

# **2020 Virtual Provincial Conference** **Seeing Dementia through the Lens** **of COVID-19: Lessons Learned**



*Soci  t   Alzheimer Society*

NOVA SCOTIA

[alzheimer.ca/ns](https://alzheimer.ca/ns)

**OCT. 20, 2020**

**WHEREVER YOU ARE!**

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# WELCOME

## 2020 VIRTUAL PROVINCIAL CONFERENCE

### Seeing Dementia through the Lens of COVID-19: Lessons Learned

Welcome to the Alzheimer Society of Nova Scotia's first virtual conference. When the COVID-19 pandemic was announced on March 13 in Nova Scotia, we packed up laptops and cell phones and headed home continuing to connect to our clientele through telephones and emails. For all of you on the front lines, we know you did not have this option and we want to truly thank you for your commitment and service to provide continuing care throughout this pandemic.

Early summer, we, along with the rest of the world, came to the realization that this was going to last longer than we had anticipated. We shifted our focus to provide a safer alternative to in person programming, through Zoom. We also started to think about the possibilities of hosting a conference virtually. Would people want it? Would they be able to attend given the staff shortages? What would be relevant? We reached out to you through a survey, and we heard loud and clear, that you wanted it, would attend and a COVID-19 focus is what is needed.

We assembled a conference planning committee and started to brainstorm. From the very first meeting, our vision was to acknowledge how hard it has been for our sector, focus on the realities of working in this new world and share some strategies that can help. As we talked to potential speakers, their passion and commitment to sharing their expertise and personal stories has helped fuel the process. Conference sponsors, Dementia Understanding the Journey, Northwood Live More and Parkland at the Lakes -Phase 2 have come on board, sharing our vision to provide this day at a very nominal cost as a way of giving back to the community. Thank you.

Providing support and care to people living with dementia throughout their journey involves many people and organizations. We acknowledge that today we do not have all the answers, we probably do not even know all the questions to ask in this ever-changing landscape. What we do have is a unique opportunity to pause amidst our frantic COVID-19 pace to share and reflect together. Today, we invite you to listen to many perspectives that inform that journey, think about how it affects your role, ask questions, share information and encourage discussions with your coworkers. We recognize it has not been an easy time and we thank you for prioritizing this day, and trusting us in this new format. Stay safe.

*Linda Bird*

Linda Bird  
Director of Programs and Services  
Alzheimer Society of Nova Scotia

# CONFERENCE SPONSORS



Since 1962, Northwood has led the way as Nova Scotia's most dynamic continuing care organization committed to innovation and change.

Northwood is the largest not-for-profit continuing care organization in Atlantic Canada and is recognized both here at home, and across Canada, as an extraordinary example of the power of social justice; but we like to call it the power of love!

Northwood recognizes the needs of our population and offers a number of services and programs for our clients and their caregivers which include:

- Adult Day Programs
- Pauline Potter Fitness Centre - a dementia friendly fitness centre
- Clinicians who have extensive experience with cognitive impairment and dementia
- Intouch, a medical alarm service also provides equipment such as stove sensors, medication dispensers, and other sensors to help monitor for safety at home.
- Independent Apartments
- Homecare and Long-term care

For more information on how our variety of services can help people live more, visit [www.northwood.care](http://www.northwood.care)

**Northwood**  
LIVE MORE

**Northwood is a full spectrum health, lifestyle and continuing care organization.**

As a not-for-profit organization, we re-invest our surpluses back into a system of care that helps elders and vulnerable adults live more.

We are recognized both here at home and across Canada as an extraordinary example of the power of social justice.

**We like to call it the power of love.**

Halifax Campus (Ed Roach Centre)      Bedford Campus (Ivany Place)      In your home (across Nova Scotia)

Northwood Corporate Office | Suite 1 South, 130 Eileen Stubbs Ave, Dartmouth, Nova Scotia B3B 2C4  
T 902-425-2273    TF 1-866-700-2273    information@nwood.ns.ca    www.northwood.care





Dementia: Understanding the Journey was created by a diverse community of health care professionals who have combined academic research with experience in the field to develop an education program that recognizes the person and focuses on individualized support.

The course is built on the understanding that supporting persons with dementia involves many disciplines within a health care system. With this understanding **Dementia: Understanding the Journey** is developed for all care providers regardless of experience or educational background. Each session leads into the next, supporting the care practices collaboratively and collectively. Earlier sessions provide the information to set up relationships, approaches, and environments that best meet the needs of the person living with dementia. As the course progresses, tools and approaches are offered to assist the care provider in recognizing when to change his/her own perceptions and methods to better support persons with dementia.

The course is a component of the Continuing Care Assistant program, the Practical Nursing program, the Dalhousie University, Cape Breton University and St. FX Nursing programs. As a component of these programs, consistent foundational knowledge is incorporated across three key members of the care team.

**Education Makes a Difference!**

**1991**  
ADODCC Course  
Developed

**1993**  
Endorsement by key  
provincial

**1996**  
Course adapted for  
delivery by distance

**1997**  
Impact Study  
complete

**2000**  
Compulsory  
component of the  
CCA Program

**2002**  
Revised Course  
released

**2003**  
HANS Managing  
Body of the Course

**2006**  
Committee  
incorporated as a  
Society

**2008**  
Revised Course  
released

**2009**  
Compulsory  
component of the  
Practical Nursing  
Program

**2012**  
New Mission, Vision  
and Values  
established

**2013**  
Course is delivered  
online for the first  
time  
stakeholders

**2014**  
Dalhousie makes  
ADODCC  
mandatory for first  
year nursing  
students

**2016**  
7th Edition released  
with the new name  
Dementia:  
Understanding the  
Journey.  
Component of the  
Cape Breton  
Universities nursing  
program

**2018**  
Facilitators manual  
update released.

**2020**  
First online  
facilitator  
orientation  
delivered



## Live Your Best Life.

### Supportive Lifestyle at Parkland

Parkland is a family owned company with more than 30 years experience providing quality care. We provide compassionate and personalized care to every resident. Our vision of Leading the Way to Better Living has led us to develop a Continuum of Lifestyle Options, including specialized Memory Care, which ensures residents and their families receive exceptional service and peace of mind for as long as they call Parkland home.

Contact us for more  
information and to book a tour.

Dartmouth | Downtown Halifax | Clayton Park



1-877-742-6639  
experienceparkland.com

# TIPS FOR YOUR SUCCESSFUL PARTICIPATION IN A VIRTUAL CONFERENCE

This is our first virtual conference. To help you get the most out of this new format and have the best possible conference experience, we have mapped out a few details so that you know what to expect.

## Breaks

- To help you absorb a whole day of virtual content, we have built in breaks between sessions. Note that the stream will remain live from 8:30-3:30 p.m. (ADT) so there is no need to disconnect and reconnect, simply step away for bio breaks, stretching or snacks and we'll have a sound to cue you as sessions resume.
- Some of the breaks have content that we thought you might enjoy, such as art and yoga. You are not required to participate or view these. Take breaks whenever you need them!

## Audience Participation

- The virtual conference will be streamed via Zoom webinar. This means that no



participant video or audio will be shared.

- To contribute to the live question and answer sessions, you may submit your questions or comments via the Q&A function.
- Your questions will be anonymous and posed by the session moderator. Due to time constraints, we can't guarantee all questions will be addressed.
- Throughout the day we'll be asking for your feedback via "Polls".
  - These will pop up on your screen and request your feedback in real-time.
  - Some will be fun to get a "temperature check" on our audience and others will be more "formal" evaluation questions to ask your thoughts on the day.
  - As this is our first virtual conference, we appreciate your feedback!

### **Goodies & Takeaways**

- As with our in-person conference, we have some generous prizes to thank you for joining us. Winners will be announced at the end of the day.
- The back of this booklet is filled with additional dementia and COVID-19 resources, you are welcome to share these within your networks!

# SELF-CARE DOOR PRIZES

This year has been challenging, and we want to recognize your hard work and commitment to dementia care throughout these difficult months. That's why this year's conference prize theme is self-care. We have connected with companies who understand the importance of self-care to give you the chance to win one of our relaxing, invigorating, or indulgent prizes!

We wish to thank the following companies for their generous donations of door prizes and materials that help us celebrate your commitment to learning and providing care to persons with dementia.

- Benjamin Bridge - 4 Open Tasting gift certificates
- Bookmark - 2 hardcover novels
- Cabot Shores Wilderness Resort - Gift certificate for one night in the lodge or yurt
- East Coast Box Company - Self-care themed gift box
- Evolve Fitness - 1-month boot camp for 2 people
- Floatation Centre - Gift certificate for 75-minute float session
- Honey & Ginger - Gift certificate
- Layers - Gift certificate for one dozen cupcakes
- & more!

# CONFERENCE OVERVIEW

## 31st Provincial Conference Seeing Dementia Through the Lens of COVID-19: Lessons Learned

### GOAL

To increase our understanding of how COVID-19 is impacting the latest research, treatment and care strategies that contribute to quality care of persons with dementia.

### CONFERENCE TARGET AUDIENCES

Health care professionals, care providers working with persons with dementia and their families at home or in long-term care facilities, acute care, dementia educators, allied health service providers. Persons with dementia and family caregivers are welcomed to attend.

### CONFERENCE PLANNING COMMITTEE

**Linda Bird (Chair)**

Director, Programs & Services,  
Alzheimer Society of Nova Scotia

**Tonya Boudreau**

Agency Director,  
Digby/Clare Home Support Agency

**John Campbell**

Volunteer,  
Alzheimer Society of Nova Scotia

**Brenda Etheridge**

Continuing Care Behaviour Resource Consultant,  
Nova Scotia Health Authority

**Jody MacDonald**

Education Coordinator,  
Harbourstone Enhanced Care (Sydney, NS)

**Heather Murdock**

Admin. Assistant, Programs & Services  
Alzheimer Society of Nova Scotia

**Sacha Nadeau**

Research Liaison & First Link® Outreach  
Coordinator,  
Alzheimer Society of Nova Scotia



*The views and opinions of speakers and presenters do not necessarily reflect those of the Alzheimer Society of Nova Scotia.*

*We understand that the subject matter of the conference is evolving. The content and materials of the conference reflect our knowledge to date.*

## SPECIAL THANKS

### Technology Support

Beth House & Claire Jimmison,  
Alzheimer Society of Nova Scotia

### Conference Emcee

John Britton, CEO  
Alzheimer Society of Nova Scotia

### Conference Booklet Design

Jenna Farrell, Communications & Marketing  
Alzheimer Society of Nova Scotia

### Sponsorship

Sarah Lyon, Director of Philanthropy  
Alzheimer Society of Nova Scotia

# OUR MISSION & VALUES

## OUR MISSION

The Alzheimer Society of Nova Scotia is committed to alleviating the personal and social consequences of Alzheimer's disease and other dementias and also to promoting the search for the causes, treatments, and cures.

## OUR VALUES



### COLLABORATION.

We work together and with partners to achieve our goals and ensure Nova Scotians receive personal and responsive services throughout their dementia journey.



### ACCOUNTABILITY.

We measure our performance and follow a process of continuous improvement. We are wholly accountable for our actions and must account to our stakeholders for our use of the financial and human resources available to us.



### RESPECT.

We set for ourselves the highest standards of honesty, trustworthiness and professional integrity in all aspects of our organization and carry out our work with the utmost respect for the dignity and the rights of the people we serve.



### ENGAGEMENT.

We strive to engage stakeholders in meaningful ways. To inform, listen and be attentive to those we work with: people with dementia, families, community partners, donors, volunteers and staff members.

## FORGET-ME-NOT SYMBOL



The Alzheimer Society of Nova Scotia uses the Forget-Me-Not flower as a symbol to represent memory loss, one of the symptoms of Alzheimer's disease. It is also a reminder to remember people with Alzheimer's disease and other dementias and their caregivers.

The three flowers in the symbol represent the person with dementia, the caregiver, and the Alzheimer Society.

# CONFERENCE SNAPSHOT

**8:30-8:55**

### Welcome and Opening Remarks

John Britton, *CEO, Alzheimer Society of Nova Scotia*  
Vanessa Nevin, *Alzheimer Society of Nova Scotia Board Member*  
Dr. Melissa Andrews, *Chair, Research Advisory Committee*  
Dr. Robert Strang, *Nova Scotia's Chief Medical Officer of Health*  
Paula Snook, *a Person Living with Dementia*

**8:55-10:45**

### A PERFECT STORM: WHY WAS THE DEMENTIA SECTOR SO HARD HIT?

**Keynote: COVID-19 and Long-Term Care: A Tragedy Waiting to Happen**

Moderator: Linda Bird

Dr. Carole Estabrooks, *Scientific Director of Translating Research in Elder Care, University of Alberta*

Krista Connell, *Former CEO, Nova Scotia Health Research Foundation*

**9:40-9:55**

### Art Break (Art by Caregivers and Persons with Dementia)

**9:55-10:30**

### COVID-19, Dementia & Living Environments for Seniors

Moderator: Sacha Nadeau

Benjie Nycum, *CEO*

Stephen Treauds, *Long Term Care Sector Lead*

Noah Epstein, *Health Care Sector Lead*

William Nycum & Associates Limited

### Sponsor Message, Northwood

**10:45-11:00**

### Nutrition Break

**11:00-12:00**

### A DAY IN THE LIFE: LIVING THE REALITY OF COVID-19

**Dementia Through the Lens of COVID-19: Lessons Learned from a Home Care Provider Perspective**

Bernadette Lake, Ph.D., *Continuing Care Support Specialist, Health Association Nova Scotia*

**Unique Challenges for Home Care During a Pandemic**

Kim MacDonald, CCA, *New Waterford Home Care Service Society*

**Taking Care of Each Other**

Gail Kaizer, *Administrator, Nakile Home for Special Care*

**Our COVID-19 Dementia Care Bubble**

Jean McLean, *Caregiver*

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**Sponsor Message, Dementia: Understanding the Journey**

**12:00-1:00**

**Lunch Break**

**1:00-2:00**

**SILVER LININGS: HOW PRACTICE HAS CHANGED**

Moderator: Kirstie Creighton

**Geriatric Psychiatry Assessments in the Age of COVID-19**

Dr. Ian MacKay, MD, CCFP, FRCPC, *Geriatric Psychiatrist, Eastern & Northern Zones, NSHA*

**Going Virtual: Bringing ASNS Programming Online**

Kara Gouthro-Murgatroyd, *Education & Support Services Coordinator, Alzheimer Society of Nova Scotia*

**Increasing Social Well-Being Through Online Connections for Persons with Dementia: A Preliminary Program Evaluation**

Dr. Jennifer Prentice, *Psychologist, Multi-Organ Transplant Program, NSHA*  
Jennifer Haley, *Psychologist, Seniors' Health & Geriatric Medicine, NSHA*

**Seniors, Safety and Silver Linings**

Dawn Thomas, *Seniors' Safety Coordinator, Digby and Area Seniors' Safety Program*

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**Break Introduction, Parkland At The Lakes**

**2:00-2:15**

**Yoga Break**

Kyla MacKinnon, *Shanti Yoga*

**2:15-3:00**

**TAKING CARE AND LOOKING FORWARD**

Moderator: Kara Gouthro-Murgatroyd

**Stop Being Invincible: A Sensible Approach to Self-Care During Crisis**

Roy Ellis, *Bereavement Coordinator, NSHA Palliative Care, Central Region*

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**Extraordinary Acts of Kindness during COVID-19**

*Curated by Beth Bennett, Narrated by Sarah Lyon*

**3:00-3:15**

**Closing remarks, "door" prizes and final evaluation**

John Britton

# LIVING THE REALITY OF COVID-19 & DEMENTIA - A REFLECTION

## PRESENTER:

**Paula Snook**

*Person Living with Dementia*

Paula Snook grew up in St. Peter's, Nova Scotia. She attended Dalhousie University and graduated in 1987 with a degree in Pharmacy. Paula moved to Windsor, Nova Scotia, and worked as a pharmacist for Lawtons Drugs. In 1990 she married her husband Morgan and moved to Dartmouth. She worked as the Pharmacist Manager for Lawtons on Cole Harbour Road. Her patients and staff benefited greatly from her kind, caring manner and her attention to detail.

In 2017 everything changed for Paula when she was diagnosed with Alzheimer's disease. After a 30-year career as a pharmacist, she retired and her daily routine completely changed. Paula eventually accepted her "new self" and reached out to the Alzheimer Society of Nova Scotia. She joined some of their amazing programs: Shaping the Journey, Coffee and Conversation, Artful Afternoon, Tour & Tea at the Art Gallery of Nova Scotia. These programs are invaluable to her as they provide an opportunity to connect with others who also have dementia. Since Covid-19, Coffee and Conversation has gone virtual and Paula enjoys and looks forward to meeting on Zoom every second week. It is a great opportunity to connect with others to talk about what they are going through.

Paula enjoys traveling and spending time with her family. She has one son, two stepchildren and four grandchildren. In her retirement, Paula is tapping into her artistic side. With the help of her niece, she has written and illustrated five books for her grandchildren and plans are currently underway for the sixth book.



# NOTES

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# 8:55-10:45 | A PERFECT STORM: WHY WAS THE DEMENTIA SECTOR HIT SO HARD?

