



CONESTOGA
Connect Life and Learning

CONESTOGA COLLEGE -LIVING CLASSROOM

Update November 26, 2013

--published by the School of Health & Life Sciences and Community Services on behalf of our Living Classroom at Riverside Glen

WHAT'S NEW

- Conestoga College will work with the Village of Riverside Glen management to ensure that residents and families have advance notice of activities that are taking place at the Living Classroom. These notices will be added to the resident recreational calendars.
- Conestoga College, through the on-site Living Classroom, will issue a monthly update for all residents and families at Riverside Glen.
- Conestoga College will attend the Resident Council meeting and Family Council to introduce faculty, provide an overview of the students, and the Living Classroom program at the beginning of each semester (in early January, May and September). If needed, this visit will also include a tour of the Living Classroom class room and lab facilities.
- To further improve information sharing, residents and families can contact the on-site Program Coordinator with questions that are not answered through our Newsletter or the Resident Council and Family Council Meeting. The Program Coordinator is Ms. Sarah Pottier (spottier@conestogac.on.ca, till the end of December 2013) and Ms. Patricia Bower (pbower@conestogac.on.ca, starting in January 2014).
- Since the Hearing with the City of Guelph regarding the rezoning of the Village of Riverside Glen, many questions have been asked. Conestoga College provided information to families at the October 29th Family Council.. We met again on November 13th with representatives of the Family Council and the Resident Council.
- At the request of the Chair of the Family Council, we provide a summary of all questions asked. This information is attached.

WATCH FOR

- **The Living Classroom update –week of December 2nd.**

CONESTOGA COLLEGE LIVING CLASSROOM AT THE VILLAGE OF RIVERSIDE GLEN; QUESTIONS AND ANSWERS—NOVEMBER 26, 2013

Conestoga College has received questions from Families and Residents regarding the operation of the Living Classroom. At a meeting with Family Council on October 29th, two information documents were provided to answer these questions: one document was dated October 7th and had information that was shared at the Public Hearing with the City of Guelph on October 7th. Another document was dated October 29th and had additional information related to discussions with review of infection control practices by an infectious disease expert and to discussions with the Medical Officer of Health.

To help residents and families understand our information in relation to the questions that have been asked, the attached summary of Questions and Answers has been prepared. This summary organizes the questions that have been sent to us by families and residents into topics with answers taken from the written information that we have provided and reviewed at the meeting with Family Council on October 29th and with a representative of Family Council and two members of Residents' Council on November 13th.

The questions and answers have been organized into eight (8) topics:

- **Topic 1: Program Status**
- **Topic 2: Program Details**
- **Topic 3: Infection Prevention and Control**
- **Topic 4: Use of Space at Riverside Glen**
- **Topic 5: Parking at Riverside Glen**
- **Topic 6: Student Expectations**
- **Topic 7: Nature of Research**
- **Topic 8: Communication Mechanisms**

We hope that this information helps all parties understand the philosophy and practices underlying the Living Classroom and its goals of providing improved education for students in Guelph and surrounding area, graduating individuals to serve hiring needs in Guelph and Area, and contributing to residents' quality of life at Riverside Glen.

Sincerely, Management of the School of Health and Life Sciences at Conestoga and our Program Coordinator for Personal Support Work and Practical Nursing on site at Riverside Glen.

FAMILY AND RESIDENT QUESTIONS; ANSWERS PROVIDED BY CONESTOGA

<p>QUESTIONS RECEIVED AS OF Nov 11, 2013</p>	<p>ANSWERS TO QUESTIONS –FROM INFORMATION IN THE OCTOBER 7TH AND OCTOBER 29TH UPDATES</p>
<p>TOPIC 1: PROGRAM STATUS</p> <p>1.How long have you been conducting educational programs at RSG? And how many students did you have prior to 2012?</p> <p>2. Was there a restriction from RSG as to how many students you could allow in your classrooms?</p> <p>3.Did you know that Riverside Glen was not ‘zoned’ for a post-secondary school and that you are in violation of the City’s by-law?</p> <p>4.Who (and how much) is funding the Living Classroom Program?</p> <p>5.Does Conestoga College pay rent for Riverside’s basement classroom facilities?</p> <p>6.Knowing the issues and concerns expressed by Dr. Mercer at the Public Meeting (October 7), does Conestoga College still feel confident operating its educational program, in Riverside’s Long Term Care facility?</p> <p>7. Why wouldn't Conestoga College set up their education program/classes in a building nearby RSG? Why set up in LTC?</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • Conestoga College Institute of Technology and Advanced Learning, in cooperation with Schlegel Villages provides Practical Nurse (PN) and Personal Support Worker (PSW) education through an innovative Living Classroom program at the Village of Riverside Glen in Guelph. The strength of the learning experience for students and the value to residents and staff result from the intentional integration of learning activities with the life of the Village <i>(this is why we are in the Village and not in a building nearby RSG).</i> • The one-year Personal Support Worker program at Riverside Glen began in 2008. To date, a total of nine classes have completed the program, with a total of 144 graduates. The two-year Practical Nursing program was added in 2009. To date, there are 63 graduates. Graduates of the two programs are preferred employees as a result of their experience and full understanding of inter-professional, resident-centred care. • Dedicated lab and classroom space for the program is located in the basement of the facility and can accommodate a total of 150 students. Actual student numbers vary depending on the time of year, ranging from 70 (May – August) to 140 (January – April). Today, there are 116 students. <p><u>October 29th Update</u></p> <ul style="list-style-type: none"> • The Living Classroom has been in operation for five years through an arrangement with Riverside Glen that is common of colleges as Crown Agencies providing publicly funded education in a health-care environment (yes, we pay rent). Conestoga continues to support the zoning application by Schlegel Villages to the City of Guelph that will enhance the scope of services provided by Riverside Glen. • The Infection Prevention and Control Procedures currently in place at Riverside Glen have been endorsed by Public Health as well as by an Infectious Disease expert, Dr. Loeb. • Public Health, through our meeting with Dr. Mercer, also supports the involvement of students with residents of Riverside Glen in intentionally planned learning activities.

..SUMMARY: The Living Classroom is an intentional collaboration between Conestoga College and Schlegel Village of Riverside Glen to meet workforce needs in Guelph & area.

QUESTIONS RECEIVED AS OF NOVEMBER 11, 2013	ANSWERS TO QUESTIONS –FROM INFORMATION IN THE OCTOBER 7TH AND OCTOBER 29TH UPDATES
<p>TOPIC 2: PROGRAM DETAILS</p> <p>1.Can you break down how many students are here and when?</p> <p>2.How many students, from the Living Classroom, are actually placed/hired at Riverside Glen(LTC and Retirement?) annually?</p> <p>3. # of students in each program, how many weeks they spend in classes, where and when they do their placements and for how many weeks, etc.</p> <p>4. Where else (other facilities) are the graduates placed?</p> <p>5.How many students come from other campuses to Riverside Glen?</p> <p>6.How many students in the program? How many from Guelph? Where else are they from?</p> <p>7. Could you provide more details on what socialization programs are taking place in Riverside Glen’s LTC. And when do they occur?</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • Students in the two programs (PSW and PN) are primarily drawn from the Guelph community (<i>the majority find part-time and full-time employment in Guelph</i>). • During their studies, students complete clinical placements at Riverside Glen and a number of other health care facilities in Guelph and the surrounding community in order to gain a broad range of experiences in preparation for their future careers. <p><u>October 29th Update</u></p> <ul style="list-style-type: none"> • The number of students in our Living Classroom varies by semester as we plan programming and locations to best serve students’ needs. For January 2014, Practical Nursing students in Semester 4 will join the other Semester 4 PN students at the Doon campus to complete the classroom and simulation learning that is integrated with their pre-graduate experience. Bringing the groups together will provide opportunities to unify pre-graduate expectations. We will welcome a new intake of PSW students at Riverside Glen – as with previous intakes, the overwhelming majority of these new students are residents of Guelph and the surrounding community. The total number of students in Living Classroom programs as of January 2014 is projected to be 90-100. • The Village of Riverside Glen provides practicum placements to a number of Personal Support Worker and Practical Nursing students, not just those from the Living Classroom. The Village also provides valuable learning experiences for students from OTA/PTA and Recreation and Leisure programs delivered at our Doon campus. • Students are formally engaged with residents in a variety of socialization activities, from providing conversation and personal care to accompanying residents to activities and assisting with meals. Students are closely supervised as they develop the skills to interact positively and effectively with residents and staff. As students become more integrated into the Riverside Glen community and develop relationships with residents and families, they often engage in informal interactions as well.

...SUMMARY: The number of students present at any one time at Riverside Glen varies according to the class schedule and enrollment decisions.

QUESTIONS RECEIVED AS OF NOVEMBER 11, 2013	ANSWERS TO QUESTIONS –FROM INFORMATION IN THE OCTOBER 7TH AND OCTOBER 29TH UPDATES
<p>TOPIC 3: INFECTION PREVENTION AND CONTROL</p> <p>1.Potential infectious diseases brought into LTC from the students.</p> <p>2.Aren't students risking their own health & attendance in attending classes in a long-term care facility.</p> <p>3.Vaccinations that are mandatory for students</p> <p>4.If a student is unwell, how do you determine how long they should refrain from attending class or placements and what would be the typical number of "sick days" recommended for respiratory or GI illness.</p> <p>5. Students are coming to school ill - A student said that her instructor told her she could possibly fail her course if she missed classes due to illness</p> <p>6.How do you monitor that each and every students is practicing safe infection control?</p> <p>7.Do you allow students in the program who are not vaccinated?</p> <p>8.Do you allow students come to school ill, because they don't want to miss a class, what do you in this situation? Do the instructors ask them to leave?</p> <p>9.Why do you continue to operate during a LTC outbreak?</p> <p>10.Would Conestoga College consider conducting daily screening of the students?</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • Three levels of established practices for infection prevention and control protect the safety of residents, family and staff as well as students (admission requirements, daily infection prevention and control practices, outbreak management). • All students in the two programs must pass security checks, undergo TB screening and complete a prescribed set of vaccinations prior to their involvement with residents. Annual influenza vaccination is expected, and compliance is monitored. <p><u>October 29th Update</u></p> <ul style="list-style-type: none"> • The Living Classroom space at Riverside Glen will be limited to education programs related to seniors care. • Policies regarding security checks, screening tests and vaccination requirements for students in direct contact with residents, combined with established guidelines for hygiene and professional conduct, reflect both standard approaches for health care educators and the unique circumstances resulting from delivering education in a long-term care environment. • A very important expectation in these procedures is the achievement of high rates of vaccination for influenza. Results from our initial vaccination clinics have been very impressive, and our records indicate that (as of Nov 13) 95% of students at Riverside Glen have been immunized. We continue to aim for 100% compliance. The same expectation for flu vaccination will apply to all students completing practicums at Riverside Glen or at any other long-term care facility. • <i>Faculty monitor student absences and work with students regarding implications for their studies. Our practices for monitoring students who are absent from class due to illness follow recognized protocols published by authorities such as the Ontario Health Care Association.</i> <p>...SUMMARY: We are pleased that the external review by an infectious disease expert, Dr. Loeb, as well as Dr. Mercer support our infection control practices.</p>

