

# Session 1: Who are Essential Care Partners?

This section will help you to understand your role as an Essential Care Partner (ECP) and will help you to determine if this role is a good fit for you.

# *Who is an Essential Care Partner?*



Essential Care Partners (ECP) are defined by the patient as those who provide critical and often ongoing, personal, emotional, psychological, advocacy, and physical support and care, without pay for people in need of support.

ECPs are distinct from other visitors because they know their loved one best; they are uniquely attuned to subtle changes in their behaviour or status.

**Essential Care Partners are considered an integral part of the care team.**  
They are required to care for their loved ones for a minimum of 5 hours a week.

# *What are the responsibilities of an Essential Care Partner?*

## **An Essential Care Partners Responsibilities may include:**

- Supporting a patient's physical care, mental and emotional wellbeing;
- Assisting with meals, mobility or personal care;
- Providing communication assistance with hearing, visual, speech, cognitive, intellectual or memory impairment;
- Supporting decision making;
- Supporting discharge and discharge planning after an inpatient stay; and
- Assisting with virtual calls with other family members

# *Who can become an ECP?*

ECPs are chosen by the patient or substitute decision maker. This could be a family member, friend or neighbor who is actively involved in the care provided to a loved one or a close contact.

It is important to note that there is a limited number of ECPs per patient and only ONE ECP can provide support per day.

To be eligible for this program, ECPs are required to care for their loved one for a **MINIMUM of 5 hours per week.**

# *What to expect as an Essential Care Partner*



- Use Brockville General Hospital Main Entrance.
- ECPs must be fully vaccinated against COVID-19,
- Everyone must participate in screening upon entrance to the hospital.
- Access to areas of the hospital may change as the pandemic evolves.
- ECPs are not permitted to eat or drink in patient rooms and are asked to leave the hospital to eat / drink. You may return after eating.
- ECPs are not permitted to use patient washrooms. Please use the public washrooms by the main entrance.

# Your ECP Checklist:



- Talk about your role** with your loved one. Introduce yourself to staff. Describe your relationship to the patient and how you'd like to participate in care.
- Observe changes** (physical, behavioural, emotional) in the patient and report them to your loved one's nurse. Ask staff what observations they would like you to routinely share.
- Gather helpful information** (current medications, medical history, assistive devices, other health care providers, and insurance forms (if you have additional coverage) and bring it all to the hospital.
- Ensure that you're present**, if possible, at times when information will be shared, and decisions need to be made. Keep your schedule for coming to the hospital manageable. Let staff members know how to reach you and be sure you know whom to contact for information when you're away from the bedside.
- Tell staff** if you have any concerns about the patient's condition or safety or if you are uncomfortable because "something just doesn't feel right".
- Help with decision-making** about care and treatment. Be a second set of eyes and ears for the patient. Ask questions and take notes. Encourage your loved one to participate in decision-making to the extent they choose.
- Enlist help** from staff members with whom you are comfortable so that they can support you and your loved one as you participate in care and decision-making.
- Ready yourself** for the transition to home, Long Term, or Community Care. Before you leave the hospital, make sure your questions and those of the patient have been answered. Know what will be needed afterwards (medications, treatment, equipment, follow-up appointments) and what changes in the patient's condition should be reported to health care providers.

# Session 2: Safety Measures

This section will help to ensure your own safety as well as the patient and staff's safety. Please read the information carefully.

# *If you are at risk of COVID-19*

Please contact the Patient Engagement Specialist right away at x 51287 if you:

- Are a high-risk contact of someone with COVID
- Are experiencing any COVID related symptoms
- Experience other symptoms or are feeling ill

# ID Badge



You will receive an Essential Care Partner ID. This will help staff to identify you as an Essential Care Partner. Once ready, please pick up at the main screening desk.

Badges are to be returned to Screening when your loved one is discharged.

# *PPE at Screening Station*



Once you have completed screening, the screener will give you the required PPE. You will be required to always wear the mask. In certain cases, you may be required to wear a visor in addition to the mask. These are not to be removed while in the hospital.

# Emergency Codes

BGH Emergency Codes X5555	
CODE	INCIDENT
AMBER	INFANT SECURITY PREVENTION OF ABDUCTION
BLACK	BOMB THREAT
BLUE	CARDIAC ARREST
BROWN	INTERNAL HAZARDOUS SPILL
GREEN	EVACUATION (PRECAUTION)
GREEN-STAT	EVACUATION (CRISIS)
GREY	AIR EXCLUSION PLAN
IMMEDIATE RESPONSE	IMMEDIATE ASSISTANCE- NOT IN PATIENT CARE AREA
ORANGE	EXTERNAL DISASTER
PINK	PEDIATRIC LIFE-THREATENING CONDITION
PURPLE	HOSTAGE TAKING
RED	FIRE
SILVER	LOCKDOWN, ACTIVE SHOOTER/ PERSON WITH A WEAPON
WHITE	VIOLENT/ BEHAVIOURAL SITUATION
YELLOW	MISSING PATIENT

When an emergency occurs at BGH, a code is called over the intercom. You will find the image on the left on the back of your ID badge. Please stay with your loved one and await instructions from staff. If you witness an emergency, please alert the nearest staff member.

# *AN ECP Must NOT:*

- Lift or transfer patients independently (without personalized training)
- Administer medications (under any circumstances)
- Enter the room of another patient
- Provide care to another person who is not your loved one
- Eat or drink in the patient room
- Use the washroom in the patient's room
- Remove your mask in a patient room or public area

- ***Falls prevention at BGH is a team approach and everybody has a role!***
- If you see something that could put someone at risk for falling, tell the nearest staff member immediately so they can act.
- If you come across someone who has fallen, call for help. **DO NOT** try to lift them on your own.