## COVID-19 & LONG-TERM CARE: A TRAGEDY WAITING TO HAPPEN

### SESSION OBJECTIVES:

Conference participants will have the opportunity to understand from the presenter's perspective:

1. What happened in Canadian nursing homes in the first 6-8 months of the COVID-19 pandemic
2. What immediate issues contributed to the tragedies in LTC
3. What were the root causes that led to the degree of impact in LTC and why have they persisted over decades
4. Why doing nothing is not an option
5. What needs to be done to prevent further tragedy

### PRESENTERS:

#### **Dr. Carole Estabrooks**

*Scientific Director of Translating Research in Elder Care*

Dr Estabrooks is Professor, Faculty of Nursing, University of Alberta, and Tier 1 Canada Research Chair in Knowledge Translation. She is a Member of the Order of Canada (CM) and a Fellow in the Royal Society of Canada, the Canadian Academy of Health Sciences (FCAHS), the American Academy of Nursing (FAAN), and the Canadian Academy of Nursing (FCAN). She is Scientific Director of the pan-Canadian Translating Research in Elder Care (TREC) research program at the University of Alberta. Dr Estabrooks' studies how organizations and their workforce influence quality of care and quality of life for residents and quality of work life for staff. Her research is in the residential long-term care sector. She has developed and continues to evaluate the Alberta Context Tool (ACT) currently in use in 11 countries. She is a Killam laureate at the University of Alberta and a previous recipient of the Betty Havens' prize for knowledge translation in aging.

#### **Krista Connell**

*Former CEO of Nova Scotia Health Research Foundation*

Krista is the President and CEO of Fertiloam Inc. a firm she launched in 2019 to continue to contribute to the health and research sectors in Canada. Prior to this,

Krista was the CEO of the Nova Scotia Health Research Foundation (NSHRF), for almost 19 years. In this role, she worked collaboratively with the NSHRF Board of Directors and its many stakeholders to support increased research activity and capacity in Nova Scotia. Acting as a knowledge broker she facilitated the use of health research results in health-system decision making.

In addition to working within Nova Scotia, Krista also championed health research initiatives nationally and internationally. She has contributed to several national initiatives (e.g. SPOR, CIHR Partners Table, Canadian Health Services and Policy Research Alliance, among others), has served on external review committees, peer review committees, and on various boards and working groups including the Canadian Cochrane Network Centre Advisory Board (Chair); the Canadian Longitudinal Study on Aging Advisory Council (Chair) and the Canadian Arrhythmia Network's (CANet) Board of Directors. Krista is the founding member of the National Alliance of Provincial Health Research Organizations (NAPHRO.)

Krista has taught at the university level and currently enjoys an Adjunct Appointment in the Faculty of Health at Dalhousie University. She holds a Master of Health Services Administration from the University of Alberta and a Bachelor of Science in Physiotherapy from Dalhousie University. Krista has completed the Province of Nova Scotia's Executive Leadership Development Program.

# NOTES

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# COVID-19, DEMENTIA & LIVING ENVIRONMENTS FOR SENIORS

## SESSION OBJECTIVES:

The panel will explore the issues that long-term care (LTC) facilities have been facing during the COVID-19 pandemic and the challenges and impacts that these pose to operations of existing LTC facilities, the design of new facilities and to dementia care. Using a round table format, moderated by the Alzheimer Society of Nova Scotia, panelists will reflect on process changes, design implications and emerging trends being driven by the pandemic. A question and answer period will allow participants to bring their own perspectives to the table and generate meaningful discussion.

The session will explore design issues surrounding the care and dignity of seniors and people living with dementia in Nova Scotia, and what current facilities, caregivers and family are doing in the current pandemic situation. Participants will leave the session with insights to help them implement change immediately and/or participate more fully in design discussions for new construction or renovation.

## PRESENTERS:

**Benjamin (Benjie) Nycum, NSAA, AANB, NLAA, AAPEI, PMP**

*CEO, William Nycum & Associates Limited*

**Stephen Terauds, Architect (NSAA)**

*Long Term Care Sector Lead, William Nycum & Associates Limited*

**Noah Epstein, Architect (NSAA)**

*Health Care Sector Lead, William Nycum & Associates Limited*

Benjie, Stephen and Noah are architects and principals at William Nycum & Associates Limited (Nycum) - an Architecture, Planning and Project Management firm based in Halifax, NS, where they work closely together on projects impacting the lives of vulnerable people navigating the complete continuum of care in Canada and beyond. In Nova Scotia, Nycum has:

- Helped to develop the Province's first Long Term Care design standard based on principles of a small household model, evolving from the previous "medical" model of care for Seniors (2005-2007)
- Designed and implemented the new household model as a pilot project at Northwood Ivany Place, Bedford, NS (2006)
- Completed detailed facility assessments of fifteen existing LTC facilities over the last ten years for the province of Nova Scotia
- Developed Nova Scotia's Primary Care/Collaborative Care Facilities Standards (2017)

- Supported the government with research and development for updates to Nova Scotia's Long-Term Care Facility Requirements (2019)

In the past ten years, Benjie, Noah, and Stephen have designed 12 new Long-Term Care facilities and expansions and are currently involved in the design of the new Villa Acadienne long-term care facility in Meteghan, NS.

Stephen and Benjie have presented on the application of new LTC standards in Nova Scotia at international conferences and authored a review in the University of Florence's publication, *Systems and Technologies for Social and Healthcare Facilities*, in 2014: *44 Facilities, 1553 Beds, 3 Years: A Case Study in Design Standards from Nova Scotia*.

# NOTES

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# 11:00-12:00 | A DAY IN THE LIFE: LIVING THE REALITY OF COVID-19

The pandemic has had far reaching effects on our lives, especially, on how care is delivered for people living with dementia. In this session, we will spend “10 minutes in the shoes” of four presenters, who share their daily COVID-19 experiences. Participants will gain a greater understanding of the challenges and strategies for adapting during the pandemic from the perspectives of family, home support, and long-term care to better inform individual and system level decision making.

## DEMENTIA THROUGH THE LENS OF COVID-19: LESSONS LEARNED FROM A HOME CARE PROVIDER PERSPECTIVE

### SESSION OBJECTIVES:

Participants will learn and discover about the various challenges, lessons learned and positive outcomes associated with providing care to clients and families with dementia during the pandemic.

### PRESENTER:

**Bernadette Lake, Ph. D.**

*Continuing Care Support Specialist, Health Association Nova Scotia*

Bernadette Lake has a Ph. D. in Industrial and Organizational Psychology. She is an Organizational Effectiveness specialist with the Health Association of Nova Scotia (HANS). She teaches at St. Mary's University and supports the home care sector through her work at HANS. In her free time, she enjoys outdoor activities especially through the summer months!



# NOTES

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# UNIQUE CHALLENGES FOR HOME CARE DURING A PANDEMIC

## SESSION OBJECTIVES:

Participants will hear the first-hand experience of a community-based continuing care assistant and how she coped during COVID-19.

**PRESENTER:**

## Kim MacDonald, CCA

*New Waterford Home Care Service Society*

Kim has worked for New Waterford Home Care Service Society for 24 years. She is passionate about assisting her clients to maintain their independence, allowing them to live in their homes comfortably for as long as possible. In her spare time, Kim enjoys photography, animals and is an outdoor enthusiast. She is the proud mom of a son in the Canadian Coast Guard College.

# NOTES

[illegible]

## TAKING CARE OF EACH OTHER

## SESSION OBJECTIVES:

The pandemic, and especially the closure to visitors that began on March 15, 2020, changed the way things are done in long-term care. In this session, Gail Kaizer shares how Nakile Home for Special Care responded by focusing on relationships, routines and enjoying the simple pleasures. This focus became more important as staff and residents learned to support each other through all of the changes.

**PRESENTER:**

# Gail Kaizer

*Administrator, Nakile Home for Special Care*

Gail has been working at Nakile Home for Special Care for 18 years, the past five years as Administrator. She is Vice Chair of the Board of Directors of Nursing Homes of Nova Scotia Association.

# NOTES

[illegible]

## OUR DEMENTIA CARE BUBBLE

## SESSION OBJECTIVES:

Jean will create awareness of how self-isolation affected she and her husband by discussing how they coped in the pandemic. She hopes to influence decision makers and professionals to understand and better support home care givers.

**PRESENTER:**

**Jean McLean**  
*Caregiver*

Over the past five and half years I've been a caregiver for my husband, diagnosed with frontotemporal dementia and advanced heart failure. Prior to his illness I was a full-time Human Resources Manager and resigned from this position two and a half years ago to take care of my husband full-time. Always being a keen learner, I've learned more than I ever thought possible about frontotemporal dementia and how this disease affects not just behavior, personality changes and mood swings but also and probably most importantly let the person with dementia always be right. Our COVID-19 story took us on many adventures I will never forget.

# NOTES

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# 1:00-2:00 | SILVER LININGS: HOW PRACTICE HAS CHANGED

Practice has changed in response to COVID-19. In this session we will learn about innovative solutions that are contributing to increased access to services now and post-pandemic. Learn how virtual cognitive assessments, Zoom programming for persons with dementia, Senior Safety Coordinator initiatives and ASNS virtual offerings are silver linings that will benefit people living with dementia throughout Nova Scotia.

