

# ICCER Newsletter



August 2020

## NOTES FROM ICCER

As many of you know, ICCER's Executive Director, Sandra Woodhead Lyons, retired as of July 30. We would like to thank Sandra for her leadership and her commitment to ICCER and continuing care over the past 12 years.

I will be managing the day-to-day operations for the time being. If you have any questions, please do not hesitate to contact me ([emily@iccer.ca](mailto:emily@iccer.ca))!

Emily Dymchuk, PHEc  
Program Coordinator, ICCER

**Become an Individual ICCER member! Individuals not associated with an ICCER organizational or associate membership can join the ICCER network for \$150/year.**

**Individual members get free access to ICCER events and webinars.** If you are employed by one of ICCER's member organizations or associate members, you are already considered a member and are eligible for the related benefits! Individual memberships run April 1st to March 31st of each year. Please note that refunds will not be provided under any circumstance. All payments will be through our [automated payment system](#).

[Click here for more information on individual membership!](#)

## REGISTER NOW!

### ICCER Webinars

- **Human Factors in Healthcare Part 2: Medication Safety**

On **September 16, 2020 @ 10 AM MDT**, Human Factors Specialists, Jonas Shultz (Health Quality Council of Alberta) and Amanda Raven (Alberta Health Services), will present Part 2 of the webinar series discussing the role of Human Factors in Healthcare. Specifically, they will describe how Human Factors can enhance medication safety and will discuss their role in the development of the HQCA's Medication Management Checklist for Supportive Living, AHS' Medication Room Design Guidance Document, and general principles for medication storage and labelling. They will also share how Human Factors can help with tracking medication errors and close calls. *Click the link on the next page to register!*



## REGISTER NOW! CONT'D

[Click here to register for the webinar on September 16!](#)

- **MedROAD - Creating Preventative Measures via Virtual Care**

Join us on **October 1, 2020 @ 10 AM MDT**. Co-founders of Naiad Lab, Esmat Naikyar and Talwinder Punni, will present MedROAD, an advanced data analytics-driven virtual clinic. In seniors care communities, MedROAD is a safe and effective way to provide high-quality care to residents, lowers the cost and risk associated with on-site clinical activities, and promotes seamless delivery of care, especially during COVID-19. It's also a tool to determine who is at risk of developing different ailments and enables deployment of necessary resources and clinical care, ultimately saving time, lives, and resources.



The MedROAD system enables access to remote care and monitoring of senior residents in a safe manner, ensuring physicians and specialists can provide testing and feedback through a secure server for consultation. It also helps ensure quick and efficient follow-ups as necessary while keeping staff, residents, and frontline workers safe. Using a centralized and fully integrated platform to receive personalized oversight by health professionals, the system expedites the management of assessment, triage, and monitoring of patients.

[Click here to register for the webinar on October 1!](#)

- **Human Factors in Healthcare Part 3: Mock-Up Evaluations Inform CapitalCare Norwood Design**

Part 3 of the Human Factors in Healthcare series will be held on **October 14, 2020 @ 10 AM MDT**. Our speakers will describe how Human Factors was involved in the CapitalCare Norwood Redevelopment Project to design a variety of rooms, including resident rooms, washrooms, medication rooms, and dialysis stations. Human Factors Specialists from the HQCA and AHS conducted simulation-based mock-up evaluations with clinical staff from Norwood to test the design prior to construction. The presentation will include a project overview, description of the mock-up evaluation process, and how this influenced the final design.

[Click here to register for the webinar on October 14!](#)

**SIGN-UP FOR FUTURE EVENT INVITATIONS!**

Receive future email invitations to ICCER events!

[Click here to  
subscribe!](#)

## DINING IN LONG-TERM CARE: STAKEHOLDERS' PERSPECTIVES

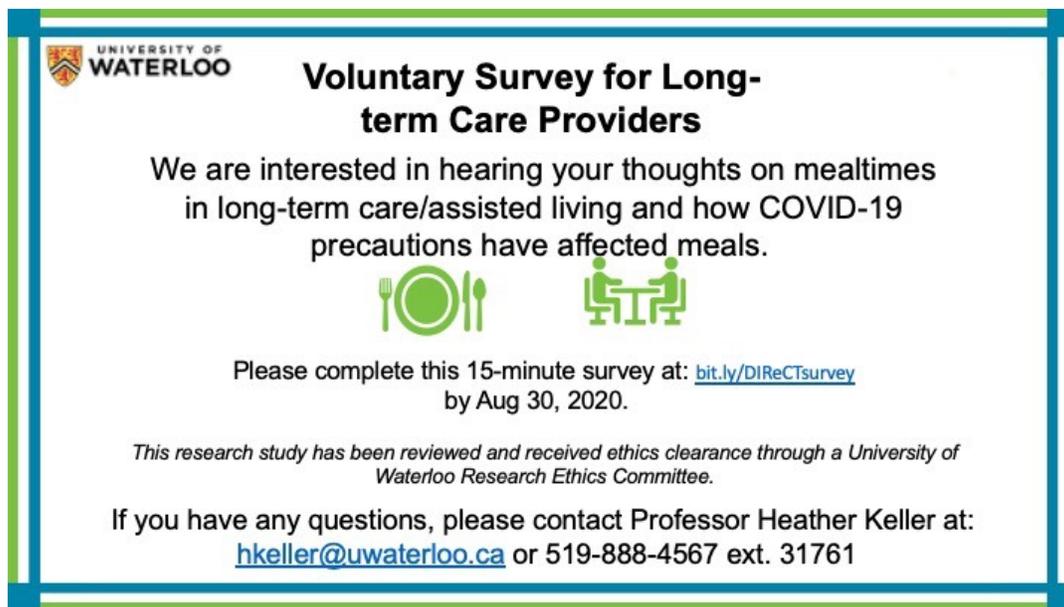
Professor Heather Keller (University of Waterloo) and the Dining in Residential Care Team are conducting an [online survey](#) focused on mealtimes and dining in assisted living and long-term care. Their team aims to optimize the quality of mealtimes for residents which includes optimal meal access and mealtime experience.

