operational Scheduling Cohorting Plan