## GERIATRIC PSYCHIATRY ASSESSMENTS IN THE AGE OF COVID-19

### SESSION OBJECTIVES:

Participants will understand the potential impacts of Covid-19 on the mental health of seniors living with dementia, the format of a psychogeriatric assessment and the pros and cons of completing these assessments virtually.

### PRESENTER:

**Dr. Ian MacKay, MD, CCFP, FRCPC**

*Geriatric Psychologist, Eastern and Northern Zones, NSHA*

Dr. Mackay works as a Geriatric Psychiatrist predominantly doing single consults for Family Doctors and Nurse Practitioners in the Eastern and Northern Zones of Nova Scotia Health. These consults often involve diagnostic clarification and treatment suggestions for mood, anxiety, and psychotic symptoms and this is often in the context of dementia. Dr. Mackay was born and raised in Nova Scotia and trained at various Dalhousie University sites across the Maritimes to obtain his MD, his certification in Family Medicine, Care of the Elderly, General Psychiatry and Subspecialty in Geriatric Psychiatry. Dr. Mackay lives in the Central Zone with his wife and two young children.

# NOTES

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# GOING VIRTUAL: BRINGING ASNS PROGRAMMING ONLINE

## SESSION OBJECTIVES:

When the World Health Organization declared the coronavirus outbreak a global pandemic and its impact on seniors, we knew that the people we serve: people living with dementia and their families and care partners, would need our support now more than ever. Fortunately, we were able to pivot our resources to increase our telephone support line and began to strategize alternative ways to deliver our in-person education and support programs. Through research, reflection on best practices and new IT skills, we began building the infrastructure to transition our programs to online formats. We will share how we have been able to adapt our programming to meet the needs of life during COVID-19 and beyond and as a result increase access to ASNS programs to people living throughout NS.

## PRESENTER:

**Kara Gouthro-Murgatroyd**

*Education & Support Services Coordinator, Alzheimer Society of Nova Scotia*

Kara Gouthro-Murgatroyd has been working with the Alzheimer Society of Nova Scotia for the past 11.5 years. She has played an integral role in the planning and delivery of several programs at the society including Family Caregiver Education Series, Caregiver Support Group Program, InfoLine, Minds in Motion™, and Public Education. Kara is presently pursuing a Master of Education in Counselling at Acadia University. Kara has a vested interest in the care of people with dementia from a professional perspective but also personally as her grandmother lived for several years with Alzheimer’s disease.

# NOTES

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# INCREASING SOCIAL WELL-BEING THROUGH ONLINE CONNECTIONS FOR PERSONS WITH DEMENTIA: A PRELIMINARY PROGRAM EVALUATION

## SESSION OBJECTIVES:

In this session, participants will learn about transitioning in-person programming for persons with dementia to a virtual setting and feedback from participants will pave the way for the development of virtual versions of the Shaping the Journey™: living with dementia program and of peer support programs aimed at persons with dementia. Knowledge gained through the development and evaluation of the Connections and Conversation Hub will lead to increased convenience and accessibility to affordable peer support, and other education and support forums for the ASNS community.

## PRESENTERS:

### **Dr. Jennifer Prentice**

*Psychologist, Multi-Organ Transplant Program, NSHA*

Jennifer Prentice is a Psychologist (Cand. Reg.) with the NSHA Multi-Organ Transplant Program, with expertise in clinical neuropsychology, clinical health psychology, ethics of psychotherapy, and program evaluation.

### **Jennifer Haley**

*Psychologist, Seniors' Health & Geriatric Medicine, NSHA*

Jennifer Haley is a Registered Psychologist within Seniors' Health/Geriatric Medicine at Nova Scotia Health. The majority of her caseload comprises outpatients with early stage dementia and their care partners. She also works in the area of long-term care, in Veterans' Services at Camp Hill. For the past five years in her role as a Psychologist at NSHA, she has collaborated with ASNS to develop and deliver programs to persons with early stage dementia.

# NOTES

This image shows a full page of blank, lined paper. It features approximately 20 horizontal blue or grey lines spaced evenly apart, typical of notebook paper. The lines extend across the entire width of the page, leaving small margins at the top and bottom. There are no vertical lines, text, or other markings on the page.

# SENIORS, SAFETY & SILVER LININGS

## SESSION OBJECTIVES:

COVID-19 placed an enormous amount of fear and panic to those of us working with vulnerable seniors and their families. Provincial Seniors' Safety programs have had a solid role in working to keep seniors educated and safe during the pandemic, plus they've found creative ways to reach out and bring stability and joy to seniors. Find out what these programs can do and discover the strength of community connections in times of crisis.

## PRESENTERS:

### **Dawn Thomas**

*Seniors' Safety Coordinator, Digby and Area Seniors' Safety Program*

Dawn holds a degree in Applied Science with a major in Gerontology. She began her career with a passion for long-term care but is now happy to be working with community seniors and provincial partners for the past 14 years with the Seniors' Safety Program and the RCMP. Dawn's passion for dementia and advocacy for caregivers stems not only from her work with seniors and families, but also from personal experience in caring for her mother who developed early onset Alzheimer's in 2011. Dawn and her mom were featured on the cover of "Cracking the Dementia Code" written by her friend, Karen Tyrell. Dawn participates at a provincial level in bringing awareness to the needs of seniors with dementia and the increasing struggles of caregivers. She was involved in the Law Reform Commission's recommendations to the Powers of Attorney Act and review to the guardianship legislation and the Elder Abuse Strategy for Nova Scotia. Among her projects, Dawn is working with ground search and rescue and policing to close the gaps for people who wander. She is also playing a strong advocacy role to develop thorough capacity clinics in her area. These will allow families access to more financial and home support programs but also set seniors and families up for success and not infringe on the rights of those diagnosed with dementia.

# NOTES

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## 2:15-3:15 | TAKING CARE & LOOKING FORWARD

# STOP BEING INVINCIBLE: A SENSIBLE APPROACH TO SELF-CARE DURING CRISIS

### SESSION OBJECTIVES:

For many clinicians and caregivers, the reality of working with COVID-19 has been more than challenging. The costs of our care have been high. Caregivers are anxious and burned-out. Workloads are heavy, nerves are raw and stress levels are through the roof. And yet somehow, through it all, we expect ourselves to keep facing the gale or chastise ourselves for feeling vulnerable and exhausted. This talk will present some alternatives to a heroic approach to care, of self and others, as we head into the fall and winter.

### PRESENTERS:

#### **Roy Ellis**

*Bereavement Coordinator, NSHA Palliative Care, Central Region*

Roy Ellis is a therapist, grief counselor and writer living in Halifax, Nova Scotia, Canada. As a consultant and educator, he has focused on post traumatic growth, impacts of sudden loss/suicide, workplace tragedy, resiliency, and mindfulness. He is co-director of Camp Kedooopse, a grief Camp for kids at Brigadoon Village in the Annapolis Valley. Roy is the Bereavement Coordinator for Nova Scotia Health Authority and is writing a book on grief. You can learn more at [www.royfellis.com](http://www.royfellis.com).

## NOTES

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# SUPPORTING NOVA SCOTIANS THROUGH VIRTUAL PROGRAMS

We understand that it is now more important than ever to stay connected and supported on the dementia journey. We are offering information, education, and support online through Zoom for Healthcare. Please contact our InfoLine at 1-800-611-6345 to learn more about how to register for these programs.

## CONNECTION & SUPPORT

### Virtual Caregiver Support Groups

These confidential groups for caregivers provide an opportunity to learn, share, and help each other through mutual understanding and support. Facilitated meetings are held once a month.

### Connection Hub

This group provides a dementia-friendly space for persons living with dementia to connect and reduce the impact of social isolation. The program is moderated by two Alzheimer Society staff.

### InfoLine 1-800-611-6345

The InfoLine is a confidential telephone service provided by a team of knowledgeable and caring staff. We provide information on topics related to Alzheimer's disease and other dementias, discuss questions and concerns, and provide referral to programs and resources in the community.

## LEARNING & EDUCATION

### Online Public Education Sessions

Connect with the Society every second Thursday afternoon for information and

informal conversation about dementia and related issues. You can find the archived sessions on our website at [www.alzheimer.ca/ns/virtual-meetings](http://www.alzheimer.ca/ns/virtual-meetings).

### Family Caregiver Education Series

This six-part education series supports families and care partners of persons newly diagnosed with dementia. Each virtual session consists of a presentation and a question and answer period.

### Shaping the Journey™

Shaping the Journey is a six-session educational program designed for people experiencing the early symptoms of Alzheimer's disease or another dementia, and a care partner, family member, or friend.

### U-First!™ for Healthcare

This 6-hour workshop develops common knowledge, language, values, and approach to caring for people with Alzheimer's disease or other dementias. It is open to frontline staff of long-term care and home support agencies across Nova Scotia.

