



Administrative Report

Office of the Administrator, Sun Parlor Home

To: Robert Maisonville, Chief Administrative Officer

**From: Jayne Brooks Keller
Acting Administrator, Sun Parlor Home**

Date: January 23, 2019

Subject: Sun Parlor Home, Staff Educator

Report #: 2019-0206-002-JBK

Purpose

To seek County Council's approval for the creation of a Staff Educator position at the Sun Parlor Home as budgeted and presented as part of the 2019 Budget.

Background

County Council approved the 2019 Sun Parlor Home budget on January 16, 2019. The proposed budget included a request to create a Staff Educator position to assist with the fulfillment of the annual mandatory education requirements for the 350 staff that are employed by the Sun Parlor Home.

The education that is mandated for employees working in Long Term Care Homes in Ontario by the Ministry of Health and Long Term Care and the Occupational Health and Safety Act currently requires the Managers to contribute 20 hours of in class orientation for new employees and 20 hours of in class education annually for direct care staff and 16 hours of education for other departments. There are approx. 20 staff in each class, and there are 350 staff that work at the Home. This works out to be approximately 612 hrs per year of in class education for the managers at the Home. There are also many hours of preparation and planning that are needed to ensure that the staff have the knowledge that is needed and required to provide optimal, safe care and customer service.

Discussion

The face of Long Term Care is ever changing. Residents are moving into Long Term Care later in life and have more comorbidities and complexities than ever (This is Long Term Care, 2018). Staff that work in Long Term Care environments must have a knowledge base to be able to provide optimal care for these residents and the need for increased knowledge and education is constantly growing.

The legislative bodies that govern Long Term Care also mandate an immense amount of training and education to ensure that our employees are ready to provide the best quality care that our residents deserve.

The reputation of the Sun Parlor Home remains one of the best in the area. Ensuring that our staff continue to improve upon the knowledge, skills and abilities to uphold a high level of care is of the utmost importance at the Home. This includes making measurable improvements in the quality indicators that are publicly reported, in addition to reducing risk though remaining in compliance with the MOHLTC. This all begins with building the foundation of knowledge and education with the staff, empowering them to understand what it takes to prioritize, think critically, maintain compliance, optimize care and quality indicators, work safe, all while keeping the resident at the heart of all decisions made.

A Staff Educator must have a working knowledge of the Long Term Care Homes legislation. They must be a Registered Nurse in good standing with the College of Nurses with a minimum preparation of a Bachelor's degree, Master's degree and/or considerable staff education experience preferred. The Staff Educator will also have knowledge of adult learning principles, project management and leadership skills.

Upon assessment of current practices, policies, and programs, as well as recommendations from our operational review that was conducted in the Home in 2018, there are areas that could better serve the residents, families and staff with some adjustments and or updates. However, finding the time to ensure that these improvements are rolled out effectively to all staff can be very challenging with all of the daily competing demands. A Staff Educator would allow a distribution of time and effort that can be provided to ensuring evidence based, up to date policies, procedures and programs are in place, staff are trained accordingly, and in turn, optimize quality care.

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Sun Parlor Home, Staff Educator- Staffing Request

Financial Implications

This is a new role to the organization, based on a preliminary evaluation, educational requirements and market survey data would place this position in the non-union pay band 6, with an annual salary range of \$75,732 to \$92,981. Wages plus associated benefits have been included in the 2019 Budget. This monetary sum will provide many advantages to the Home as outlined above, offering increased quality of care and subsequent tremendous reputational capital.

Recommendation

It is recommended that the CAO present the request for the addition of a Staff Educator, SPH to County Council for approval.

Respectfully Submitted

Jayne Brooks Keller

Originally Signed by

Jayne Brooks Keller, Acting Administrator, SPH

Appendix No.	Title of Appendix
Appendix I	Draft Job Description - Staff Educator, SPH



Job Description

Corporation of the County of Essex

Job Title: Staff Educator

Department: Sun Parlor Home

Summary of Function

As a member of the Sun Parlor Home management team, the incumbent will report directly to the Director of Nursing and Personal Care. The primary responsibility will include: planning, recommending, developing, coordinating and delivering educational programming and training to meet the regulatory obligations with an emphasis on resident focused care.

Task	Description	Frequency
1	Determines and assesses immediate and longer term educational requirements to improve resident care through discussion with the Administrator and Senior Managers.	
2	Develops specific programs to satisfy health and safety educational criteria	
3	Facilitating learning experience for all staff including but not limited to basic skills upgrading.	
4	Develop, maintain and monitor budget relating to overall educational and related requirements for Sun Parlor Home. This will include both operating and capital budgets	
5	Developing, administering and maintaining all education programs to ensure all staff are fully aware of: <ul style="list-style-type: none">• Sun Parlor Home policies and procedures• Legislative requirements• Health and Safety requirements• Departmental procedures relating to cross functional teams	
6	Developing and maintaining comprehensive resource library including written and audio-visual information. Coordinating use of training related equipment and acting as a resource for departments in use of such equipment.	

Task	Description	Frequency
7	Attends and has input into all management meetings dealing with polices, education and training.	
8	Ensuring all staff continue to improve upon the knowledge, skills and abilities to uphold the highest level of care to our residents.	
9	Assesses current practices and makes recommendations from the operational review in areas that could better serve the residents, families and staff	
10	Other related management duties as assigned	

Qualifications

- Bachelor of Science in Nursing and/or Masters of Nursing and considerable staff education experience
- Knowledge of adult learning principles required; with a Bachelor of Education considered an asset
- A minimum of three to five years demonstrated experience in a long term care in staff education
- Demonstrated ability to maximize the dynamics related to peers, employees, residents and their families, and a unionized environment.
- Proficiency in Microsoft Office products
- Ability to work week-ends and evenings
- Experience with the development of policies and procedures
- Knowledge of quality improvement practices
- Demonstrated ability in presentations, staff training situation is essential.

Organizational Relationships

1. Administrator
2. Director of Nursing and Personal Care
3. Manager of Health and Safety

Working Conditions

- Long Term Care Home

Job Title: Staff Educator

- Office Environment
- Working to Deadline

Date Approved:

Supervisor's Signature:
