

## **FCN4 Regional Meeting May 20, 2025 Follow-up**

**By Carol Dueck, Chair FCN4 Advocacy Team**

Family Council members who attended the 58<sup>th</sup> Regional Meeting learned what the daily work life in LTC was like from a PSW's point of view. Miranda Romanowicz (*CEO of Ontario PSW Association and Canadian Support Workers Association*) aptly and realistically shared the challenges that PSWs face each shift as they care for our loved ones. She also outlined actions that she tackles weekly to raise a voice for the working conditions in long term care from her vantage point as leader of their professional association. Her slide deck is posted here on the website for you to review.

Members participated with on-line poll to assist the Advocacy Team to focus on issues common to all Family Councils. The top "hot topics" were tied evenly at:

- 1) Staffing – Recruitment and Retention Issues, including the high use of agency staff to replace last minute sick calls
- 2) Quality with the Inspection Process
- 3) Access – long waiting lists to be accepted to LTC
- 4) Difficult communication with administration.

Thank you for sharing. This will help our team to focus our time and energy. If you didn't have an opportunity for input, we would love to hear examples of some of the issues that your family council is concerned about. We will be watching for the impact of Bill 14 if it does get passed before the MPPs break for the summer. We will also be working on the next issue of our newsletter and seeking an interesting speaker for the 59<sup>th</sup> Regional Meeting sometime after Labour Day.

One of the discussions that took place was the use of technology to assist with the laborious task of staff scheduling and replacing vacant shifts. One LTC home in Lincoln has successfully installed and is using the Dayforce application (<https://www.dayforce.com/>). It allows for tracking phone calls, shift bidding and links to payroll. It increases fair sharing of shifts and efficiency for clinical staff and office personnel. We are not promoting any one particular software but this one is evidently easy to use.

We wish everyone a safe and restful summer. Don't be shy to share your concerns and promising practices by contacting me at [AdvocacyFCN4@ProtonMail.com](mailto:AdvocacyFCN4@ProtonMail.com).