### U-First!™ for Care Partners

This innovative education program is designed to increase care partner confidence and capability to reduce responsive behaviours; while enhancing the well-being of both care partners and those experiencing behaviour changes. It is a six-hour workshop delivered virtually across the province.

# GUIDING PRINCIPLES

In all of our publications and communications, we focus on using person-centred language and support the following principles:

**PERSONHOOD:** A standing or status that is bestowed upon one human being, by others, in the context of relationship and social being. It implies recognition, respect and trust. Kitwood, T.M Dementia Reconsidered: the person comes first (Rethinking Aging series).

**DIGNITY AND RESPECT:** to create positive conditions where the person can live without fear of shame or ridicule; where people are treated with warmth and authenticity; listened to without judgement; and are given opportunity for self-determination and self-expression.

**ACCEPTANCE AND UNDERSTANDING:** To accept each person with unconditional positive regard; to accept behavior as a form of communication which expresses unmet needs or emotions; and to

assist the person to continue to enjoy basic personal freedoms.

**RELATIONSHIPS:** To support and preserve present relationships; to support the person in development of other positive relationships.

**RECOGNITION AND INDIVIDUALITY:** To recognize the individuality of each person with their own unique life experiences, personality, values, beliefs and opinions; to have these factors respected and incorporated in support planning.

**RELATIONSHIPS OF TRUST:** to provide the conditions necessary to satisfy fundamental needs and create a climate for personal realization by providing a relationship based on trust. In a relationship of trust the person knows confidences are respected; choice and control is maintained; and the person will not be abandoned.

# GET INVOLVED WITH ASNS

As we navigate offering programs and events during a pandemic, we still need your help! Below are ways you can help. Visit [www.alzheimer.ca/ns](http://www.alzheimer.ca/ns) to keep up to date with our programs, supports, and events!

**ALZHEIMER AWARENESS MONTH:** The Alzheimer Society asks Nova Scotians every January to speak up and out about dementia. People can help by sharing their story, posting on social media, sharing what we post on social media, encouraging their federal and provincial governments to take action, or by making a donation. Visit [www.alzheimer.ca/ns](http://www.alzheimer.ca/ns) to learn more.

**REASONS TO CARE:** In 2019, we helped over 2,000 registered clients. That's 2,062 individuals that needed someone to have a **Reason to Care** about them. Today, there are over 17,000 Nova Scotians living with Alzheimer's disease or another related dementia. That's **17,000 Reasons to Care**. By 2030 that number is predicted to double. Coupled with an ever-increasing demand for our services, ASNS must grow in order to provide optimal care for each client. 2020 has created obstacles and challenges for everyone; we have maintained and evolved many of our programs including: the confidential counselling support service, the Alzheimer InfoLine, and by hosting bi-weekly Virtual Education Sessions, informed by topics Nova Scotians were searching the web for the week prior ensures program content was timely and

relevant. However, this year has been difficult in our ability to raise operational funding that is imperative to our program delivery. We're actively working to close this gap and we need your help. We need you to care about Nova Scotians with dementia. Donate, and share your **Reasons to Care**, at [www.reasonstocare.ca](http://www.reasonstocare.ca)

**SUBSCRIBE TO IN THE LOOP:** Our Society newsletter will help you to stay up to date with what is happening in our province for people living with dementia, their caregivers and our supporters. Bi-weekly an e-blast is sent with the top three highlights you should know and quarterly we mail a longer newsletter. Email [alzheimer@asns.ca](mailto:alzheimer@asns.ca) and ask to subscribe!

**ENGAGE WITH US ON SOCIAL MEDIA:** Have you connected with us on Facebook, Twitter, LinkedIn or Instagram yet? Find us online to engage with others on the dementia journey, receive daily updates on what is happening at the Society and in our province around dementia. Use the "share" function to help boost the programs and events we have going on.



@AlzheimerNS



@AlzheimerNS



@alzheimerns



[youtube.com/alzheimerns](https://youtube.com/alzheimerns)



[linkedin.com/company/alzheimerns](https://linkedin.com/company/alzheimerns)

## **IG WEALTH MANAGEMENT WALK FOR**

**ALZHEIMER'S:** Each May, we host our annual Walk for Alzheimer's in Halifax, Sydney, Truro and the Annapolis Valley. Participants can register as an individual or create a team. Can't make it to one of those locations or work at a long-term care facility? You can also participate by holding your own Walk for Alzheimer's! Email [dawn.kehoe@asns.ca](mailto:dawn.kehoe@asns.ca) to learn more

**VOLUNTEERING:** While we are not actively recruiting and onboarding new volunteers because of the pandemic, we hope to be doing so soon. Volunteers are essential to the programs and services we provide across the province to those living with Alzheimer's disease

or other dementias and are a vital part of our fund development activities. Your involvement helps us to raise funds for research, education, support programs and advocate for quality care. By volunteering, you can make a difference in the lives of families living with Alzheimer's disease or other dementias. Caregiver Support Group Facilitators are needed throughout Nova Scotia to facilitate monthly support group meetings for families of people with Alzheimer's disease or other dementias. Email Marilyn to learn more: [marilyn.macmullin@asns.ca](mailto:marilyn.macmullin@asns.ca).

For more information on how you can get involved, please call 1-800-611-6345 or email us at [alzheimers@asns.ca](mailto:alzheimers@asns.ca).

## **Alzheimer InfoLine** **1-800-611-6345**

*We're here to help*

The Alzheimer InfoLine is a confidential phone service provided by our team of knowledgeable and caring staff.

We provide information, support, and referral for persons with dementia, families, caregivers, and professionals.



*Société Alzheimer Society*  
NOVA SCOTIA



# RESOURCE MATERIALS

# Resources for Long-Term Care

When a person with dementia needs full-time support they may move to long-term care. This can be one of the most significant and challenging transitions in the person's dementia journey. This list will provide an overview of Alzheimer Society resources that can support staff, people with dementia and families before, during and after the transition to long-term care. These resources are available from your local Alzheimer Society or [www.alzheimer.ca](http://www.alzheimer.ca).

**Note:** The term "family" or "caregiver" includes anyone in the supportive network of people with dementia.

## Helping Families Navigate the Move to Long-Term Care

### Moving to long-term care series

This four-part series helps guide caregivers of people with dementia as they navigate the move to long-term care. Each sheet in the series suggests information to think about and provides hands-on tips, from considering the move through to adjusting after the move. [www.alzheimer.ca/longtermcare](http://www.alzheimer.ca/longtermcare)

- |  |                           |
|--|---------------------------|
| 1. Considering the move to a long-term care home | 3. Handling moving day    |
| 2. Preparing for a move                          | 4. Adjusting after a move |



Have these resources handy when someone tours your home.



Consider giving copies to your Resident and Family Councils. They may want to include some of these resources in their welcome package for new residents.

## Understanding Alzheimer's Disease

### Progression series

This is a series of five sheets that describe the stages of Alzheimer's disease, the typical challenges that can arise at each stage, and strategies for responding to these challenges. [www.alzheimer.ca/stages](http://www.alzheimer.ca/stages)

## Supporting Excellence in Person-Centred Care

### What is person-centred care?

#### PC P.E.A.R.L.S.®: 7 key elements of person-centred care

A series of evidence-based information sheets that outline seven key elements to begin and sustain a culture change to provide person-centred care. [www.alzheimer.ca/pcpearls](http://www.alzheimer.ca/pcpearls)

#### Guidelines for care: Person-centred care of people with dementia living in care homes

A framework to help improve the quality of care that people with dementia receive in long-term care through a person-centred philosophy. [www.alzheimer.ca/guidelinesforcare](http://www.alzheimer.ca/guidelinesforcare)

#### Person-centred language guidelines

A tool for anyone supporting a person with dementia to promote consistency in the use of respectful language. Also available as a one-pager. [www.alzheimer.ca/powerofwords](http://www.alzheimer.ca/powerofwords)

**TIP:** Use these guidelines when writing and reviewing:

- |                           |                         |                             |
|---------------------------|-------------------------|-----------------------------|
| • Policies and procedures | • Website content       | • Media releases            |
| • Information resources   | • Promotional materials | • Educational presentations |



## Practical guidelines for person-centred care:

These resources speak to some of the day-to-day interactions you will have with a person living with dementia. They provide practical tips and strategies for a person-centred care approach.