# How can ECPs help prevent falls in Hospital?



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- Clear clutter from around your loved one's room
  - Ensure bags and clothing that your loved one doesn't need immediately are kept safely in their closet
  - Help keep the bedding tidy, so it doesn't get tangled around the patient's feet
  - Keep the patient's overbed table free of clutter so items can't fall off and become tripping hazards
- Always check with staff before transferring a patient as an improper transfer could result in a fall
  - Have the patient sit on the edge of the bed before standing
  - Ensure that all brakes on wheelchairs are locked before the patient sits down
- Ensure your loved one is wearing appropriate footwear if they are walking
  - Flat shoes, no slippery soles, no heels...walking/running shoes are ideal
- Bring proper fitting clothing in for your loved one to wear
  - Do not bring long nightgowns or housecoats
  - Ensure pants don't drag on the floor
- Encourage your loved one to press their call bell or call for help if attempting to get out of bed unassisted

# *Safety is Everyone's Responsibility*



## **Patient Changes**

One of the most important roles of the ECP is to alert staff of subtle changes in your loved one, as staff may not recognize these changes. Even if you have a “gut feeling” that something isn’t right, it’s important to make your loved one’s nurse aware.

## **Incidents at BGH**

If you see a potential risk, at any point while in the hospital, please immediately flag it to BGH Personnel and notify the Patient Engagement Specialist or clinical manager on the unit so an incident form can be completed.

# Session 3: Personal Protective Equipment

Please read the next couple of slides carefully on PPE. On your first visit as an ECP you will be required to demonstrate your knowledge of PPE.

# *Personal Protective Equipment*

## **Putting on Personal Protective Equipment**

- Perform hand hygiene at screening
- Put on mask at screening
- Before entering unit, perform hand hygiene
- Before entering a room, perform hand hygiene

In some cases, you may be asked to wear full PPE which includes a gown, goggles and face shield, and gloves. A member of staff will show you the specific instructions and review with you how to properly put on and remove this PPE.

## **When Leaving**

- Perform hand hygiene when leaving the patient room and unit
- Remove mask at exit of hospital
- Perform Hand Hygiene before leaving hospital

# How do I wash my hands effectively?



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## Clean Your Hands With Hand Sanitizer for 20 Seconds



Apply enough  
sanitizer to palms.



Rub hands  
together.



Rub back of  
each hand.



Rub fingertips  
of each hand in  
opposite palm.



Rub between and  
around fingers.



Rub each thumb.



Rub each wrist.



The Leeds, Grenville & Lanark District Health Unit  
For more information call 1-800-660-5853 or visit [www.healthunit.org](http://www.healthunit.org)

# How do I wear a mask or face covering?

Everyone at BGH must wear a mask at all times. This helps protect everyone from the possible spread of COVID-19 and other germs.

When you arrive at BGH a new medical grade mask will be provided to you at screening.

## HOW TO PUT ON A FACE COVERING/MASK

- 

Clean your hands with soap and water or hand sanitizer.
- 

Hold the face covering/mask by the ear loops and place a loop around each ear.
- 

Mold or pinch the stiff edge to the shape of your nose.
- 

Pull the bottom of the face covering/mask over your mouth and chin.
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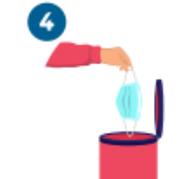
Avoid touching the front of the face covering/mask when wearing.

## HOW TO REMOVE A FACE COVERING/MASK

- 

Clean your hands with soap and water or hand sanitizer.
- 

Avoid touching the front of the face covering/mask. Only touch the ear loops.
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Hold both of the ear loops and gently lift and remove the face covering/mask.
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Throw the mask in the trash or put face covering away in a safe place.
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Clean your hands with soap and water or hand sanitizer.

# Session 4: What you can Expect on the Unit

When you are around patient information it's very important to maintain privacy and confidentiality.

# Hospital Routines

## **NURSING SHIFTS** start at:

- 7:00
- 19:00
- 23:00

At change of shift, nursing staff may be less available as they are getting report.

## **MEDICATION**

Focus during medication preparation is key to your loved one's safety.

Unless it is urgent, please defer any questions until the nurse comes in the room with the medication.

## **MEAL-TIMES** - vary slightly:

- Breakfast 8:00 am
- Lunch 11:30 pm
- Supper 4:30 pm

(Please check with the nursing unit for more precise times)

## **SHOWER / TUB:**

Schedule varies based on the unit.

Please discuss with the nurses assigned to your loved one.

## **THERAPY**

Some therapies are pre-booked and may vary depending on the unit.

Please discuss with the nurses assigned to your loved one.

# *Communicating with the Care Team*



When you first become an Essential Care Partner, it is your role to communicate with your loved one's nurse to let them know what type of essential support and care you are providing. The nurse will document this in the patient's care plan.

It is also important that each time you provide support you communicate with your loved one's nurse to share with them how you provided support to them. The nurse will chart this as essential care that was provided.

## *What can I do on the Unit?*

On the Unit ECPs may do the following to support their loved one:

- Fetch supplies such as blankets, towels etc.,
- Fill-up your loved one's water jug
- Make Tea / Coffee for your loved one
- Provide cognitive stimulation such as reading, playing cards/games
- Facilitate virtual visits with other family members

Please note: These must be discussed initially with the care team to ensure ECP support is documented in your loved one's care plan.

*Thank you!*



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Have any questions?

Send us an e-mail

[BGHPatientExperience@Brockvillegeneralhospital.ca](mailto:BGHPatientExperience@Brockvillegeneralhospital.ca)

or call 613-345-5649 ext. 51287