The voluntary survey will ask about:

1. Current dining practices and changes with COVID-19 in your home
2. How relationship-centred care is expressed at mealtimes
3. Training preferences for management and staff
4. Factors that facilitate or prevent making mealtime improvements

They are interested in hearing from anyone with interest in food and dining in assisted living and long-term care. This includes: dietitians, food service managers, nurses, directors of care, recreation staff, speech language pathologists, etc.

Questions are available in both English and French and should take approximately 15 minutes to complete. The survey is open until August 30, 2020.



The poster features the University of Waterloo logo in the top left corner. The main title is "Voluntary Survey for Long-term Care Providers". Below the title, the text reads: "We are interested in hearing your thoughts on mealtimes in long-term care/assisted living and how COVID-19 precautions have affected meals." There are two green icons: one of a plate with a fork and knife, and another of two people sitting at a table. Below the icons, it says: "Please complete this 15-minute survey at: [bit.ly/DIRECTsurvey](https://bit.ly/DIRECTsurvey) by Aug 30, 2020." At the bottom, it states: "This research study has been reviewed and received ethics clearance through a University of Waterloo Research Ethics Committee." and "If you have any questions, please contact Professor Heather Keller at: [hkeller@uwaterloo.ca](mailto:hkeller@uwaterloo.ca) or 519-888-4567 ext. 31761".

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## BECOME AN ASSOCIATE MEMBER OF ICCER

**Who is eligible for Associate Membership?** Organizations with an interest in supporting and improving continuing care in Alberta, but who are not continuing care provider organizations, post-secondary institutions, or regulatory bodies.

**What are the benefits of Associate Membership?** Benefits are similar to, but not as extensive as those for Organizational Members. Associate Members will not participate in the governance of ICCER but will receive...

## BECOME AN ASSOCIATE MEMBER OF ICCER CONT'D

- The opportunity to network and collaborate with like-minded organizations in both formal and informal ways; The ability for researchers and providers to discuss continuing care research needs;
- The opportunity for staff to join meaningful Communities of Practice (CoPs) in order to learn and collaborate;
- Limited free attendance to all ICCER events (unless a charge is required, in which case members pay a reduced fee);
- Pre-registration for major education events;
- Resources and information sent weekly;
- Members-only website that includes information and resources that most organizations would not otherwise be able to access; and
- The monthly e-Newsletter

[Click here to read more on ICCER's website!](#)

## JOIN OUR COMMUNITIES OF PRACTICE

ICCER started a Music Care Community of Practice (CoP) in fall 2016 and since then have expanded to other areas of interest for our members. All organizational members are welcome to participate! Associate members are invited to join the Music Care and Educators CoPs.

- **Music Care CoP** - To help members become more aware of the music care options and resources available to them, as well as discuss issues related to implementation.
- **Continuing Care Educators CoP** - An opportunity for members to share resources, discuss strategies for integrating knowledge to practice, and explore the connection between curriculum and clinical education/practice. **The next meeting will be held on September 21, 2020.**
- **Policy Working Group - ICCER has started** a collaborative working group for organizational members to work together on policies, procedures, and forms in hopes of making the audit process easier and more consistent.

*If you are from an ICCER member organization or associate member and are interested and willing to participate in one of these groups, please contact Emily ([emily@iccer.ca](mailto:emily@iccer.ca)).*

### SUBSCRIBE TO THE ICCER NEWSLETTER!

Click on the link to receive future issues of our monthly e-Newsletter!

[Click here to subscribe!](#)

## RESOURCES

- [Living under COVID-19 restrictions: The experiences of older adults and caregivers](#) by AGE-WELL NCE Inc. Older Adult and Caregiver Advisory Committee
- ICCER Organizational and Associate Members can watch past webinars by logging into the [Members-only Area](#) of the website. Email [emily@iccer.ca](mailto:emily@iccer.ca) if you need your login information!

CONNECT WITH US ON  
SOCIAL MEDIA



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*Each month we highlight new research, policies, reports, etc. that are applicable to continuing care. If you come across materials you would like to share, please send them to [emily@iccer.ca](mailto:emily@iccer.ca).*

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