### Meal times

Provides an overview of how dementia affects the ability to eat. Presents tips and strategies for navigating these changing abilities during mealtime. [www.alzheimer.ca/mealtimes](http://www.alzheimer.ca/mealtimes)

### Personal care

Explains how dementia affects personal care and hygiene. Provides strategies for a person-centred approach to personal care. [www.alzheimer.ca/personalcare](http://www.alzheimer.ca/personalcare)

### Communication

Provides the reader with information on how dementia affects communication. Suggests useful strategies to maintain and enhance communication throughout the disease progression. [www.alzheimer.ca/communication](http://www.alzheimer.ca/communication)

### Quality of life

This resource acknowledges how deeply personal defining quality of life is. It lists the many factors to consider and includes suggestions to enhance the quality of life of both people with dementia and caregivers. [www.alzheimer.ca/qualityoflife](http://www.alzheimer.ca/qualityoflife)

### Dementia, intimacy and sexuality

Provides information on how to address the intimacy and sexual needs of people with dementia and their partners as the disease progresses. [www.alzheimer.ca/intimacyandsexuality](http://www.alzheimer.ca/intimacyandsexuality)

## Knowing the person with dementia:

### All About Me

A booklet designed to help others support and get to know a person with dementia by outlining the things that make the person unique, such as: habits, daily routines, likes, dislikes, etc.

[www.alzheimer.ca/allaboutme](http://www.alzheimer.ca/allaboutme)

### TIPS:



Make an activity out of completing this booklet with the resident and their family. Consider providing copies of the resource to your Resident and Family Councils so they can include it in their welcome packages for new residents.



Get creative! Use the information in the booklet to help design activities unique to the person.



Use the information in the booklet to help you understand the person's needs.

For example, you notice one of the residents walking up and down the hall in the mornings. You review *All About Me* and see that they used to go for a walk with their spouse every morning. You decide to ask a volunteer to continue this routine with them. The person seems happy to have company during their morning walks again.



Keep this booklet in an easy-to-find location so others can get to know the person, too.



## All About Me: A conversation starter

A shortened version of the All About Me booklet. [www.alzheimer.ca/allaboutme](http://www.alzheimer.ca/allaboutme)



Ask the resident and their family if you can hang a copy on the door of the person's room, pin it on the curtain divider or post on a bulletin board over their bed for an in-the-moment snapshot of the person.



Keep a copy in their plan of care.



Refer to this resource for conversation topics the person will enjoy.

## Meaningful visits

Includes tips on how to have a more meaningful visit with a person with dementia.

[www.alzheimer.ca/meaningfulvisits](http://www.alzheimer.ca/meaningfulvisits)

**TIPS:** This resource is available in two formats from your local Alzheimer Society - a poster or a pocket-sized foldout.



Consider hanging the posters in common areas of your home as a helpful reminder for visitors on how to make their visits meaningful.



Have a selection of pocket-sized handouts ready to give those who want visiting tips on-the-go.



Include copies of this resource in welcome kits for new residents and families.

## A human rights-based approach to dementia:

### The Canadian Charter of Rights for People with Dementia

The Charter highlights some of the challenges that people with dementia often face and defines seven explicit rights to empower Canadians living with dementia to self-advocate, while ensuring that the people and organizations that support them know and protect these rights. [www.alzheimer.ca/charter](http://www.alzheimer.ca/charter)



Display the Charter in a prominent location to demonstrate the value you place in supporting the human rights of people living with dementia.



Start a conversation with other staff, residents or families about how the Charter complements your Resident Bill of Rights.

## Understanding Loss and Grief in Dementia

### Ambiguous loss and grief: A resource for healthcare providers

Provides an overview of how loss and grief affect people with dementia and their caregivers throughout the progression of the disease. Suggests strategies for how to support people with dementia and families through their grief. [www.alzheimer.ca/ambiguousloss](http://www.alzheimer.ca/ambiguousloss)

### Ambiguous loss and grief: A resource for individuals and families

Helps family caregivers understand how grief and loss can affect them and the person with dementia. Includes information to help both the caregiver and the person with dementia cope with their grief, stay connected, and remain healthy and resilient throughout the progression of the disease.

[www.alzheimer.ca/ambiguousloss](http://www.alzheimer.ca/ambiguousloss)

**TIP:** Provide this resource to your Resident and Family Councils to help them understand and support each other through their own loss and grief.

### Dementia and staff grief

Discusses the multiple losses experienced by staff caring for people with dementia across the continuum of care, and how they can be supported in managing their loss. [www.alzheimer.ca/staffgrief](http://www.alzheimer.ca/staffgrief)

Review this resource for helpful self-care strategies and ideas that your organization can put into practice to support staff in coping with their own losses and grief.

### End of life

This online resource can help families prepare for end of life and cope with the grief and loss that they might experience. [www.alzheimer.ca/endoflife](http://www.alzheimer.ca/endoflife)

**Want more information? Visit [www.alzheimer.ca/brochures](http://www.alzheimer.ca/brochures) for a full list of the Alzheimer Society of Canada's brochures and publications.**

**Information and support are available. You are not alone.  
Your local Alzheimer Society is here to help. You can find your local  
Alzheimer Society by visiting [www.alzheimer.ca/helpnearyou](http://www.alzheimer.ca/helpnearyou)**

# Alzheimer Society



Alzheimer Society of Canada

20 Eglinton Avenue West, 16<sup>th</sup> Floor, Toronto, Ontario M4R 1K8

Tel: 416-488-8772 1-800-616-8816 Fax: 416-322-6656

E-mail: [info@alzheimer.ca](mailto:info@alzheimer.ca) Website: [www.alzheimer.ca](http://www.alzheimer.ca)

Facebook: [www.facebook.com/AlzheimerCanada](https://www.facebook.com/AlzheimerCanada) Twitter: [www.twitter.com/AlzCanada](https://www.twitter.com/AlzCanada)

# COVID-19 & DEMENTIA: HELPFUL RESOURCES

## Resources about COVID-19

- [Reduce the spread of COVID-19 - Wash your hands](#)
- [How to isolate at home when you have COVID-19](#)
- [Self-monitoring, self-isolation, and isolation for COVID-19](#)
- [Vulnerable populations and COVID-19](#)

## Tips for People Living with Dementia, Caregivers, and Families

- [COVID-19 Tips for People with Dementia, Caregivers, and Families](#)
- [Alzheimer Society of Alberta and Northwest Territories Tip Sheet for Covid-19 and Dementia](#)

## Tips for Caregivers

- [Tips for caring for someone with dementia at home](#)
- [Keep Alzheimer's patients well in COVID-19 crisis](#)
- [Reducing Caregiver Stress](#)
- [Keeping Connected at a Distance: Tips for Virtual Visits](#)
- [Using iPads to support residents with responsive behaviours](#)
- [Meaningful engagement of people with dementia](#)
- [Family Caregiver Education Series](#)
- [Memory Cafe virtual resources for caregivers and persons with neurocognitive disorders self-isolating at home](#)
- [Keeping People Living with Dementia Engaged during COVID-19](#)
- [Staying Positive during COVID-19](#)

**Did you print your conference booklet? Get all these links at [www.alzheimer.ca/ns/covid19](http://www.alzheimer.ca/ns/covid19)**

ASNS have produced the following educational sessions which can be accessed using this link: [www.alzheimer.ca/ns/virtual-meetings](http://www.alzheimer.ca/ns/virtual-meetings)

1. Weighing Risk with Autonomy in Daily Living
2. Engaging People Living with Dementia
3. Understanding Behaviours During COVID-19
4. Caring for Ourselves
5. Signs and Symptoms of Dementia
6. Day to Day Living with Positive Communication
7. Future Planning with Jessica Lyle
8. Handling Strong Emotions as Caregivers
9. Living Safely with Dementia
10. Maritime Brain Tissue Bank - What you Need to Know
11. Infoline - A Journey of Support

## Communicating with Clients Living with Dementia While Protecting Ourselves

### Let's Remember:

Due to the ongoing concerns related to COVID-19, Person's Living with Dementia may experience increased anxiety and/or confusion. Person's Living with Dementia may currently be isolated from family, friends and loved ones due to current visiting restrictions which may be impacting their mental health and ability to socialize with others.

In addition, for the safety of both Person's Living with Dementia and health care workers, the use of PPE - Personal Protective Equipment (Such as Masks) - may limit or hinder the ability for Person's Living with Dementia to connect with their health care workers. Existing behavioural and psychological symptoms may be heightened, and Person's Living with Dementia may be at a greater risk of developing new or progressing Responsive Behaviours and/or Delirium.

### What They See:

- Person's Living with Dementia are likely unaware of current events and may have difficulty understanding the need for additional PPE & precautions in place. *These precautions may be stressful for them.*
- Person's Living with Dementia often rely on body language and facial expressions during interactions, especially when language is affected. PPE can act as an additional barrier to their understanding of their environment and health care workers.