QUESTIONS RECEIVED AS OF NOVEMBER 11, 2013	ANSWERS TO QUESTIONS –FROM INFORMATION IN THE OCTOBER 7 TH AND OCTOBER 29TH UPDATES
<p>Topic 4: Use of Space at Riverside Glen</p> <p>1. There is no ‘privacy’ for LTC residents to talk to each other about issues, due to students sitting in the cafe.</p> <p>2. Students are now entering, from the parking lot, through the Gym/Physio Room door.</p> <p>3. Staff/student meetings held in LTC’s library, chapel and café.</p> <p>4. Students having lunch or doing homework in the café</p> <p>5. Staff/students using resident washroom/s.</p> <p>6. Overall location of the school in LTC.</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • Extensive efforts have been made since the establishment of the Living Classroom program in 2008 to ensure that resident rights, safety and security are respected at all times, and that students in the program follow the same infection prevention and control practices expected of all professional health care workers (this included a major upgrade for 2011 which created faculty/meeting space). This also included an expansion of the parking area. • Students spend most of their time in the main education space: the presence of large groups of students in common areas in Riverside Glen is both infrequent and intentional, connected with occasions where resident participation is desired (e.g., graduation activities, student orientation). <p><u>October 29th Update</u></p> <ul style="list-style-type: none"> • We continue to work toward having the most professional environment for learning for our Living Classroom. As one example, we are exploring potential options that will provide space outside of resident areas for students during their breaks from the classroom. <i>(as of November 13th, space is now provided for student breaks within the Living Classroom area).</i>
<p>Topic 5: Traffic and Parking at Riverside Glen</p> <p>1. Did anyone have concerns about parking, etc, before the Public Meeting at City Hall? Or is this all new information to you?</p> <p>2. Students parking in ‘visitor’ spaces.</p> <p>3. The speed of students’ cars driving along the pathway to the parking lot .</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • Students access the learning space through a back entrance with direct access to the parking lot they share with employees. Ongoing review and monitoring is in place to ensure that educational activities at Riverside Glen do not impact the availability of parking for visitors <i>(see comment above re major expansion of parking for 2011).</i> <p><u>October 29th Update</u></p> <ul style="list-style-type: none"> • We are also working with the Village of Riverside Glen on potential strategies to reduce parking and traffic concerns.

...SUMMARY: We appreciate that the Village of Riverside Glen is the residents’ home. This is also the education location for students seeking to become future health care professionals. We are working with Riverside Glen to make this relationship one of mutual benefit to residents and families, students and team members.

QUESTIONS RECEIVED AS OF NOVEMBER 11, 2013	ANSWERS TO QUESTIONS –FROM INFORMATION IN THE OCTOBER 7TH AND OCTOBER 29TH UPDATES
<p>TOPIC 6: STUDENT EXPECTATIONS</p> <p>1.An RPN student was studying in the cafe. 2.Potential- students are completing their applications sitting in LTC’s Café and Library. 3.Students are smoking in the back parking lot. 4.Smoking on the back stoop of the building. 5.Currently nite-class students are coming in and out through the LTC entrance.</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • Students are prepared for resident and family interaction before they are involved with activities outside the classroom. They are expected to conform to the standards for hygiene and professionalism required for all health care professionals. <p><u>November 13th Discussion</u></p> <ul style="list-style-type: none"> • <i>Students are encouraged to apply for Volunteer Positions or part-time employment at Riverside Glen. They have been seen completing required application forms sitting in the social areas. They may also be taking breaks between planned resident activities.</i> • <i>Students are aware of the smoking areas for students and staff outside the building. Conestoga will discuss potential opportunities to improve signage with Riverside Glen.</i> • <i>Conestoga does not have night classes at Riverside Glen.</i>
<p>TOPIC 7: NATURE OF RESEARCH</p> <p>1.What is the nature of the Research Project?</p>	<p><u>October 29th Update</u></p> <ul style="list-style-type: none"> • The applied research project conducted at Riverside Glen to evaluate the effectiveness of the Living Classroom as a model for learning has been completed (<i>there has only been one research project undertaken to date by Dr. Boscart</i>). Initial results show consistently positive benefits for students, for residents and for the community. We will use the findings from this study to optimize the way we deliver education for future health care professionals.
<p>TOPIC 8: COMMUNICATION MECHANISMS</p> <p>1.Have you set up a communications system as issues arise?</p> <p>2.Expectations of your students with regards to "Professional behaviour" and who we should talk to/e-mail if we see transgressions.</p>	<p><u>October 7th Living Classroom Information</u></p> <ul style="list-style-type: none"> • All student activities at Riverside Glen are approved by management and the care team (through regular Liaison Committee meetings), consented to by residents (if they are directly involved), and supervised by faculty. <p><u>October 29th</u></p> <ul style="list-style-type: none"> • Information was provided that day-to-day concerns are to be forwarded to Conestoga’s on-site Program Coordinator, Sarah Pottier. <p><u>November 13th Discussion</u></p> <ul style="list-style-type: none"> • <i>Family and residents were asked, please, to refrain from taking pictures of students without their consent to support our shared goal of creating a respectful and trusting environment.</i>

...SUMMARY: Conestoga is committed to ongoing communication with families and residents. This new Living Classroom Update document is the result of our work. We work with Riverside Glen management in regular coordination meetings.