### Supplementing Communication & Emotional Support:

- Allow time for Person's Living with Dementia to process who is approaching them (This may take approximately 30-40 seconds). Person's Living with Dementia may require additional time to understand what is being asked of them as masks can further distort their ability to recognize faces.
- Be especially aware of your tone and volume. *It would be beneficial to animate tone whenever possible to supplement reduced facial visibility.*
- Be aware of eye contact and expression of eyes/eyebrows during interactions- **Utilize what pieces of your face are exposed to supplement communication.** Remember any cultural considerations regarding eye contact.
- If it is safe to do so, offering personal contact when providing Emotional Support can provide added comfort & familiarity. Remember any personal and/or cultural considerations regarding personal contact.
- Person's Living with Dementia may have difficulty recognizing previously familiar staff members. Be sure to use their name often when providing instructions to maintain attention.
- If Person's Living with Dementia have questions surrounding precautions or PPE, provide simplified explanations.
- When providing Emotional Support consider the following:
  - **Validate:** the person's reality & emotional state (*"I know these masks might seem a little odd"*)
  - **Distract:** by supplying them with an activity of interest
  - **Redirection:** completely change the topic to something less distressing or confusing
- Be mindful of your own non-verbal cues that the Person's Living with Dementia may be responding to (body language, tone of voice, and facial expressions). It is important that you remain calm. Strategies might include:
  - Ensure you are **breathing** (It sounds silly, but sometimes we forget!)
  - If you are feeling overwhelmed, **take a minute.** Check in with a team member, go to a quiet space, take a few minutes to ground yourself. Stretch!
  - Don't forget to **laugh** or **dance!** Your happiness will be contagious!

### Reminder for Self-Care:

Many staff are likely dealing with increased workloads and/or added stress both in the workplace & at home. It is important for Staff to look after their own Physical & Mental Health during these times.

**Thank you for all that you do!**

BSO Acute Care Team (ACT); by Caitlin Reidy, Behaviour Intervention Specialist, April 2020, MH LHIN



## EXECUTIVE SUMMARY

### Restoring Trust:

### COVID-19 and The Future of Long-Term Care

June 2020

*A Policy Briefing by the Working Group on Long-Term Care*



## Restoring Trust: COVID-19 and The Future of Long-Term Care Executive Summary

### Why do we need urgent action to reform and redesign long-term care in Canada?

For 50 years, Canada and many other countries have generated inquiries, panels, task forces, commissioned reports, media reporting and clarion calls for action to reform conditions in nursing homes and create a higher standard of care. We have ample sound evidence produced by social and health scientists globally on how to achieve this.

But Canada is experiencing a far higher proportion of total country COVID-19 deaths in nursing homes than other comparable countries—81% in Canada, compared to 28% in Australia, 31% in the US and 66% in Spain, based on current reports.<sup>1</sup> Many of those older Canadians in nursing homes are dying without family, anxious and afraid, surrounded by people in frightening protective equipment. Why?

Our long-term care sector, particularly nursing homes, is in crisis now from far more than COVID-19. The pandemic just exposed long-standing, wide-spread and pervasive deficiencies in the sector. These deep operational cracks arise from *failures in*:

- addressing the consequences of well-known population trends in aging, dementia and caregiving by family members
- listening to the voices of our older adults, especially those living with dementia and their families
- acknowledging profound inequities faced by older Canadians, foremost among them poverty
- maintaining adequate levels of properly oriented dietary, laundry and housekeeping staff, and recognizing their roles in creating a quality environment
- developing and supporting management and leadership on the ground
- building and supporting resilience of the long-term care workforce
- listening to the voices of the workers at the point of direct care
- establishing standards for appropriate levels of regulated health workers
- adequately educating, regulating and supporting the unregulated care workers who provide upwards of 90% of direct care

<sup>1</sup> Canadian Institute for Health Information. "New analysis paints international picture of COVID-19's long-term care impacts": CIHI; June 25, 2020. Available from: [http://emktg.cihi.ca/ViewEmail.aspx?em\\_key=08jafBPP2IXCQzTRLz6rSCxyfUk+dfkDpRY-QwdGchCoOfLXGIWW6Y6UWEMHRnlQqp03BjiwW7pQ5bqfdhCmHXL3vARE3YTEE&em\\_source=html](http://emktg.cihi.ca/ViewEmail.aspx?em_key=08jafBPP2IXCQzTRLz6rSCxyfUk+dfkDpRY-QwdGchCoOfLXGIWW6Y6UWEMHRnlQqp03BjiwW7pQ5bqfdhCmHXL3vARE3YTEE&em_source=html)

- regulating the sector in a balanced, whole systems way
- using data to act on improving the sector and evaluating results
- collecting, verifying and analyzing crucial data to manage the sector
- financing a sturdy long-term care sector

### **Canada's long-term care (LTC) sector, pre-pandemic**

Canada's LTC sector has its roots in the Elizabethan Poor Law of 1601, not in the healthcare system. Provincial and territorial plans are disparate and piece-meal. The Canada Health Act does not protect or ensure universal LTC. Today, the characteristics *before* the pandemic of the people living in nursing homes, the workforce that looks after them, and the physical environment that surrounds them are all key contributors to Canada's long-term care crisis.

**Canada's older adults are entering nursing homes later in life.** As Canada ages and older adults live longer, we have worked toward more capacity for those people to age in community. At the same time, prevalence of chronic diseases—foremost dementia—and the social challenges of living into one's 80s, 90s and 100's have increased. The consequence is that residents enter nursing homes—commonly their final home—with much more complex and higher social and medical needs. This has dramatically raised the complexity of care that nursing homes are faced with providing, even compared to the care required a decade ago.

**The workforce mix in Canada's nursing homes has changed,** but has not evolved to align with the needs of older adults who need complex health and social care. Hands-on care is now almost entirely given by unregulated workers—care aides and personal support workers. They receive the lowest wages in the healthcare sector, are given variable and minimal formal training in LTC, and are rarely part of decision-making about care for residents. Studies have shown that they often have insufficient time to complete essential care and are at high risk for burnout and injury. Despite these severe challenges, most report feeling that their work has meaning.

Over the past two decades, ratios of regulated nurses to care aides have dropped steadily to contain costs and in the belief that richer staffing mixes were not required. Canadians in nursing homes may also have little access to comprehensive care including medical, health and social services and therapies. Such comprehensive care requires staffing and resources such as physicians, mental health care, palliative resources, physical therapists, occupational therapists, speech/language therapists, recreation therapists, dietitians, pharmacists, pastoral care, psychologists, and social workers.

Canadians in nursing homes may also have little access to uninsured services such as podiatry, dental, hearing and vision care. In some cases residents must pay for specific medications. Residents with family and friends close at hand may be able to rely on them to help fill some of these gaps in services. However, fewer and fewer of these unpaid caregivers are available due to continuing changes in family size and geographic distance.

Finally, **many nursing homes in Canada are old and not designed for the complex needs of today's residents**—or for containing or preventing the communicable disease now sweeping through them. When infections such as COVID-19 arrive, too often quality of life and quality of care must take second place to handle the surge. Today's paradigm of nursing homes as a public social place, inviting in the community, has clashed sharply with nursing homes as a safe space for residents and staff under COVID-19.



## A preferred future for the LTC sector in Canada

In this Policy Briefing Report commissioned by the Royal Society of Canada, we describe a preferred future for the LTC sector in Canada, with a specific focus on COVID-19 and the LTC workforce. Nursing homes are an essential part of our social and health system. *For the many older Canadians who will need this high level of care, a nursing home is a good choice **if we do it right**.* However, in nursing homes we must be able to consistently deliver high-quality and holistic care and support a good quality of life, a good end of life and a good death. Canadians expect no less. Canada certainly has the capacity and knowledge to achieve this goal.

### Our key message looking ahead: Solve the workforce crisis in LTC

As a first step, and *if we do nothing else right now, we must solve the workforce crisis in LTC*. It is *the* pivotal challenge. Workforce reform and redesign will result in immediate benefit to older Canadians living in nursing homes and is necessary for sustained change. It will also improve, at a minimum, quality of care so that nursing homes are able to reduce unnecessary transfers to hospitals, reduce workforce injury claims, and interface more effectively with home and community care.

Solving the LTC workforce crisis is intimately linked with securing robust and sustainable funding and strong governance for LTC going forward. New federal and provincial dollars are urgently needed to tackle the LTC workforce crisis so that we can face and manage COVID-19 pandemic conditions and improve quality of care, quality of life and quality of end of life for people living in nursing homes.

**We recommend 9 steps to solving the workforce crisis in nursing homes, all of which require strong and coordinated leadership at the federal and provincial/territorial levels to implement.**

1. The federal government must immediately commission and act on a comprehensive, pan-Canadian, data-based assessment of national standards for necessary staffing and staffing mix in nursing homes. National standards must encompass the care team that is needed to deliver quality care and should be achieved by tying new federal dollars to those national standards.
2. The federal government must establish and implement national standards for nursing homes that ensure (a) training and resources for infectious disease control, including optimal use of personal protective equipment and (b) protocols for expanding staff and restricting visitors during outbreaks.
3. The provincial and territorial governments, with the support of new funding from the federal government, must immediately implement appropriate pay and benefits, including sick leave, for the large and critical unregulated workforce of direct care aides and personal support workers. Appropriate pay and benefits must be permanent and not limited to the timespan of COVID-19. Pay and benefits must be equitable across the country and equitable both across the LTC sector and between the LTC and acute care sectors for regulated and unregulated staff.
4. Provincial and territorial governments must make available full-time employment with benefits to all unregulated staff and regulated nursing staff. They should also evaluate the impact on nursing homes of “one workplace” policies now in effect in many nursing

homes and the further impact on adequate care in other LTC setting such as retirement homes, hospitals and home care. Provincial and territorial governments must assess the mechanisms of infection spread from multi-site work practices and implement a robust tracking system.

5. Provincial and territorial governments must establish and implement (a) minimum education standards for the unregulated direct care workforce in nursing homes, (b) continuing education for both the unregulated and regulated direct care workforce in nursing homes and (c) proper training and orientation for anyone assigned to work at nursing homes through external, private staffing agencies.
6. To achieve these education and training objectives, provincial and territorial governments must support educational reforms for specializations in LTC for all providers of direct care in nursing homes, care aides, health and social care professionals, managers and directors of care.
7. Provincial and territorial governments, with the support of federal funds, must provide mental health supports for all nursing home staff. In addition to extraordinarily stressful pandemic working conditions, these staff are experiencing significant deaths among the older adults they have known for months and years, and among colleagues. They are grieving now, and this will continue.
8. Federal support of the LTC sector must be tied to requirements for data collection in all appropriate spheres that are needed to effectively manage and support nursing homes and their staff. Data collected must include resident quality of care, resident quality of life, resident and family experiences, and quality of work life for staff. Data must be collected using validated, appropriate tools, such as tools suitable for residents with moderate to severe dementia. Captured data must address disparities and compounding vulnerabilities among both residents and staff, such as race, ethnicity, language, gender identity, guardianship status, socioeconomic status, religion, physical or intellectual disability status, and trauma history screening.
9. Data collection must be transparent and at arm's length from the LTC sector and governments. Provincial and territorial governments must evaluate and use data to appropriately revisit regulation and accreditation in nursing homes. They must take an evidence-based and balanced approach to mandatory accreditation, as well as to regulation and inspection of nursing homes. They must engage the LTC sector in this process, particularly the people receiving care, their families, managers and care providers.

### Canada's choice

Canadian nursing homes have generally been able to "just manage." However, just managing is not adequate. Then came COVID-19, a shock wave that cracked wide all the fractures in our nursing home system. It precipitated, in the worst circumstances, high levels of physical, mental and emotional suffering for our older adults. Those lives lost unnecessarily had value. Those older adults deserved a good closing phase of their lives and a good death. We failed them. We have a **duty to care** and to fix this—not just to fix the current communicable disease crisis, but to fix the sector that enabled that crisis to wreak such avoidable and tragic havoc. We have the capacity, the knowledge and the resources to take immediate steps toward restoring the trust we have broken.

*This is our choice.*



# ABSW & HAAC COVID-19 PROVINCIAL IMPACT TOLL FREE LINE

PROVIDING SUPPORT TO PEOPLE OF  
AFRICAN DESCENT IN NOVA SCOTIA



## ABOUT

The Response Plan provides services to the entire province working in collaboration with existing community organizations. As with emergency planning, the goals of the Response Team are to mitigate risk of COVID-19 spread throughout African Nova Scotian (ANS) communities and return the communities back to 'normal' or a 'new normal' state of function.

## RESOURCES

We can connect People of African Descent across Nova Scotia to the following resources and services:

Mental Health Supports

Public Health COVID-19  
Information and Supports

Social Supports ( i.e. food  
boxes, sanitation supplies)

Spiritual Guidance

Technology Supports

Education Information  
and Supports

## CALL US TODAY



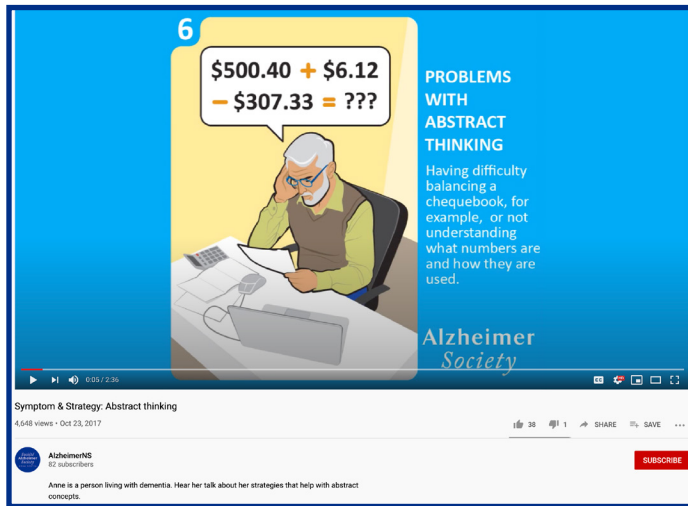
# TOLL FREE 1-855-732-1253



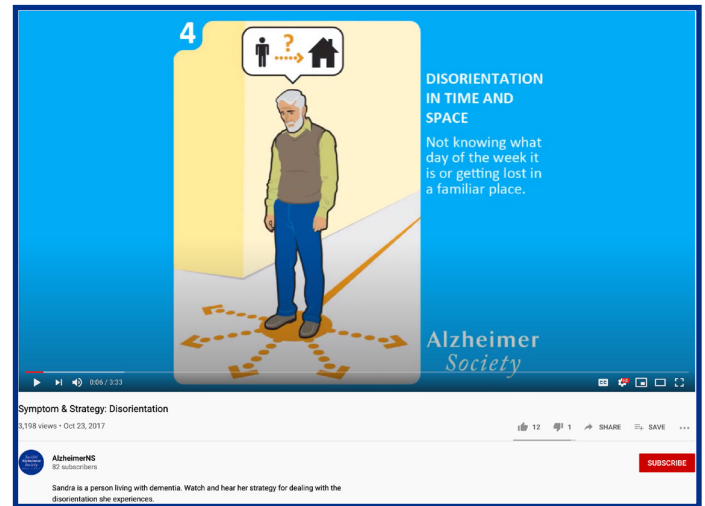
# OUR YOUTUBE LIBRARY

Visit our YouTube channel for more great educational resources at [www.youtube.com/alzheimerns](http://www.youtube.com/alzheimerns). These are our top 4 videos:

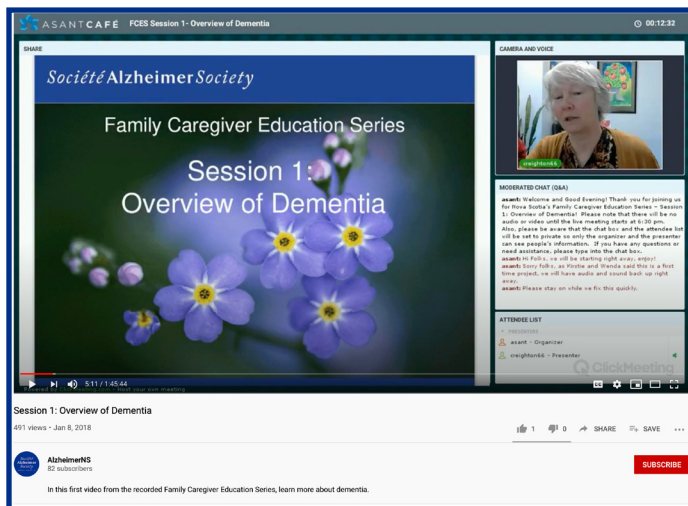
## Symptom & Strategy: Abstract Thinking



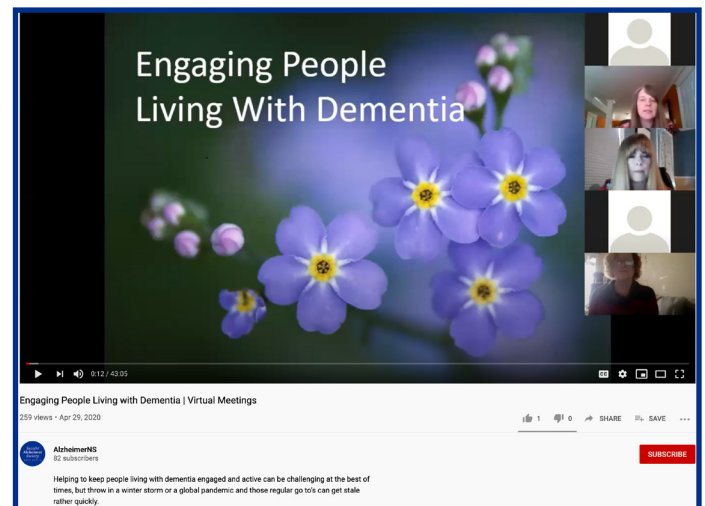
## Symptom & Strategy: Disorientation



## Session 1: Overview of Dementia (Family Caregiver Education series)



## Engaging People Living with Dementia (Virtual Meetings)



# THANK YOU TO OUR SPONSORS



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